

WHITE PAPER

# Unlock the Potential of Digital Care Coordination



# WHAT IS DIGITAL CARE COORDINATION ?

Your data does the work for you. Every step of the process recognises the big picture of care, compliance and accountability. From the moment a referral is received, and the first demographic information is entered the digital care coordination platform anticipates the data required to inform both current and future reporting demands. When you need it, the information is there at your fingertips. Easy, accurate and on time.

## Task & Goals

Effectively plan and merge the delivery of team-based care in the community

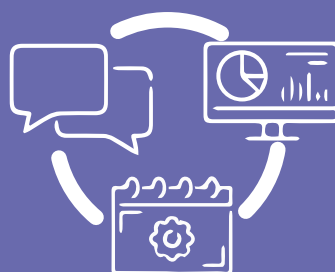
## Outreach

Easily track interactions and encounters at every stage of your participants' journey

## Alerts

See at-a-glance what's happening in your participants across the continuum of care.

Active care integrates data from system across the community, develops longitudinal community care record, and helps person centered care teams manage tasks, goals, gaps, and changes in status.



You want your clients to get the care they need as quickly as possible but keeping up with referrals and making sure they are triaged to the right service and the correct funding takes time.

Time that could be spent actually, providing that care. Your best practice digital solution accepts referrals in all forms and funnels the required data easily and error-free into the client information set.

You want referrals to be processed, complete and triaged quickly and correctly whenever and however they are sent and received. Every single referral. First time, every time.

# REFERRAL

# MANAGEMENT

All compliance data is present and correct, alerting administration to gaps in data to enable prompt completion. The system aligns the demographic information with the appropriate funding model and clinical resources required to finance and action the required care right from triage. Intuitive for your administration team. Easy for your referrers. Simple for your clients.



# ASSESSMENT AND CARE PLANNING

Ensuring the right service is provided to the right client with the right resources that tick the right boxes when it comes to meeting funding and compliance requirements can be a right pain in the ... neck!

Juggling the requirements of multiple providers working with your service is crucial but it can require repetition and duplication of effort, data, and compliance reporting.

You want all the requirements of care to flow from the goal-based plan built by your team. You want the client to get what they need to achieve their goals within the funding allocated and with the resources available when they're needed.

Your digital care coordination solution makes this process a pleasure to manage. Once a client goal has been identified and the team has worked out the activities needed to achieve it the system is ready to go. Background programs identify and create reports and data sets that respond to budget, compliance, scheduling and resource requirements within the care model (e.g., NDIS). Correspondence is automated with invoicing, reporting (finance and compliance) and care communications ready to launch when required.



# ROSTERING AND SCHEDULING



Providing your clients with the care they need (the health professional, the equipment, the resources) when they need it is one thing. You want to make sure that the health professionals and the resources you have invested in are employed efficiently and effectively. Down time = care not provided. Equipment sitting in a cupboard = money wasted. Empty treatment spaces are evidence of poor organisation. You cannot afford this!

You need an automated system that provides oversight of all your resources and allocate them efficiently and accurately to the clients who need them, when they need them, where they need them.

Our digital system coordinates the elements that make up effective service and administration to enable your team to provide the care, equipment and other resources required.

Visibility of upcoming and planned appointments for both client and provider means everyone is ready, changes can be made and underutilised time (due to fail to attends or schedule clashes) is no longer an issue. Resource availability issues are flagged so you can ensure rooms are booked and equipment is there for the correct client when they need it. If your clinician needs a car to get there, this can be booked. Flags funding conflicts so your finances remain current and correct.

# BILLING AND INVOICING

Maximising your business income from multiple funding sources are complex and can cost as much in the time it takes to match activity to funding models to invoices to the budget bottom line as it does to provide the care it pays for!

Ensuring you are paid promptly and properly for the work you do matters but juggling multiple brokerage contracts, care plans and models of care can be a full-time job you do not have the time or money to do. Our digital Finance solution makes this crucial multi-faceted requirement simple, accurate and always up to date. No more chasing unclear spreadsheets or searching for the source of under (or over) spent funds!

From the moment a referral is entered your client activity is aligned with the correct funding source and at every point of contact in care this budget is visible, current, and correct. Unit prices are built into the system for known models including the NDIS and monitor spending within a finite allocation. The system creates finance reports according to the requirements of your organisation and generates invoices automatically visible to both business and client. All at the touch of a button!

You want to know that your business reporting meets funding and policy guidelines and keeps track of invoicing and resource costs and you want it to be easy, absolutely correct, and transparent. Every single funding model, Every single client, Every single time.



# REPORTING

Complying with funding and reporting guidelines sometimes seems more important than actually providing care to your clients.

The dream: a tool that takes care of your compliance obligations and frees you up to do what you are trained to do best give your clients the care they need.

You need:

- A system that takes care of compliance in the background, matching your business activity and data with the guidelines and policies that fund your service.
- A system that captures, documents and reports all activity.
- A system that collects information once and keeps it current, correct and accessible to all workflows.

Our one-stop digital solution takes care of this. The requirements of your service are built into administrative and clinical workflows from the very beginning, reflecting your model of care and funding obligations. Client information collected at the initial stage of contact is complete and available anytime reporting data is required. At the touch of a button the data you need will autofill any type of report or documentation. Duplication of effort or information gathering is removed no need to go back through files to find addresses or confirm activity or services provided. It's all there, captured, accessible and reportable within the system.



# CORRESPONDENCE



Care coordination is all about communication between the client, your service and ideally any other providers involved in their care. Trying to keep everyone informed and up to date about care plans and sharing information with the right people matters to get the best outcomes... but knowing who is involved and which information they need is a constant challenge.

Easily accessible, current and relevant client information must be available to all those involved in care AND meet funding requirements.

Client information must be:

- Easy to complete.
- Easy to access.
- Easy to understand.
- Easy to share.

An auditable system that communicates clearly and correctly with your clients and colleagues, sends invoices on time to the right address and monitors incoming and outgoing payments.

Your digital care coordination system communicates with all involved, completely and error-free! Boasting intuitive navigation processes to allow both clients and clinicians to read, contribute to, and share information when it's needed, the system:

- Auto fills client demographic and their relevant information for every document generated for their care.
- Creates your custom report format for discharge summaries, results, reports and care plans that can be built to meet reporting requirements for each funding model.
- Sources digital contact information and preferred correspondence channels for recipients for simple, error-free, and timely distribution.



Your data does the work for you. Every step of the process recognises the big picture of care, compliance, and accountability. From the moment a referral is received and the first demographic information is entered the digital care coordination platform anticipates the data required to inform both current and future reporting demands. When you need it, the information is there at your fingertips. Easy, accurate and on time. Pleasing to look at, easy to navigate. Your one-stop digital client management system will make caring for clients your priority by:

1. Facilitating your business model of care; Streamlining workflows, reducing duplication and increasing accuracy.
2. Incorporating the reporting, compliance, and correspondence your service needs.
3. Enabling requests (e.g.Pathology)and ePrescribing straight from the system.
4. Allocating resources and scheduling to ensure maximum uptake of your service and
5. Capturing finance data (budget, income and allocations) for all funding streams including NDIS

# SUMMARY OF

# BENEFITS



Integration with the Australian My Health Record (MHR) means holistic coordination of care is further assured with secure, timely and auditable information trail to underwrite your activity.

Everything is captured.  
Everything is visible.  
Everything is easy.

Ask us how. Speak with us about how DC2Vue can make the system work for you.



## ABOUT DC2VUE

At Data Capture Experts (DCE), we help healthcare organisations to deliver transformational models of care by harnessing the power of digital technology.

Combining DCE's deep digital health domain expertise with world-leading Microsoft cloud technology, DC2Vue® Care Coordination Platform connects clinical and operational teams, their workflows, and their data in one place. With automation and easy access to real-time data, you can move past legacy systems and manual processes to give staff and clients the experience they deserve.

DCE is an ISO 27001-certified company headquartered in Melbourne Australia, with offices throughout APAC.

[www.dc2vue.com.au](http://www.dc2vue.com.au)

