

# Case Study

## RheumWell & Welnfuse

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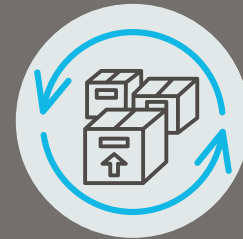
### How Welnfuse **Simplified** RheumWell's Infusion Workflows



Streamlined  
operations for  
scheduling



Monitored  
eligibility  
checks



Managed  
inventory  
tracking

Welnfuse works alongside RheumWell's existing practice EHR to help organize infusion workflows, and provides step-by-step processes to ensure best patient care.

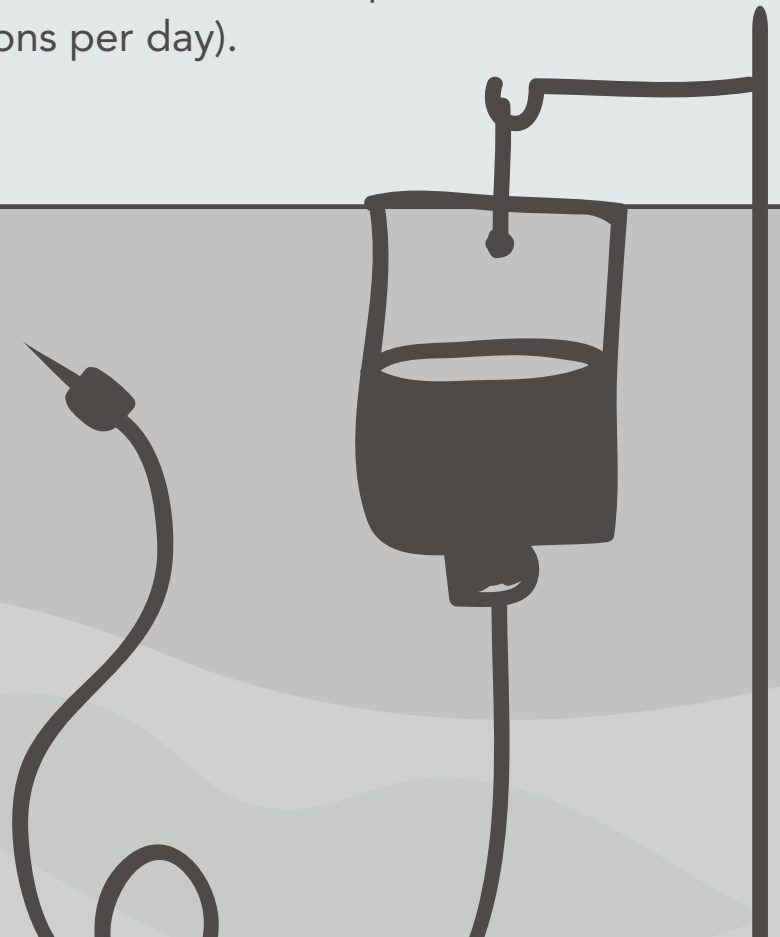
# RheumWell's Story

Rheumatic Wellness Institute (RheumWell) provides comprehensive and compassionate care using a multidisciplinary approach tailored to the specific needs of their patients.

When RheumWell first opened its doors in 2017, Dr. Kromo started her own practice with only a few team members and one Nurse Practitioner.

By 2018, RheumWell added its fourth and fifth providers, and the number of infusions increased, reaching an average of 6-12 per day.

Today, RheumWell has expanded to a total of six providers, and one side of the practice is dedicated to infusions with continued plans for expansion in the future (27-32 infusions per day).



# The Challenges

RheumWell before implementing WeInfuse:

## Delayed Collections and Claim Denials

- Eligibility Checks - If a patient's insurance status changed mid-year (e.g. termed, new job, new member ID), catching the status change before each treatment posed a challenge. Even if an approved authorization might have been on file, if the patient's insurance status changed and they were treated, RheumWell faced claim denials.
- Scheduling - If a patient was incorrectly scheduled or given the wrong authorized dosing frequency, payer issues occurred.
- Inventory - Spreadsheets were used to track inventory & pricing. This caused manual entry and wasted time determining which medications to order for the upcoming infusions.



# The Results

RheumWell after implementing WeInfuse:

## Prevents Costly Mistakes

- WeInfuse helped prevent patients from being treated under termed insurance by automatically checking insurance eligibility five days before, the day before, and the morning of the patient's scheduled appointment.
- To prevent patients from being treated too soon, WeInfuse helped RheumWell automatically calculate the dosing frequency target dates based on the patient's order, preventing potential claim denials. To prevent patients from being treated past authorization expiration dates, WeInfuse auto-flagged patients on the schedule.
- With real-time inventory management and demand-based inventory forecasting, RheumWell now saves time ordering medications while keeping track of every vial.

Interested in learning more?



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