

# Why Mills & Murphy Software Systems?

As the publishers of the Hospice Patient Management System (HPMS) we offer several features that no other vendor can:

1. Mills & Murphy is the only vendor to offer a written guarantee that within (45) days of the start of on-site Installation, Implementation and Training, that you will have a fully operational Patient Accounting and Billing system that is HIPAA compliant. This guarantee reflects not only our ability, but also the recognition that prolonged implementation creates inefficiency, redundancy and ultimately is a significant cost factor to the hospice organization and it's remote users.
2. The application itself is unique among other applications, in that during the billing process, the electronic system offers the ability to "hold" individual bills. This eliminates correcting bills and rebilling when there is an error or dispute.
3. Mills & Murphy is the only software vendor that is able to convert your existing data, if you desire. We have done this many times over the years as other hospices have moved to HPMS for Windows. This eliminates the necessity for re-entering all your present data, but also negates the need to hire temporary people to do this work so that your regular day-to-day activities can be accomplished.
4. HPMS is the only hospice specific software application that incorporates the use of screen formatted word documents for the nurses, social workers and spiritual care givers. The development of this technology was a direct result of meeting the fiscal as well as operational needs of our existing and future hospices by not forcing them to purchase laptop computers for their clinical staff. By utilizing word documents, the client can, over time, transition to laptops as the purchase of laptops and clinical training is permitted. Additionally, since the clinical staff is used to the word document format, which is identical to the computer format, training time is greatly reduced thereby increasing efficiency and productivity.
5. Mills & Murphy's commitment to our client's need for customer support has been documented and demonstrated by the number of technical support advisors and the references from our existing user base.
6. Mills & Murphy's methodology of Implementation and Training help to insure a successful transition between current and new applications because we will be on-site with your staff for up to (4) weeks as detailed in the Project Agreement. Because the hospice applications encompass so much, it is essential that on site staff trainings take place to cover the feature functionalities that the system has. On going training is continually offered via "GoTo Meeting" as part of our eService.