OBJECTIVES
- Reduce admin workload
- Flexible solution for field data capture
- Eliminate paperwork and duplication

WHY GEOPAL
- Customizable mobile workforce app
- Executive dashboard reports
- Fast deployment, simple to use

RESULTS
- 20% increase in scheduling efficiency
- 50% reduction in office admin costs
- Increased carer accountability
- Increased client satisfaction

ALL IN CARE provides home healthcare and convalescent care to seniors in their own homes. Approved by the national Health Services Executive (HSE) in Ireland, the company employs 300 carers to provide all levels of care from daily companionship to specialist medical care.

CHALLENGE
Each Friday, the schedule of client appointments is finalized using the CareSys HR system, and PDFs containing client name and address and the required tasks to be completed for the client's personal care plan are emailed to carers.

During the visit, the carer called a Freephone number to note the arrival and departure times, and recorded by hand the completion of all tasks and any specific notes for the next carer in a log book.

SOLUTION
GeoPal integrates with CareSys to automatically send appointment information to carers' mobile phones, with a map of the appointment location, turn-by-turn navigation, and all tasks for the individual client's care plan.
The carer scans a unique RFID tag in the client's home, to prove the time they arrive. The carer confirms completion of all tasks on the mobile app, enters any notes for the client, and scans the RFID tag to update the client record for the next carer, and record their exit time.

All activity is time and date stamped and sent in real-time to the web app, providing full accountability. Next-of-kin can log into the GeoPal portal and see a full record of care services for their loved ones, providing peace of mind.

With GeoPal we have removed all paper forms and everything is recorded digitally. Our carers receive their appointments, tag in and out of our clients' homes and confirm the care plan items they have completed. This also allows us to provide fully transparent reports to the Health Service Executive (HSE) and confirm compliance.

Linda Murphy, CEO, All In Care

BENEFITS

GeoPal is a web and mobile application for creating mobile forms, scheduling and dispatching jobs, and receiving accurate job reports from the field in real time. GeoPal provides:

REAL-TIME VISIBILITY of the location of carers and the appointments they are attending.

PROOF OF SERVICE DELIVERY - time and date stamps provide confirmation that appointments take place on time, all tasks are completed and the correct amount of time is spent with the client.

FLEXIBLE SCHEDULING makes reassigning appointments easier and reduces administration time and paperwork.

ELIMINATION OF PAPERWORK using the mobile app to record attendance, care service provided, and client notes with real-time reporting ensures more accurate records and better accountability.

TRANSPARENCY FOR FAMILIES using the GeoPal portal allows families of clients to see their loved one is getting the agreed level of care, giving comfort & satisfaction.

PROTECTION FOR CARERS using GeoPal to raise an alarm in duress or alert the office of the need to send assistance in case of emergency provides protection and support for your carers.

Common Issues in Home Healthcare

Many home healthcare providers struggle with certain aspects of providing their service:

- Difficulty of **manually re-scheduling appointments** if a carer becomes unavailable and notifying carers of the new schedule and client care plans.

- **Time Theft** – lack of visibility of tasks completed and reliance on the honesty of carers to telephone the correct arrival and departure times.

- **Administration costs** can be significant with a manual scheduling process and the maintenance of a Freephone number to monitor attendance, in addition to paperwork costs in printing schedules and personal care plans for each client.

- **Inability to raise an alarm** if a carer comes under duress, or if a client falls and requires additional assistance, such as another carer to be sent to the home.