



Cardinal Hospice Care Finds the Perfect Technology Solution in Axxess

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Cardinal Hospice Care, a dedicated provider of compassionate end-of-life care, has been serving patients and families for more than 25 years. With a focus on delivering personalized and holistic services, Cardinal currently serves nearly 250 patients across North Carolina, but their journey to sustained growth was not without challenges.

Amanda Reiser, executive director of business development, joined Cardinal Hospice Care when the patient census was around 40. Coming from a much larger organization with a more robust EMR, she was immediately struck by the limitations and lack of support in Cardinal's chosen system. This realization sparked her mission to find a new EMR that could meet the unique needs of their hospice program, from clinical care to billing and beyond.

"[The EMR Cardinal was using] was like having no support at all," Reiser said.

Some of her main issues with the system were its inability to support the documentation and management of volunteer and bereavement services, and that EMR company's failure to cultivate a collaborative partnership with their clients and provide adequate customer support.

Reiser began exploring solutions and attending conferences, where she met Jeryn Laengrich from Axxess.

"Jeryn listened to what our struggles were," Reiser said. In addition to working in sales and marketing, Reiser was also responsible for other areas. "[The EMR we were using] did not have a solution for a volunteer program or for bereavement, at all. And I was actually covering those programs as well ... so I knew that that was a struggle with reporting. We were hand-tallying everything, and Jeryn took five minutes and said, 'Let me show you this.' And from that minute, I was sold. She really listened to what we were looking for, what we needed, and that's what really started our path to Axxess."

Despite her initial enthusiasm for Axxess, Reiser remained committed to a thorough evaluation process, analyzing four different technology companies, including Axxess, to ensure she was able to find a solution that was truly the best fit for Cardinal's needs.

"We asked every company the same questions," Reiser said. "And the more I dug in with the other companies, including Axxess, the more we realized what we weren't getting with our current provider."

As she delved more deeply into the capabilities of each company, Axxess' tailored approach became increasingly evident.

"Quite frankly, with some of the other programs, we were appalled when we were looking into them," Reiser said. "They had the platform but they only understood home care and not hospice fully, which we did not find with Axxess. From day one, we could tell Axxess was developed and created by clinicians and had the appropriate disciplines involved when creating solutions to what our needs are. Other EMRs just didn't have that."

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The Axxess Business Intelligence platform was one of the many components that made Axxess stand out from the other companies.

“When we would ask other companies that we were looking into about their BI, a lot of companies tell you what you want to hear,” said Reiser. “Axxess was actually able to show us a dashboard and how it worked, and it was very impressive. Axxess BI is something that I am on every day. I couldn’t imagine not having it and can’t believe we didn’t have it for so long.”



While Axxess’ entire ecosystem made leadership buy-in straightforward, the Axxess Business Intelligence platform added an extra layer of value with its clear and powerful insights.

“Once they saw it, everybody wanted a login for Axxess BI,” said Reiser. “Our VP goes on there when she’s meeting with other VPs and can get quick facts at a glance if she can’t get ahold of me. Our marketing team has access so they’re able to walk into a meeting and give a quick snapshot at any moment, so it’s critical. Again, I can’t imagine not having that now.”

Axxess’ commitment to client support and partnership also played a crucial role in Cardinal’s decision.

“There is not a single person that we have worked with from Axxess, in every area, that has not truly

“[My team members] know they can pick up the phone and call [Axxess] and get a quick answer or a quick change,” said Reiser. “We had state surveyors walk in and we needed something quickly, and we picked up that phone and it was done, I want to say, within two minutes.”

Cardinal Hospice Care’s decision to switch to Axxess was a game-changer, providing the robust support and comprehensive features they needed to thrive. They are set to open a sixth location in North Carolina this year and are planning for a seventh to launch next year.

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Amanda Reiser

been amazing,” said Reiser. “From sales to implementation to billing, everybody has just been fantastic.” She says Axxess’ support has been a constant throughout Cardinal’s journey, from the initial switch to ongoing operations.

“Axxess sold us what we needed for a growing company,” said Reiser. “It had every component of what we were looking for. Axxess had thought out everything that we were anticipating before we even asked.”



About Cardinal Hospice Care

[Cardinal Hospice Care](#)'s interdisciplinary team of hospice healthcare professionals have specific skill sets to support patient-centered hospice care. They work together toward a common goal of providing optimal care with the patient's wishes at the forefront. Their philosophy of care includes the physical, social, and psychological, as well as the spiritual aspects. By managing symptoms, controlling pain and decreasing fear, they give patients the opportunity to enjoy the highest quality of life at the end of life.

About Axxess

[Axxess](#) is the leading global technology platform for healthcare at home. The company offers a robust ecosystem that empowers healthcare organizations and professionals to deliver the highest quality care. By integrating with partners and payers from across the healthcare continuum, more than 9,000 organizations trust the Axxess network to care for more than 7 million patients worldwide. Multiple independent certifications have confirmed that Axxess has the most secure and industry-compliant software solutions. The company's collaborative culture focused on innovation and excellence is recognized nationally as a "Best Place to Work."



AXXESS Hospice

The platform to make lives better.