

### Owner Norm Dreyer on HEALTHCARE*first*'s Personalized Implementation

It was quite beneficial to have the same project manager and trainer throughout the whole process because every agency is unique. We're not a very large agency in a rural area in Montana. Sometimes you feel like you're not as important as a huge agency in an urban area. The fact that we had the same project manager and trainer, and that they traveled across the country to rural Bozeman, Montana to spend time with us and get to know us meant a lot. It added a lot of consistency in training. We got to know each other and actually developed a friendship as a result.

With the implementation of new software, some of our concerns centered on what the learning curve was going to be like; how long and how much downtime were we going to experience for staff and productivity; what would the documentation look like; and what would billing look like. HEALTHCARE*first* helped us overcome our concerns and our fears by laying out a plan that was very detailed and very comprehensive.

The training was excellent. The work was also excellent and continues to be. They answered a lot of our questions up front, and didn't leave us guessing, wondering, or concerned that the ball was going to get dropped somewhere.

I recommend HEALTHCARE*first* because they're very professional and friendly. They understand all the needs of an agency, especially once they get to know you, and know where your strengths and weaknesses are. This comes from the consistency of having the same people to deal with, whether it's the project manager, trainer, or implementation specialist. They really know what they're doing and know their products well. They made us feel very welcome and important, and very comfortable. I would highly recommend them!

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### About First Choice Home Health

Started in 2007 by Norm Dreyer, [First Choice Home Health](#) is a leading home health care, personal care, and private duty nursing company located in Bozeman, Montana. Home Health Compare ranks First Choice Home Health #1 in Gallatin County, a level they've worked hard to achieve and consistently maintain. This ranking is higher than other home health care agencies in Bozeman, and higher than the national average.

In addition, they are continually recognized for performance, including Top Agency of the Year by HomeCare Elite, highest quality ratings by Home Care Pulse, and "Provider of Choice" and "Employer of Choice" certifications. They are proud of the results that prove their staff and clients are receiving the excellent treatment they deserve.

### About HEALTHCARE*first*'s Personalized Service & Support

Our unique, high touch service model is designed for your success. We immediately assign a cross-functional team that stays with your agency throughout our relationship. This includes a dedicated implementation project manager, trainer, team of support professionals, and a client success manager. These individuals serve as an extension of your team and work hand-in-hand with you to accomplish your goals. In addition, we offer an extensive library of online learning videos, ongoing product training, and educational webinars to keep you current on industry trends and best practices.

**Contact us to learn more about our firstHOMECARE software and experience the HEALTHCARE*first* difference.**  
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