RELIANT AT HOME™
Home Health • Hospice • Caregivers • Rehab

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Reliant At Home Boosts Care Efficiency with Forcura's Referral Summary

Discover how Reliant at Home improved speed-to-care and enhanced staff satisfaction with Forcura's innovative referral summary feature.

SUCCESS STORY

About the Client

Founded in 2004, Reliant at Home is a Medicare-certified provider of home health, hospice, caregivers, and rehab services and employs over 400 staff. The business has 14 locations in Texas and currently serves approximately 2,500 aging seniors every month who need care at home.

- Valued Forcura client **since 2018**

The Challenge

Known for their "Bluebird Promise," Reliant at Home is committed to both exceptional care for its patients and their loved ones and caring equally for its employees, referral partners and providers.

They specifically hoped to accelerate patient intake by optimizing these processes without adding burden to staff or care teams:

1. Making office to field staff communications smarter and more efficient,
2. Completing patient intake and onboarding more efficiently, and
3. Sharing relevant data with clinicians at the point of care.

Why Forcura Was Selected

Reliant at Home rejected adding a new point solution that would cut into their margins, require staff training time and further load their employees' workflow. Indeed, they looked to reduce their reliance on outside tools and maximize how they used Forcura, their healthcare workflow management software since 2018. When Forcura launched the referral summary feature as part of its Forcura IQ solution in April 2024, Reliant at Home saw an immediate fit and was the first business to activate the feature.

"With Forcura's referral summary, we're able to hit two company priorities: deliver care to patients as quickly as possible and make life easier for our field staff. Referral summary saves precious time on the front-end during the intake process and allows us to begin care coordination planning in a matter of moments. Additionally, because the referral summary attaches as the first page of the referral packet, it paints a single-view picture for the admitting clinician, so they know why we are providing care, the patient's clinical history, and any other clinical findings that might be buried deep in the referral file."
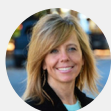
Jana Lightfoot
COO of Reliant at Home

How Our Solution Made A Difference

Challenges	Referral Summary	Impact to Client
1 Staff was writing a summary for each referral packet.	1 Automatically generates a summary for staff to speed up their review.	1 Saved Reliant at Home intake teams up to 10 mins per referral
2 Staff manually searching referral documents for data, like patient insurance information, hampered insurance eligibility checks and other approvals.	2 Identifies and instantly populates patient demographic, referral source and payer information.	2 Saved Reliant at Home intake teams up to 5 mins per referral
3 Multiple calls to referral sources when office staff realizes critical documents are missing in a referral.	3 Shows where documentation is missing and needs follow-up.	3 Triggered immediate follow-up so there's no delay in care for Reliant at Home patients.
4 Extensive time preparing clinical staff for first patient visit.	4 Summarizes services being provided and clinical overview for quick review.	4 Reliant at Home clinicians saved up to 30 mins of review time before stepping into a patient's home.

"Referral summaries have quickly become an essential tool for us, to the point where we find it difficult to operate without them."

Melinda Husted
Director of Central Intake
Reliant at Home

Final Results

The effect inside Reliant at Home was almost instantaneous. "Referral summaries have quickly become an essential tool for us, to the point where we find it difficult to operate without them," says Melinda Husted, Director of Central Intake.

Jana Lightfoot, Chief Operating Officer of Reliant at Home, is an inaugural member of Forcura's client advisory board, and was instrumental in shaping this feature. Jana recognized both the immediate use cases for her team but is also advising Forcura on how to iterate the summary to yield even greater benefits to her staff and patients in the future.

How could referral summary change the game for your business and increase your staff satisfaction? We would love to show you. Request a demonstration today!

Schedule Demo