

CUSTOMER CASE STUDY: ACCUCARE HOME MEDICAL EQUIPMENT / RELIABLE MEDICAL SUPPLY



Too Many Discrepancies, Found Too Late

Accucare Home Medical Equipment / Reliable Medical Supply operates a multi-warehouse organization in Asheville, North Carolina, serving multiple Southeast states. Bethany Curtis, Purchasing Manager, oversees inventory and logistics supporting patient care operations. Inventory management was a constant strain. Full inventory counts could only be completed once or twice a year because each count required one to two full days per warehouse and significant travel. Inventory discrepancies were common and often corrected long after they occurred.

“Inventory before HME360 was an issue that was constantly being corrected,” Bethany said. “But we didn’t have a way to correct things in real time.” accounting a headache.

“We’ve reduced cycle counts at each warehouse to about five minutes, and I can now correct inventory remotely without traveling. That shift alone has been a game changer in how we operate.”



Bethany Curtis
Purchasing Manager
Accucare Home Medical Equipment/
Reliable Medical Supply



Real-Time Visibility With Five-Minute Cycle Counts

Bethany introduced the HME360 inventory optimization platform, using RFID and real-time data to fundamentally change how inventory is managed. The company can now perform twice-weekly cycle counts that take about five minutes per warehouse, and Bethany can correct inventory discrepancies remotely from her base in Asheville. Discrepancies are identified and resolved immediately, while details are still fresh. Bethany estimates the organization saves 10 to 15 hours every week on cycle counts alone.



Less Time Counting, More Time Supporting Patients and Partners

Previously, when items could not be located, staff often had to retrace steps or revisit facilities, a process that could take hours or even days with no guarantee of resolution. Now, Bethany can confirm exactly when high-value assets left the warehouse and whether they have returned, eliminating unnecessary follow-up and reducing disputes.

“Lost” assets reduced by **90%**

HME360 enables the team to quickly verify the location of items reported lost by facility partners, reducing the number of assets previously identified as “Lost” in the billing system by over 90%. This shift prevented costly write-offs and significantly reduced disputes on hundreds of individual assets.

“Questions that used to take hours to answer can now be answered in minutes,” Bethany said. “We’re more organized, more responsive, and we are able to spend less time chasing inventory issues and more time supporting patients and partners.”

To learn more about how the HME360 Inventory Optimization solution can help your organization quiet the chaos, control your inventory and unlock your growth, visit [HME360.com](https://hme360.com) or email us at info@hme360.com