



# Symphony Rehab Works In Concert With PDF Forms Using PIN

---

PDF Integrator 4.0 for Notes (PIN) enables the non-technical users of Symphony Rehab to cut through the paperwork and focus on delivering exceptional service.

## Durable Medical Equipment, where the need for time and paperwork collide

The Symphony Rehab solution provides Durable Medical Equipment, or “DME”, Dealers with a standardized, accurate, clinically-oriented business system. DME refers to medical equipment designed to support a patient and enhance their quality of life, especially in the home. Wheelchairs, power chairs, motorized scooters, hospital beds, etc. are common examples of DME.

***Incorrect or incomplete submissions result delays in receiving reimbursement. Errors in the manual ordering process create delays in product delivery.***

This DME industry is all about time and accuracy. The order process has stringent time constraints in order to fulfill reimbursement requirements. DME dealers are required to navigate a complex, time-sensitive process that includes a myriad of data-intensive government forms in order to receive payment from Medicare, Medicaid, and other third party insurers. Incorrect or incomplete submissions result delays in receiving reimbursement. Errors in the manual ordering process create delays in product delivery. Other problems arising from the heavily paper-dependent process are errors associated with ordering from large, complex, paper-based catalogs. Problems here range from incorrect configuration of the product to illegible order forms faxed to the manufacturer. This is where PIN integration solves the problem.



## Symphony Rehab: helping patients, doctors, and providers work in concert

A key component of the Symphony Rehab solution is the tight integration of all the data involved in ordering the correct equipment for the patient with the multitude of forms required to order and be reimbursed for it. The single biggest burden on the DME Dealers is paperwork and the processing of paperwork.

Symphony Rehab has chosen to use PIN to simplify the process for completing required paperwork. PIN automatically places the necessary data onto government-regulated and manufacturer equipment ordering PDF forms. Forms that once took a day to complete and verify now take minutes. By automating this process, DME Dealers are able to significantly reduce time spent filling out forms, improve the accuracy of the forms, and concentrate on the area of the business they want to focus on – their rehab work.





## [PIN: Saving time saves money, and increases quality of care](#)

Trent McCallson, ATP, of Western Assistive Technology Consulting, Inc., stated, “We are delighted with the integration of PIN into Symphony Rehab. In doing so, it has dramatically simplified the paperwork process for our end-users.”



***“With PIN, the integration is so transparent, users don’t even know what it is, they just know that if they click a button, a form they used to spend hours manually preparing, is generated in just seconds.”***

Mr. McCallson went on to say, “One of the benefits with PIN is its seamless integration in preparing the many forms that we are required to submit to insurance companies and the government. The users at DME Dealerships are not IT folks, they are specialists in a patient’s rehabilitation. Automating the paperwork generation process allows them to focus on their patients. However, burdening them with a complicated user interface to automatically complete paperwork they were used to doing by hand would be counter-productive. With PIN, the integration is so transparent, users don’t even know what it is, they just know that if they click a button, a form they used to spend hours manually preparing, is generated in just seconds.”

According to Rick Headley, President/CEO at Home Again Mobility, “Symphony Rehab allows my team to navigate the intricate process that manages our industry, producing necessary forms much faster than we ever thought possible. The biggest accolades I can give PIN, is that my team doesn’t even know that is what generates our forms. They just know they click a button and forms that used to take hours to complete are done in seconds.”

