



INDUSTRY BRIEF:

Mobile for Home Health, Hospice, and Palliative Care

Focus on Your Patients and Employees, Not Your Technology

When home health and hospice organizations go from paper documents to mobile devices for electronic health records, scheduling, and other needs, they often find it's not a seamless or straightforward process. There are multiple vendors for devices and software to manage, and many lack the necessary IT expertise. Expanding or merging agencies face many of the same issues when they need to get the entire organization on the same platforms. Rollouts get delayed, there's a lack of end-user support, and the tracking of legacy devices that must be upgraded or replaced is inadequate.

Together, Stratix and Maxwell Healthcare Associates solve those problems with specialized end-to-end SmartMobile services that make it easy to manage devices and software for healthcare through a single point of contact.

We understand the challenges with implementing a successful mobile program to meet the unique needs of home healthcare:



Cost Control: Right size and manage the total solution to fit your requirements while reducing your TCO



Speed & Scale: One single provider to manage device acquisition, provisioning, and distribution regardless of project size



Complete Lifecycle Services: Speedy repair or replacement with spare pool management to keep costly downtime to a minimum



Endpoint Management: A cradle-to-grave view of every device, from procurement, provisioning, and activation to repair, technical support, and decommissioning

Stratix and Maxwell Healthcare Associates come together to meet these challenges head-on with our SmartMobile Programs so that you don't have to think about it:



Mobile Device as a Service (MDaaS) delivers predictable and manageable monthly spend for your mobility needs



We are experts at complex deployments, providing an out-of-the-box-ready mobile experience tailored to healthcare needs



We repair and service over 25,000 devices every month and provide next day replacements that support your mission-critical staff



itrac360 provides a single, configurable dashboard for your entire mobile ecosystem with a real-time view of every device's health, status, and location

Migration Package:

Your devices are provisioned and kitted with a case, then seamlessly delivered ready to go to your care providers' homes. Asset management, repair, and 24-hour device replacement are also included to ensure your team stays in the field, caring for patients.

SOLUTION PRICE STARTING AT
\$XX per device.

Launch Package:

Adds 24x7x365 end-user support from our expertly-trained and certified help desk staff who understand your specific use cases and ensure that your care providers have the best support and user experiences. Our clients are happy – with NPS ratings consistently over 70+, and we are in the top 1% of companies providing help desk services.

SOLUTION PRICE STARTING AT
\$XX per device.

Secure, compliant Mobile Device Management can be added to either package

We've thought of everything so you don't have to.

- Quickly scalable high-value end-to-end device managed services paired with industry-leading Samsung technology and healthcare-specific applications
- Deep strategic expertise to ensure that your mobile healthcare programs offer secure, easy-to-use experiences for all of your providers and patients
- Ability to support patient workflow/engagement at home and/or bedside
- Our extensive partner ecosystem gives you a single point of contact to satisfy your mobile technology requirements, including devices, accessories, apps, and services
- Certified technicians trained to quickly troubleshoot a wide range of device issues and provide unparalleled service, evidenced by our industry-leading Net Promoter Score
- Great user experiences help agencies recruit and retain top employees
- Streamlined deployment and upgrades of your apps to ensure employees can continue to offer superior patient experiences and quality of care

Why Stratix

As North America's premier enterprise mobility specialist, Stratix focuses exclusively on mobility services and has over two million devices under management. Our services are fine-tuned to optimize home health agencies' operational, technological, and financial performance.

With Stratix, there's no need to manage the details of a rollout like coordinating multiple third parties, staffing a help desk, supporting spare pools, or overseeing service and repair delivery. We handle everything on-shore in Atlanta, Georgia, 24x7x365 – providing real-time visibility to your mobile assets, ensuring Nonstop Mobility, and providing you the freedom to run, improve, and grow.

Why Maxwell Healthcare Associates

We're a team of post-acute industry veterans passionate about helping home health and hospice providers not only survive but thrive amid healthcare's disruptive environment.

Our team members boast an average of 20 years of experience in the industry. Their resumes reflect recent leadership positions—which means they have a pulse on what's relevant NOW in the industry and can work with you to strategize, optimize, and transform your post-acute organization.

We've assembled the most elite group of experts with a combined knowledge base unlike any other consulting team in the industry to help home health and hospice providers best optimize their operational, technological, regulatory, clinical, and financial processes.