

NSM ENHANCES CLIENT EXPERIENCE WITH ONLINE ORDER TRACKING, MONITORING, AND REAL-TIME UPDATES

NASHVILLE, Tenn. (April 9, 2019) —National Seating & Mobility (NSM) has launched mynsmorder.com, a digital order status tool offering real-time tracking of open equipment and service orders. This user-friendly tool, one of a number in development to improve the overall NSM client experience, displays information about open orders, both on-demand and as a notification, without the need to register.

“When we engaged focus groups prior to the development of our order status tool, we heard loud and clear that our clients were interested in something that was simple, easy to understand and offered real-time information,” said Bill Mixon, NSM CEO. “Mynsmorder.com is exactly that.”

Mynsmorder.com allows a client or referring therapist to track where an order is within the standard six-step fulfillment process. Once an order is in the system, a text notification is also sent each time the order moves to the next step of the process.

Since the launch of mynsmorder.com, NSM has provided an average of 20,000 text notifications weekly, and has more than 2,000 clients logging into the tool per week. In addition, client satisfaction scores have already improved two points compared to the prior year, a trend reflected in client comments such as, “Really appreciate the electronic status updates” and “I was kept abreast via text message and I appreciate that very much.”

“A number of additional enhancements to the tool are already in development in response to client feedback and will soon be incorporated into the site,” said Mixon. “We are excited about this improved communication with our clients, and look forward to introducing more tools and technologies on our journey to continuously improve our client experience.”

About National Seating & Mobility

National Seating & Mobility is the nation’s premier Complex Rehab Technology Solutions provider, partnering with physicians, therapists and clients across the U.S. to design customized innovative mobility, rehabilitation and adaptive product solutions for individuals with disabilities. Founded in 1992, the company has grown from five locations to a national network of professional Assistive Technology Providers (ATPs). National Seating & Mobility has earned the highest professional accreditation from the independent, not-for-profit, The Joint Commission. As preeminent accrediting body for U.S. healthcare organizations, The Joint Commission maintains unrivaled industry standards. For more information visit nsm-seating.com.

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