Care Harmony: Orchestrating Seamless RPM Delivery with HRS Logistics

Presented by:
Catherine Bryt, VP & GM, Operations & Logistics for HRS
Kevin Breslin, Business Analyst, Commercialization for HRS

Care Harmony: Orchestrating Seamless RPM Delivery with HRS Logistics

Objectives

1. Patient Journey from pre-enrollment to post-discharge
2. Equipment Readiness
3. Patient Onboarding
4. Order Management & Shipment Tracking
5. Returns Coordination
6. Enhanced ROI & Scalability

RPM Across Traditional and Innovative Use Cases

HRS has developed scalable solutions for your patients across their healthcare journey including –
Preventative Care, Active Disease Management Complex Care & Advanced Stages, End of Life Care

HRS supports 90+ diagnosis care pathways, available out of the box – customizable to client needs

Hospital at Home

Inpatient Discharge to Home

Home Health Plus

ED Discharge to Home

Primary Care at Home

Value Based Care

Medicare Advantage, Commercial, Medicaid

ACOs / CINs + Population Health

Health Equity / SDoH

Employer/TPA Programs

Post-Acute Programs

Home Health

Hospice and Palliative Care

High-risk Longitudinal Care Transitions

PACE Programs

Physician Practices

Oncology

Cardiology

Pulmonology

Bariatric

Specialty Practices

Innovative Programs

Dialysis Support

Post Partum Transitions

SNF @Home Model

Cardiac / Pulmonary Rehab

HRS | Health Recovery Solutions

Enterprise Support Across the Full Continuum of Care

IVR/Automated Calling

Cellular Peripherals

BYOD + Mobile App

App + Peripherals

Tablet Only

Tablet + Peripherals

Continuous Monitoring

Low Risk — **Rising Risk** — **High Risk**

RPM as a Service

- Enterprise Product Offering
- Billing and Reimbursement
- Logistics and Inventory Management
- Remote and In Person Support for - Onboarding, Retrievals and Service Calls
- Clinical Monitoring with Multi-licensure support
- Deep Analytics and Reporting Suite
- Interoperability and Integrations
- Technical Support
- Asynchronous Wound Consult Program

HRS | Health Recovery Solutions

Increase the return on your investment with turnkey logistics

From pre-enrollment through post-discharge, our 10+ years of experience in remote monitoring logistics adds value to you and your patients.

Enhance staff efficiency & simplify virtual care delivery

- Outsource logistics and administrative tasks to HRS Logistics
- Increase staff capacity to focus on patient care while we handle delivery, patient training, returns and kit servicing
- Comprehensive reporting package that gives full insight into your orders & inventory

Increase patient enrollment & ensure program growth

- Seamlessly scale your operations to match the growth of your program
- Enjoy turnkey management including inventory logistics, tech support, training & returns
- Maximize the use of your inventory
- Our clients have seen a **14% reduction** in failed pickups.
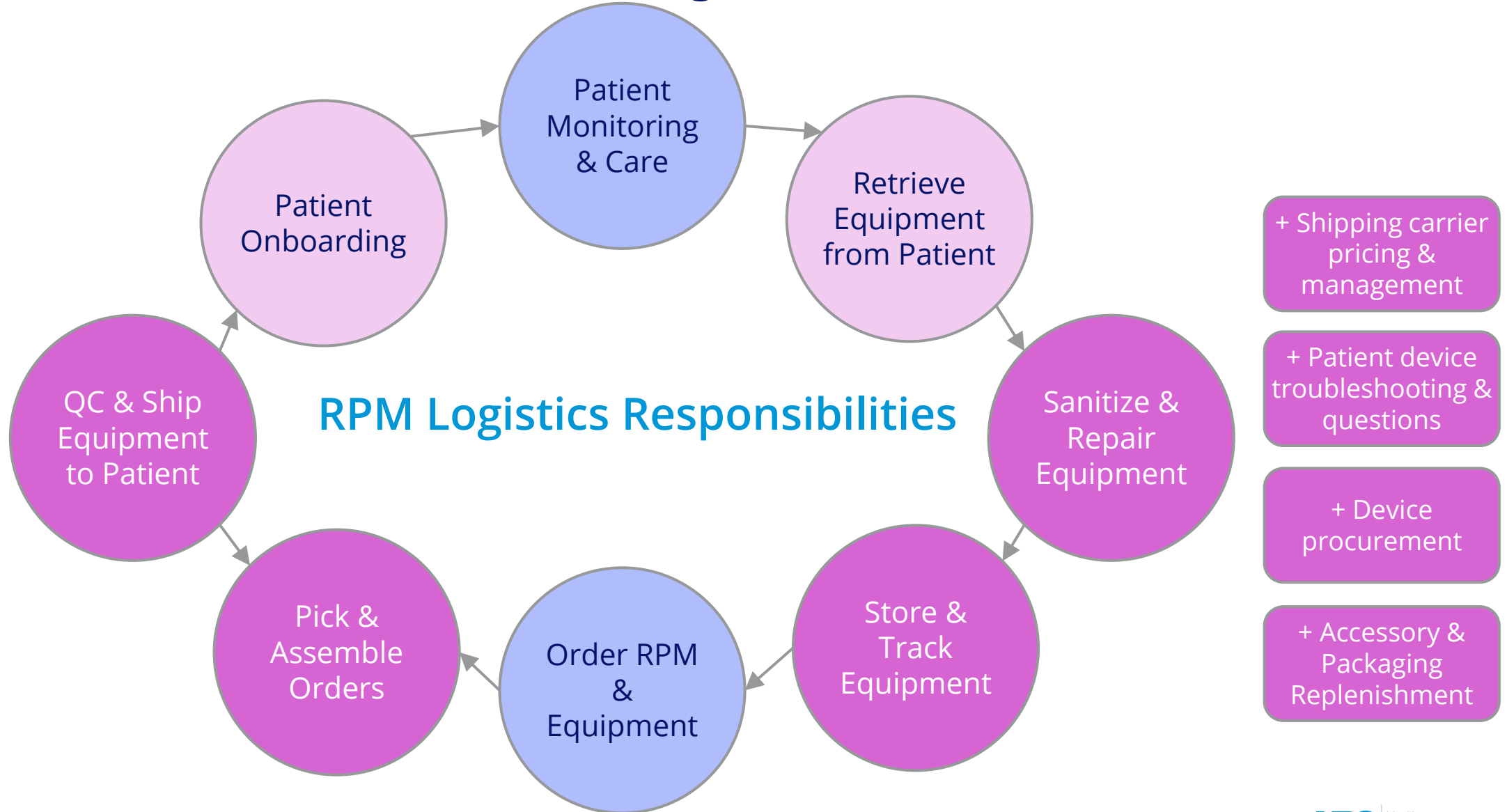
Fast-track patient enrollment to engagement

- Launch each patient quickly and effortlessly
- Ensure top-notch equipment education to set patients up for success
- Our clients have seen a **13% improvement** in patient adherence when using the Remote Patient Onboarding service

Unparalleled service, support, & visibility

- Our Quality Control team tests 100% of shipments to patients
- Packages receive special healthcare priority handling and a dedicated support line from the carrier
- Same-day shipment
- Technical support and troubleshooting handled directly by our dedicated team

HRS | Health Recovery Solutions

Overview of RPM Logistics Operations

RPM Logistics Responsibilities

- Patient Monitoring & Care
- Retrieve Equipment from Patient
- Sanitize & Repair Equipment
- Store & Track Equipment
- Order RPM & Equipment
- Pick & Assemble Orders
- QC & Ship Equipment to Patient
- Patient Onboarding

+ Shipping carrier pricing & management

+ Patient device troubleshooting & questions

+ Device procurement

+ Accessory & Packaging Replenishment

HRS | Health Recovery Solutions

We do the heavy lifting for you

What it takes to manage logistics of an RPM program:

Inventory processing, quality control, & management on every kit turn

- Retrieve and receive kits
- Check for physical damage
- Ensure devices function properly
- Reconcile, track, and organize inventory
- Charge tablets
- Sanitize all devices and accessories
- Convert kit for next care episode
- Pair all devices and update software
- Re-package and clean-up
- Store inventory & spare parts

Repair & replacement service and supplies replenishment

- Coordinate & process every kit return
- Inspect for damage
- Replace batteries
- Replace packaging
- Replace collateral
- Repair damaged devices (if reparable)
- **Pay for kit replacement if shipping carrier loses kits**
- Build replacement kit
- Quality check replacement kit
- Ship replacement kit

Shipping carrier management, service & rate negotiation

- Negotiation and contracting for shipping rate discounts and service level
- Manage shipping escalations and carrier relationship
- Order pickup and delivery tracking on every kit turn
- Manage failed retrievals
- Replace kits for failed retrievals – build, QA, package, store and ship

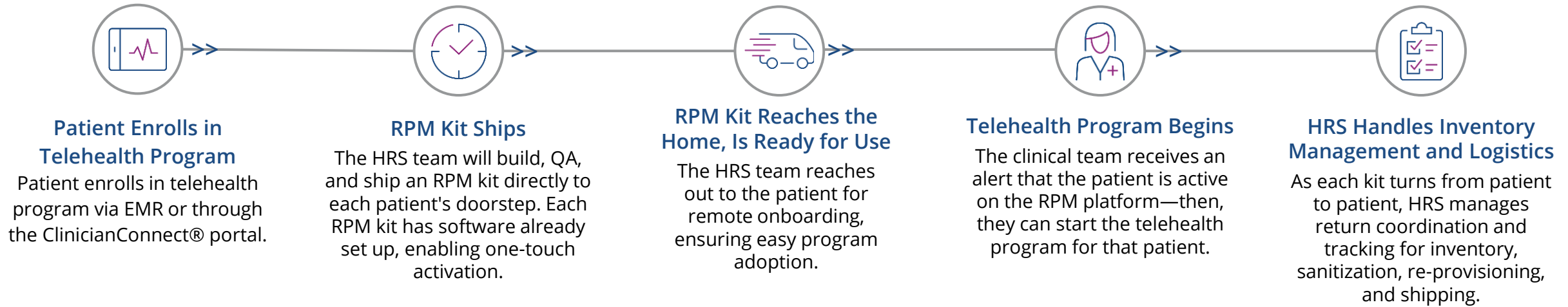### Patient onboarding & returns coordination

- Match each patient to inventory sent
- Track delivery status
- Reach out to patient
- Orient and train patient to use their equipment
- Contact support to perform equipment troubleshooting if necessary
- Internal documentation and follow up
- Track return pickup status
- Coordinate and communicate with patient to arrange return of kit

Outsource to HRS Logistics and simplify virtual care delivery:

- ✓ 14% reduction in failed returns when HRS handles returns coordination
- ✓ 13% improvement in patient adherence when HRS handles remote patient onboarding and orientation
- ✓ HRS troubleshoots on the spot
- ✓ National negotiated shipping discounts
- ✓ Same-day shipment
- ✓ Special priority handling by dedicated healthcare carrier service line
- ✓ Automated embedded reports for order status and kit location

HRS | Health Recovery Solutions

Simplicity & convenience at every step

End-to-end Logistics Management

Patient Enrolls in Telehealth Program
Patient enrolls in telehealth program via EMR or through the ClinicianConnect® portal.

RPM Kit Ships
The HRS team will build, QA, and ship an RPM kit directly to each patient's doorstep. Each RPM kit has software already set up, enabling one-touch activation.

RPM Kit Reaches the Home, Is Ready for Use
The HRS team reaches out to the patient for remote onboarding, ensuring easy program adoption.

Telehealth Program Begins
The clinical team receives an alert that the patient is active on the RPM platform—then, they can start the telehealth program for that patient.

HRS Handles Inventory Management and Logistics
As each kit turns from patient to patient, HRS manages return coordination and tracking for inventory, sanitization, re-provisioning, and shipping.

Logistics Reporting for Insight into your Inventory

Where are my kits?   **Order Status**   **Return Status**
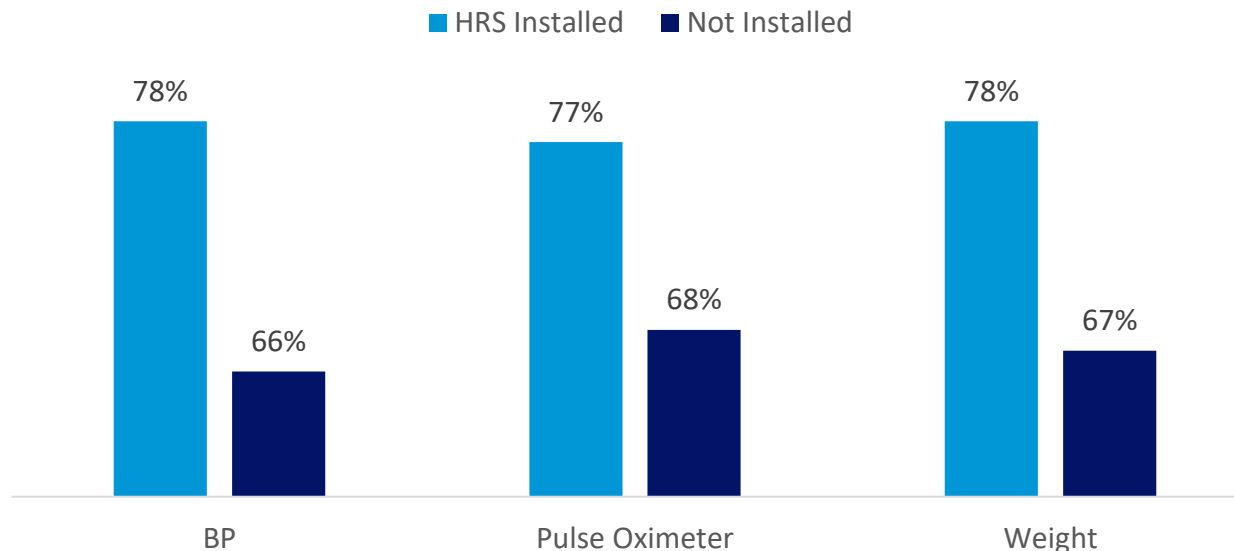
HRS | Health Recovery Solutions
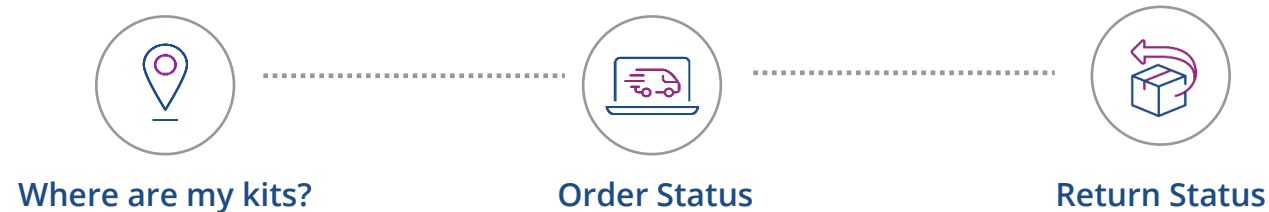
HRS Logistics: Remote Patient Onboarding

Let HRS handle the time-intensive process of patient equipment installation & education

How it Works

1

Submit Onboarding Request

Notify HRS team that patient requires equipment installation & education.

2

HRS Conducts Equipment Installation & Education

The HRS team reaches out to the patient via phone for remote onboarding, ensuring easy program adoption.

3

Telehealth Program Begins

The clinical team receives an alert that the patient is active on the RPM platform—then, they can start the telehealth program for that patient.

Better Biometric Adherence
when HRS Handles Patient Equipment Education

■ HRS Installed   ■ Not Installed

	HRS Installed	Not Installed
BP	78%	66%
Pulse Oximeter	77%	68%
Weight	78%	67%

HRS Logistics: Returns Coordination

How it Works

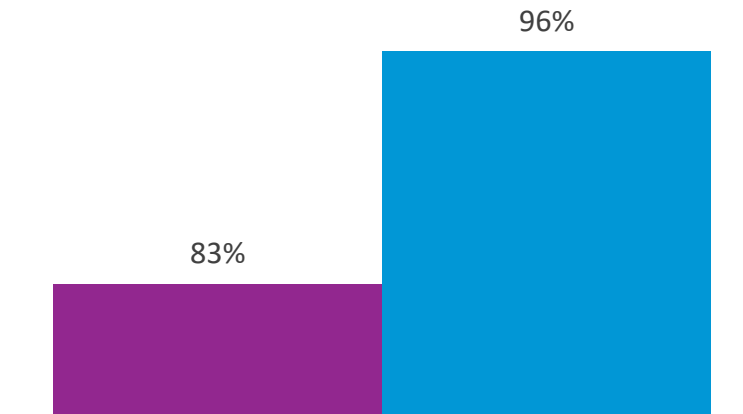|			
Effortless Tracking	**Proactive Patient Communication**	**Failed Return Management**	**Logistics Intervention**

% Successful Return Rate
Before vs After Returns Coord Service

■ Before ■ After

96%

83%

The average return instance takes around **45 minutes** to coordinate

HRS | Health Recovery Solutions

Remote Patient Onboarding Process

Tasks Owned by Client

- Order Equipment through order portal
- Create patient profile in ClinicianConnect (or via EMR integration)
- Set patient's care plan in ClinicianConnect profile by assigning module(s) and/or preset(s)

Tasks Owned by HRS

- Track equipment delivery to patient's home
- Ensure equipment is properly assigned to patient's profile for data flow
- Outreach to patient for education & installation
- Complete education & installation following pre-established script
- Follow-up with clinical team regarding status of installation

Saves you ~45 minutes per patient order

HRS | Health Recovery Solutions

Logistics Services Overview

	Essential	Plus	Premium
Equipment Procurement and Warehousing	✓	✓	✓
Technical Set Up SIM card, MDM Software, Device Pairing, Quality Checks	✓	✓	✓
Same Day Order and Shipment No daily order limit (on business days when ordered before 1 PM EST and kits are in stock)	✓	✓	✓
Kit Service on Every Turn Sanitization and re-kitting of equipment, including quality checks and battery, collateral and box replacement	✓	✓	✓
Equipment Technical Support Troubleshooting, repairs, and maintenance	✓	✓	✓
Logistics Reporting Package	✓	✓	✓
Ground Shipping - Outbound and Return Includes 3 drop-off and pickup attempts for patients (continental United States only). Where Ground Shipping is unavailable (e.g., Hawaii), 3-day-select is used	✓	✓	✓
Returns Coordination and Equipment Offboarding	✗	✓	✓
2nd Day Outbound Delivery	✗	✓	✓
Next Day Outbound Delivery	✗	✗	✓
Co-branded Box Client logo on box exterior	✗	✗	✓

Add-on: Remote Patient Equipment Installation and Education (priced per kit per month)

Add-on: Support for HRS **In-Person Field Services** via HRS HomeDirect – to Support In-Person Installs, Retrievals, Service Calls

Questions?