



The importance of partnership:

How Vital Care Infusion Services and WellSky® are evolving together



About Vital Care Infusion Services

Vital Care is the premier pharmacy franchise business for home infusion services. Since 1986, Vital Care’s passion has been to improve their patient’s lives and their healthcare professionals through locally owned franchises across the United States.

The Vital Care Franchise Support Center assists franchisees in pharmacy operations, ACHC accreditation, nursing, quality management, franchise development, contracting, sales and marketing, branding, and revenue cycle management for comprehensive traditional and specialty infusion therapies.

To learn more about Vital Care Infusion Services, please visit www.vitalcare.com.

The beginning of a partnership

Vital Care first partnered with WellSky® in 1999 and adopted the HomeCare360 solution to help start and streamline their home infusion services. The Vital Care team is committed to continual growth to meet the increasing demand for infusion services across the United States. They are actively seeking new franchise owner-operators to “fill the map” nationwide in secondary, tertiary, and underserved markets. Vital Care is committed to continuous process improvement in order to set their franchise up for success.

By migrating to their new “Vital Systems” platform – integrated with and powered by WellSky’s CareTend® – Vital Care is streamlining its processes and improving customer support.

Quick facts

Headquarters: Brentwood, TN

Franchise Support Center: Meridian, MS

WellSky partner since 1999

Services provided: Infusion, pharmacy, HME/DME

Total number of pharmacies: 68



“It is imperative that we use the best technology and tools to manage this complex business while ensuring the quality-of-service patients deserve. Our objective is for Vital Care to become a household name across the home infusion market, respected by healthcare providers, pharmaceutical professionals, insurance companies, patients, caregivers, and families. We have set an internal deadline, and we are on track to have all Vital Care locations on Vital Systems, powered by CareTend, by the end of 2021.”

Brad Pigott, Director of Information Technology, Vital Care Infusion Services



“Moving our systems to CareTend will help us all improve efficiency and accuracy, maintain regulatory compliance, and continue to increase total output.”

Brad Pigott, Director of Information Technology,
Vital Care Infusion Services

Growing together

Vital Care chose WellSky® because of WellSky's proven commitment to client success, 30+ years experience in home infusion, active participation in professional associations, and longstanding relationships with providers and payers. Vital Care and WellSky have a shared understanding of the benefits of using the most advanced technology. In 2018, seeing the efficiencies of newer database systems and graphical user interfaces, Vital Care chose to adopt CareTend as the foundation of the Vital Systems platform.

“The commitment from WellSky to listen to our needs and be flexible enough to understand and support our unique needs as a franchisor with 60+ different locations and installations of the CareTend platform is what helped us confidently choose CareTend.”

Logan Davis, Director, Trade and Business Development
Vital Care Infusion Services

The Vital Care franchise network continued to expand, adding complexity, and increasing volume across intake, pharmacy operations, and billing. Brad Pigott explains, “We knew we were going to experience problems with the status quo of our health information system. We needed a better way to manage pre-authorizations, handle drug and supply inventory, dispense, track, and report our online systems. We also needed a way to integrate our existing tools and processes for revenue cycle and

bookkeeping with something new. WellSky's CareTend met the mark for us, with the WellSky team supporting us along the way.”

Always improving

The WellSky team knew that seeing everything in the system would be essential to Vital Care's success. The WellSky team is continually improving the CareTend solution to help create efficiencies in all business areas, including the lifecycle of home infusion services, from intake to pharmacy operations to revenue cycle.

One of Vital Care's significant concerns was the breadth of this project – moving all their existing franchises over to CareTend, and setting up a consistent process to onboard any new franchise.

WellSky's training and implementation strategy needed to be top-notch to meet the deadline for all migrations.

The WellSky and Vital Care teams worked together to design a scalable and collaborative rollout method, creating an avenue to discuss the challenges and celebrate the successes with each new system.

Vital Care made it very clear that an essential piece of the rollout is ensuring that each franchise has access to an IT team, training, and dedicated support staff. WellSky has helped provide the education and expertise to allow Vital Care to deliver an excellent training incentive for their team.

“Our team provides online demos before, during, and after each location adopts the Vital Systems platforms powered by CareTend®. As time goes by, we are migrating all franchise locations to the new system. Locations already using CareTend are realizing the benefits of more accurate tracking and reporting, and a streamlined workflow from pre-authorization through label-printing, delivery, and then billing and reporting.”

Brad Pigott, Director of Information Technology, Vital Care Infusion Services



Metrics for Vital Care Infusion Services

Q: Are you tracking any metrics or performance indicators? If so, how are you tracking them?

A: Yes, we measure the number of claims processed each month, comparing that to the previous month's number. We also measure the number of locations we are migrating to the new platform to ensure we will have all locations on Vital Systems, powered by CareTend, by the end of 2021.

Q: Have you calculated the ROI (return on investment) using the CareTend solution? What are the cost savings compared to your previous solution?

A: Time will tell, but we expect to see at least a 10% increase in efficiency from CareTend. Another way to describe it is that CareTend can be the equivalent of one full-time employee in the office when using older systems.

Pigott explained, “The Vital Care team is full steam ahead, and we see a clear picture of the intake, pharmacy operations, and revenue cycle processes that provide the foundation for Vital Systems, powered by CareTend. These new tools are an essential part of realizing our vision of being your community's infusion provider, improving patients' and healthcare professionals' lives through access to the best service possible.”

WellSky has supported the Vital Care team with a dedicated Client Relationship Executive to ensure the complex implementation is on track across the entire Vital Care network. Weekly meetings help to ensure continued progress and allow the team to share best practices for system design.

Vital Care includes the franchise location pharmacists and team members in the discussions to help with the final design, layout, and testing from the perspective of the individuals working in the system and serving patients each day.

Vital Systems, powered by CareTend, timeline

A project as big as Vital Care's, implementing 66 sites and counting, requires open communication and a constant feedback loop. With the communication lines established by the Vital Care and WellSky teams, the inevitable challenges that come with a rollout of this size have been handled as quickly and efficiently as possible.

About CareTend®, powered by WellSky®

Manage operations from intake to delivery with the power of automation. Our home infusion software provides easy access to processing, delivery, and inventory data so you can focus on the business of caring – ensuring patients receive their medications when they need them. With CareTend, powered by WellSky, you have the information needed to always know where your business stands.



Request a personalized demonstration to learn how CareTend, can **streamline workflows and improve efficiencies** in your organization.

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