

Case Study



Oxygen One Provides Uplifting Patient Care with Roadnet Anywhere®

For Oxygen One, customer care and service is more than a concept—it's the driving life force of the company. Oxygen One was founded by Jim and Jill Spellman in 1999 as an opportunity to provide long-term oxygen users with better service and clinical expertise, along with lightweight, portable respiratory equipment that would enhance their quality of life. Based in Waukesha, Wisconsin, Oxygen One cares for over 950 patients and focuses on relationship building in every stop, making their mission unique in the home medical equipment industry.

"Our technicians are encouraged to spend quality time with the patient, get to know them, and make sure their equipment is running correctly. Whether we are completing a safety check, an equipment fill, or a troubleshoot call, all of our stops have a general guideline of how long we

expect our technicians to spend with the patient, not just on how long the stop should take based on the task. We often have to train technicians outside of the industry to slow down and take their time at each stop," explained Rebecca Olson, Director of Clinical and Diagnostic Services at Oxygen One.

With the various changes in the medical industry over the past few years, such as competitive bidding, Oxygen One was looking for a way to become more efficient with their routes. Initially, they tried using GPS to fulfill their purpose of knowing where their deliveries were and what was happening in the field. "We came across a lot of information about GPS, and we tried that route first. We wanted GPS to be utilized as a communication tool and give us instantaneous information in the field," stated Olson. "However, we were manually routing on the backend and we still ended up calling our technicians to find out their location in the field. For us, it didn't serve its intended purpose."

To run leaner and reduce costs, Oxygen One began looking at a solution that could integrate route optimization software, along with real-time visibility in the field that would abide by HIPAA regulations. By automating their routing process, they began saving time. "Prior to implementing Roadnet Anywhere, our Med Tech Coordinator would route manually—using the actual delivery tickets and sorting them by territory and dividing them into stacks as to what made the most sense," described Olson. "After implementing Roadnet Anywhere, our Med Tech Coordinator can route in 30-45 minutes, which frees him up to do other items around the office."

Roadnet Anywhere also helped increase Oxygen One's efficiency in other unexpected ways. "Originally, we were running 5 routes. Roadnet Anywhere helped us realize that we could do the same amount of quality work with less routes. We were able to take a vehicle off the road and saved hundreds of dollars on insurance, maintenance, and fuel,"

Quick Facts

OXYGEN ONE

Location

Waukesha, WI

Industry

Respiratory Specialty Company

Service Areas

Counties in Wisconsin:

Waukesha

Milwaukee

Ozaukee

Washington

Vehicles

4 Vehicles

Solution

Roadnet Anywhere®

- Plan

- Dispatch

Results

- \$440 savings per week based on internal cost comparison
- Reduction in routing time from 2 hours to 30-40 minutes
- Decrease in runs per day despite business growth: one vehicle off the road
- Gained efficiency by cross-training employees





explained Olson. With a vehicle off the road, Oxygen One was able to retain and cross-train their employees to work in different areas of the business, such as the warehouse or office, where there was plenty of tasks to be completed.

"It created a domino effect- if we hadn't become efficient with our routes, we wouldn't have known we could have made these other changes," Olson exclaimed. "I can't say that Oxygen One is the only company in the country that can save this type of money or benefit from a program like Roadnet Anywhere. That is just not possible."

Additionally, Oxygen One has benefitted by the ease in which changing FDA and DOT rules can be implemented within their routing procedures. Since oxygen is considered a hazardous material, Oxygen One falls under many rules and regulations. The technicians are required to carry a paper record of their stops, arrival and departure times, and other necessary information that Roadnet Anywhere

provides automatically through the Driver Manifest report. "Along with the manifest the technicians carry with them every day, I'm able to see a historical record of their stops in Roadnet Anywhere. If they've missed a stop, it's already reflected in our system. The directions have been a tremendous help as well- our technicians do not get lost as much- they can find their way to unfamiliar places," stated Olson.

Having the ability to perform routine safety checks on the oxygen equipment has also been a breeze for Oxygen One. Oxygen One automatically schedules the safety checks within Roadnet Anywhere, instead of trying to work them in manually. "We can take better care of our patients by assessing their environment and how their oxygen is working. We have so many equipment checks to schedule a month, and using Roadnet Anywhere makes it easy to do. Our patients' checks are never missed or delayed—which creates performance improvement on our end and results in better care for the patient," Olson described.

Overall, the transition to Roadnet Anywhere worked out well. "The hardest adjustment for our techs was to log in and out of the phones. Change is a difficult thing, but technology is in our future, personally and professionally-we need to embrace it. We're a ten year old company-we can't always afford the technology that companies that have been around for 30 years or more can. We try to pick the best of the available technology that is out there for us," Olson explained.

"This solution is an investment in our future-some companies may look at technology in a different way-they may not have the money to invest now, or for a year. I look at it the opposite way, do you want to be here a year from now? You have to function and behave in a way to get yourself to that point. Find ways today to save money- think about your return on investment. Our return on investment started the first week we used Roadnet Anywhere. I don't want to see any more companies in our industry file Chapter 11, because ultimately it hurts the patient."

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Rebecca Olson
Director of Clinical & Diagnostic Services
Oxygen One



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