McKESSON

Technology consultant journey map:
How we work with you to identify solutions

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Managing healthcare supplies is a moving target. There are always more supplies to order, more bills to pay and more inventory to track. Many healthcare providers manage these tasks manually or without full transparency, making it almost impossible to have clear visibility into real-time supply needs, inventory and payments.

Fortunately, there are easy-to-use technologies that can simplify tracking, managing, ordering and paying for medical supplies. But for many providers, it's difficult to figure out which technology solutions could help them get a handle on their supply inventory, keep processes moving and eliminate bottlenecks.

That's where McKesson Medical-Surgical technology consultants come in.

McKesson technology consultants spend time learning about your processes and the challenges you face when managing your supply chain. Then, armed with this important information, our consultants are in a great position to offer a software solution from our broad suite of options to help address your specific problem. Ultimately, this can help you save time and money that might otherwise be spent implementing or connecting to a broad-based software solution.

Whether it's scheduled orders, general ledger codes, electronic ordering and invoicing, multi-vendor ordering or many other solutions, a technology consultant can recommend the tool needed and help you get started using it.

Healthcare providers turn to technology consultants for help with:

Faster order placement

Decisions about the right order mix

Inventory and organization

Finding and reporting data

Matching invoices and packing slips

Staying within budget and paying bills on time

Understanding the supply cost of caring for each patient

What's involved in a technology consultation?

Here's what you can expect when you call our technology consultants to help address complex issues that may potentially be solved through technology. The technology consultation is a four-step process:

1. Discovery call. During this vitual call, the technology consultant aims to learn more about the customer's specific challenges. "We listen for unique needs and work to understand the customer's goals," says Katie Johnson, technology consultant veteran at McKesson. "We also get a high-level overview of their current process."

2. Workflow assessment. Next, the technology consultant meets with the customer's team to identify manual steps and bottlenecks and brainstorm opportunities to save time. After the meeting, the consultant researches and reviews data to spot trends and benchmarks.

3. Recommendations. After putting together potential solutions, the consultant provides customized recommendations to address procurement or payment lifecycle issues. Johnson says those solutions may include everything from storage room management to inventory management software.

4. Implementation. The technology consultants work within the customer's current workflow and systems to implement the new solutions, coordinating training and working with the implementation team to ensure a smooth transition.

Who's who at a technology consultation

A successful technology consultation involves several key players from McKesson and the healthcare provider organization.

Provider staff

- Purchaser/procurement manager
- Central supply clerk
- C-suite (CEO, CFO, CIO, etc.)
- Director of Nursing
- Business office manager
- Accounting team
- Owner

McKesson staff

- Account Manager
- Area Sales Manager
- Corporate Account Director
- Technology Consultant

Problem solved:
Getting more invoice line details

Challenge:

The finance director at a pain clinic mentioned to his McKesson account manager that it was taking too much time to match his American Express statement to the McKesson statement.

Solution:

The account manager had McKesson's accounts receivable representative adjust the customer's payment terms to match those of his other supply vendor. Monica Williams, a McKesson technology consultant, then showed the customer how to run the Invoice Line Detail Report, which offers the option to manipulate and sort the report to get the data that matches the Amex statement. "This process saved him a lot of time," Williams says.

Problem solved:
Overcoming late payments

Challenge:

A large group of more than 30 nursing homes struggled to pay their invoices on time due to their manual three-way match process. Each location approved paper invoices by hand, then mailed them to the home office for a second approval before releasing payment.

Solution:

After a discovery call, a McKesson technology consultant recommended that the nursing home provider adopt McKesson's Okay to Pay feature within McKesson SupplyManager℠ to electronically complete three-way matching. Now, staffers at each facility review and approve invoices online, and the Okay to Pay feature sends an email to accounts receivable, notifying them that invoices are ready for payment. The AR department also began utilizing McKesson's payment portal to make payments electronically via the SupplyManager website rather than sending a paper check. As a result, the organization now typically pays invoices in 15 days, down from more than 50.

Problem solved:
Reconciled receipts with Okay to Pay

Challenge:

A family practice office needed a way to reconcile receipts of orders.

Solution:

McKesson technology consultant Monica Williams scheduled a call with the customer to learn about their current process. During the call, she demonstrated McKesson's Okay to Pay tool and showed the customer how to set up email notifications. Within minutes, it solved the customer's problem.

Problem solved:
Replenishing supplies automatically

Challenge:

A home health agency continually ran out of supplies and didn't have a way to keep track of when or what clinicians removed from the supply room.

Solution:

A McKesson technology consultant recommended that the agency adopt ORBITS® Inventory Manager to perpetually track their inventory. With this new addition, the agency was able to set periodic automatic replenishment (PAR) levels in their supply room. Clinicians now scan items out when collecting supplies for patient visits using a handheld scanner, which then syncs to the ORBITS website and reduces the on-hand quantity of each item removed. Items that fall below PAR are easily added to an order using the suggested reorder guide.

This solution saves the agency many hours of work putting together an order each week and provides insight into their supply usage while preventing supplies from running out.

Frequently asked questions before undertaking a technology consultation

What's the cost of these technology solutions?
The cost depends on the solution recommended for your organization, but most of our sotlutions are integrated into SupplyManager.

How much time and effort do the solutions take to use or manage?
Each of our solutions has a varying level of customer involvement in terms of management, but when implemented, solutions typically result in valuable time savings for users.

Are the solutions easy to use?
Yes, our solutions are very intuitive and user-friendly!

Do you provide training?
Yes, we provide training through various avenues, depending on the solution. The account managers and technology consultants can provide training on our SupplyManager advanced solutions, McKesson ScanManager[SM] and McKesson Business Analytics[SM]. For other solutions, we have implementation specialists who work one-on-one with customers for implementation and training.

McKesson solution highlights

Okay to Pay makes invoice management a breeze

Okay to Pay is our paperless processing solution, allowing you to accept and approve invoices from your SupplyManager account.

Within SupplyManager, Okay to Pay allows you to accept and approve invoices online, automating a three-way match with packing slips, purchase orders and invoices electronically and eliminating the need to mail, fax and scan hard copies of invoices.

McKesson Inventory Manager is a replenishment rock star

Inventory Manager helps you manage your perpetual inventory and maintain periodic automatic replenishment (PAR) levels for your medical, lab, office and janitorial supplies. This web-based, barcode-enabled system helps you place supply orders, track products, avoid errors and identify purchase trends.

Ordering is easy with McKesson ScanManager℠

ScanManager offers an ordering solution with the power of barcode technology. Users scan the product barcode, send it to SupplyManager and wait to receive their new stock. ScanManager saves time and simplifies the ordering process.

McKesson OneTrack® simplifies equipment tracking

OneTrack is a web-based system that tracks infusion, enteral and ventilator equipment so staff instantly knows the location and condition of the equipment they need. The system's rapid location and status updates capture interactions between branches, devices and patients in seconds. OneTrack also stores repair and maintenance documentation, reducing the need for manual entries and keeping the office ready for audits.

Stay updated with email notifications in McKesson SupplyManager^{SM}

SupplyManager users can set up email notifications for order confirmation, shipment notification, invoices and statements and packing slips. Technology consultants can help you set up the email notifications you need for the time period and for the recipients you specify.

Turn data into action with McKesson Business Analytics^{SM}

McKesson Business Analytics provides easy-to-use, actionable data to improve your ordering. Putting real-time data into the palm of your hand, this reporting dashboard helps identify savings opportunities, increase visibility and transparency into your spending and improve ordering compliance to build resilience into your supply chain.

Simplify patient communications with McKesson VerbalCare®

A mobile app that helps support and automate communication between providers and patients, VerbalCare can alert patients when it's time to reorder medical supplies and help improve patient outcomes.

Learn how McKesson technology consultants can help simplify your challenges with supplies and payments. Request a consultation today.