

HOME HEALTH & HOSPICE



MatrixCare's "Best in KLAS" win proves interop is a true necessity for home health and hospice.



For the second year in a row, MatrixCare’s Home Health EHR solution has won “Best in KLAS” from KLAS Research, a top healthcare IT data and insights firm.

Their annual report, Best in KLAS: Software and Services, utilizes extensive surveys and interviews with healthcare providers to recognize outstanding efforts to help healthcare professionals deliver better patient care.

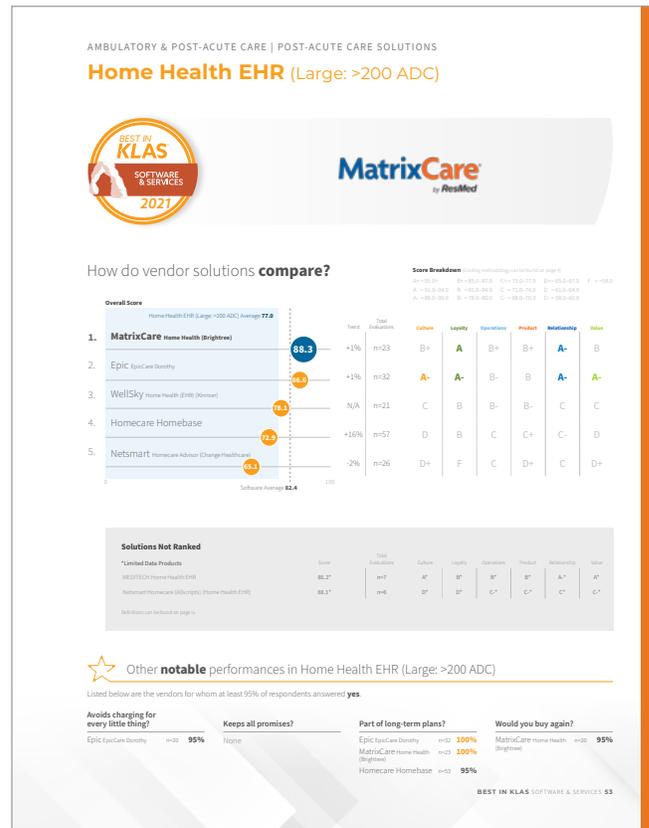
This drive to deliver better patient care continues to be MatrixCare’s goal—by providing industry-leading tools and educating customers on how to take advantage of our technology, we connect post-acute providers with their referral and partner providers. Ultimately, these tools drive connectivity that puts patients first, and that’s what we call patient-centered interoperability.

When you have better information, you can make better decisions. And better decisions lead to improved healthcare across the world.

Adam M. Gale, President, KLAS Research

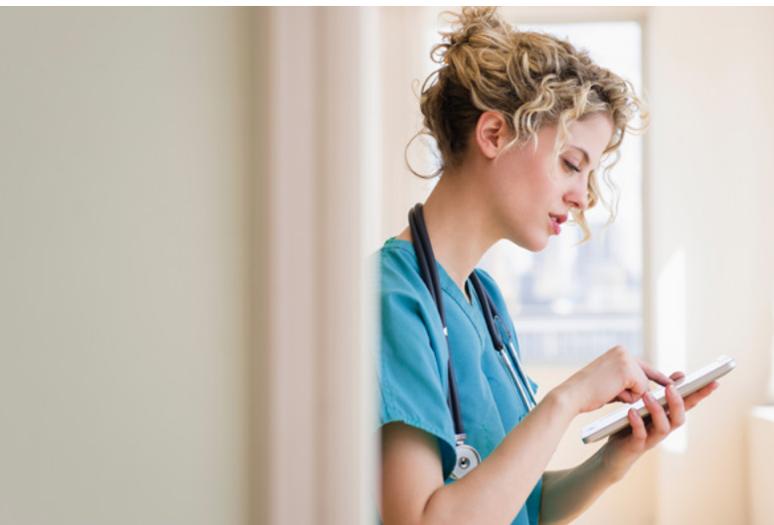
Innovation leads to recognition.

Easily MatrixCare leads the “Home Health EHR (Large)” market segment in the Best in KLAS report with a score of 88.3—an improvement from last year’s score of 87.1, and two points ahead of the nearest competitor.

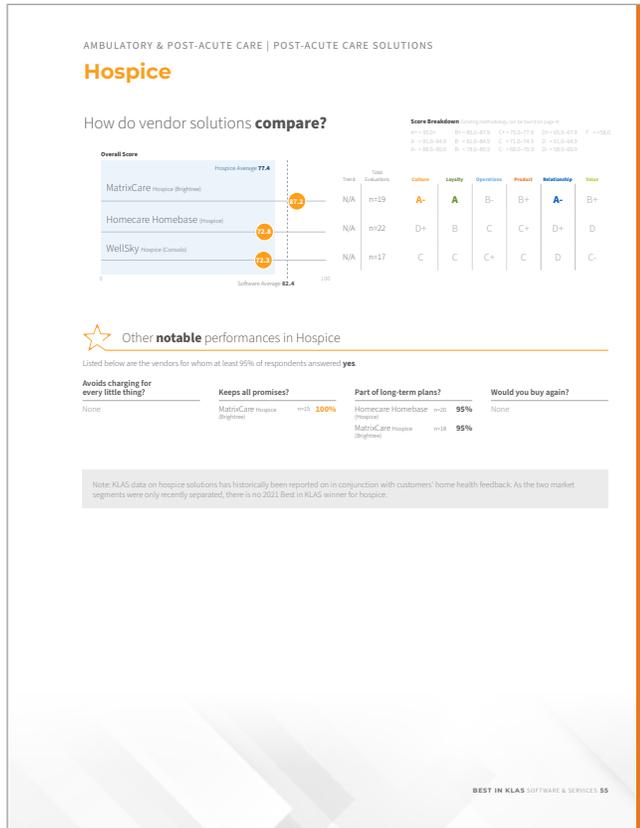


Excerpt from the 2021 Best in KLAS report.

“We’re honored to be recognized by KLAS for the second year in a row, and our focus remains on supporting our customers who have been on the front lines of this pandemic,” said MatrixCare’s president and CEO, Steve Pacicco. “We’ve continued to drive innovation into our Home Health and Hospice EHR over the past year with new tools, leading interoperability, and advanced analytics so that clinicians are as efficient as possible.”



MatrixCare also leads by 13.2 points in the report’s “Hospice” category, which will be recognized in next year’s Best in KLAS program.



Excerpt from the 2021 Best in KLAS report.

Pacicco continues, “Our priority has been delivering a world-class customer experience where quality, responsiveness, and meeting our commitments are cornerstones in helping our customers navigate this unprecedented reality and realize tangible outcomes.”

We have deep respect for KLAS, their mission to have providers feel heard inspires us to take feedback and drive continuous improvements.

Navin Gupta, Senior Vice President, Home and Hospice Division

Designed by clinicians. Focused on improving care.

With MatrixCare’s Home Health & Hospice EHR, post-acute providers have a comprehensive solution that maximizes compliance, increases clinical and operational efficiencies, improves billing, and drives better patient care.



We were looking for a partner that would want us to be successful and would listen to their customers. MatrixCare is that way. We have a partner in our EMR vendor rather than just a software company. They respond when we speak, and they seem to have taken an interest in us. I like that.

- Customer VP/Other Executive, February 2021

One aspect we really like is the support that MatrixCare has. They have a support chatbot and a support email, and they promptly respond and are very helpful. We really do appreciate their accessibility. The fact that they go above and beyond makes having the system worthwhile. We are hoping that MatrixCare will maintain the integrity that they have had so far. MatrixCare definitely adapts and changes with the environment and all the codes and payers that are coming out. We appreciate that MatrixCare is on top of all of that.

- Manager, February 2021

MatrixCare has a great product. Every one of our users is happy with it. We moved to Brightree from a different solution that our employees complained about all the time, and since moving to Brightree, [now MatrixCare], I have literally heard no complaints about the product or the functionality. We really like the software. The clinical functionality is really excellent. The vendor’s financial back-office tools are good but not as good as their clinical functionality.

- CEO/President, February 2021

I love MatrixCare’s reporting. It has given us such insight and transparency into our processes, and we can really catch where things are falling apart early on and correct them. The reports are easy to use, and everything flows right to Excel beautifully. We can pivot and filter. The system works very well and has given us a whole lot of transparency. Our clinical field staff members are most pleased with the user-friendly documentation process on the iPads.

- VP/Other Executive, February 2021





We have seen significant results from using MatrixCare's system. Our staff turnover is down more than 50%, A/R collections are up, direct cost per visit is down, software cost per visit is down, and mileage cost per visit is down. We have seen an increase in cost in indirect administrative salaries as we have found it more effective to replace clerical staff with clinical staff in the branch offices due to the process and user-permission flow in MatrixCare's system.

- VP/Other Executive, February 2021

When we vetted MatrixCare, we wanted to be very careful because we didn't want to do this process again anytime soon. None of the vendors we looked at were perfect, but I feel like we made the best choice. MatrixCare was super impressive, and they did a good job. We are having some good results. They have kept all their promises. I like the way that they do things. Part of their site is called Community, and we can go to a tab called Ideas. We can put ideas in there, and all the users can vote on them. The vendor uses those ideas to guide what they are going to do next. That is a great model.

- VP/Other Executive, February 2021

When using the iPad, users find the system easy to use. The system helps users to complete their paperwork in a timely manner. We can scan documents into the records, so they have access to that in a remote fashion. We like the communication feature. We can send out messages to everyone in the system. The vendor does a good job of keeping up with CMS requirements as things change.

- Director, February 2021

The regulatory body and the PDGM really changed our landscape and could have put a lot of agencies at risk. But MatrixCare's response to the changes coming down the pike and ability to anticipate consumers' needs really made it easy. We didn't have to do a lot of the legwork to prepare; MatrixCare did it for us. As a result, we were ahead of other agencies. MatrixCare jumped up and responded to the call to action. They gave us templates, reports, and processes. I couldn't even begin to process the amount of work we would have had to do without the vendor.

- CCO, January 2021

When we have questions, there is always someone available. There isn't a hierarchy that prevents us from getting to people. MatrixCare pays attention to us as though we are their only customer. MatrixCare is always reaching out to us to see where we are in terms of integration and who we work with. We have had some challenges, but MatrixCare's people have taken the time to get on the phone with our team members and walk us through things so that we feel comfortable. I have been impressed with that. We are a small customer, so the fact that we still get that kind of attention speaks volumes. The big ducks and the little ducks are all important to the vendor, and that is invaluable. I would give MatrixCare's support higher than the highest score. We just call the help desk people, and if they can't help us, someone else will. MatrixCare is very responsive. In terms of being proactive, MatrixCare does reach out and try to anticipate things. They are ahead of us in terms of new technology. They are introducing things that we were thinking would be further down the road map. MatrixCare supported us throughout COVID-19 as though there wasn't a crisis. They didn't miss a beat.

- CCO, January 2021



Learn more about this award-winning EHR solution that can truly do it all.
Call 866-469-3766 to request a demo, or visit matrixcare.com.

MatrixCare is a wholly owned subsidiary of ResMed, a world-leading digital health company. Our software solutions change the way people receive care in settings outside of the hospital and empower providers with tools that help people live healthier, high-quality lives. MatrixCare can help you get connected.

MatrixCare[®]
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MatrixCare provides software solutions in out-of-hospital care settings. As the multiyear winner of the Best in KLAS award for Long-Term Care Software and Home Health and Hospice EMR, MatrixCare is trusted by thousands of facility-based and home-based care organizations to improve provider efficiencies and promote a better quality of life for the people they serve. As an industry leader in interoperability, MatrixCare helps providers connect and collaborate across the care continuum to optimize outcomes and successfully manage risk in out-of-hospital care delivery. MatrixCare is a wholly owned subsidiary of ResMed (NYSE: RMD, ASX: RMD). To learn more, visit www.matrixcare.com and follow @MatrixCare on Twitter.