



# Bonafide, powered by WellSky, helps Central Home Medical Supply Group **streamline hospice operations**



Central Home Medical Supply Group provides technology and equipment services to hospice agencies across the Northeast. As a family-owned business with more than 25 years of experience, Central is committed to delivering high-quality durable medical equipment with exceptional customer service and prompt delivery.

## The challenge

Hospice providers play a vital role in delivering care and support to patients (and their families) during the end-of-life stage. However, the industry faces numerous challenges that make this task more difficult, including low reimbursement rates, regulatory changes, and compliance issues. As operational costs rise and payment increases remain insufficient, hospices and their durable medical equipment (DME) providers are focusing on improving DME management. This includes streamlining the ordering process, adopting advanced software solutions to automate billing and administrative tasks, and offering mobile ordering options to enhance the quality of care.

## The solution:

### Bonafide, powered by WellSky

Central Medical wanted to improve their services by implementing an enterprise resource planning (ERP) system. With innovative tools like mobile delivery, an online ordering platform, and management dashboards, caregivers at the organization have since improved their service delivery. They now receive

real-time updates on equipment tracking, providing better access to resources, enhanced reporting, and valuable insights. These improvements have helped reduce healthcare costs while enhancing patient care, representing a significant advancement for the industry.

“Bonafide’s software solutions are helping us empower hospice agencies to spend less time managing their patients’ DME and more time focused on their care.” - Joe Sacco, Sr., CEO and founder, Central Medical Supply.

Bonafide addresses the industry’s unique challenges, such as **regulatory compliance, inventory management, billing complexity, and patient order fulfillment.**

#### Operational efficiency & automation

- Automates manual tasks, reducing administrative burden
- Streamlines order fulfillment and support for a better patient experience

#### Financial optimization & revenue protection

- Improves claim accuracy and reduces denials to minimize revenue loss
- Prevents overstocking and product shortages for better inventory control

#### Compliance & risk management

- Ensures adherence to regulatory requirements to maintain compliance and avoid penalties



WellSky, a leading healthcare technology company, drives intelligent, coordinated care with software, analytics, and services that improve outcomes and reduce costs. Its home infusion and home health solutions complement Bonafide's expertise, expanding provider capabilities and strengthening industry partnerships. Through the WellSky network of 2,000+ hospitals and 130,000 providers, Bonafide clients gain access to the nation's largest referral network, improving visibility and patient care coordination. Over the past year, more than 1 million referrals were sent to DME and HME providers using the hospital discharge solutions from WellSky.

Discover how your DME/HME business can make more informed decisions to enhance patient care and improve service delivery today. **Explore Bonafide, powered by WellSky.**

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