



Mobile Solutions

“GoldCare really allows me from an offsite position to look at the client information over a secure site, and help our service coordinators to really problem-solve and figure things out. So I can login and see what’s been done in terms of client interviews and other issues, review that information offsite, and then provide some information back. So GoldCare really does connect us virtually together.”

*~ Michelle Biehler, Clinical Director
Access and Service Coordination,
Children’s Treatment Network
of Simcoe York*

GoldCare’s diverse suite of Mobile Solutions gives your field-based staff connectivity and information when and where it’s needed most: at the point-of-care. Our mobile solutions efficiently handle the full continuum of care. Not only does this help ensure accurate and timely service delivery, but it also maximises resource and workflow capacity.

Although each mobile solution has distinct functionality and benefits to meet your organisation’s unique requirements, they also have much in common. As GoldCare solutions, they all provide centralised secure access to client records. This integrated approach to healthcare information management will help your organisation to improve staff communications, reduce administrative paperwork, and increase operational efficiency.

Connect to Real-Time Information with WebAccess

Designed for use on any mobile device with an internet connection (smartphones, tablets, netbooks, laptops, etc.), GoldCare WebAccess connects your remote staff to real-time client information and key GoldCare functions from the point-of-care. Staff can complete program admissions and discharges, view and update rosters, complete assessments, enter progress notes, open and attach documents and more. With immediate, secure access to information, worker productivity increases, whilst data accuracy, worker accountability and service delivery consistency are all maintained to the highest standards.

Access to specific areas of the WebAccess interface can be granted to external users such as service partners, contract workers, funders and clients and their families. Permission controls dictate what home pages, user screens and functionality are made available to the user, which are tailored to their requirements. In this way, WebAccess supports a shared electronic client record, and a single plan of care that spans multiple, interdisciplinary service partners and stakeholders.



Conduct Assessments in the Home with Care Anywhere

The award-winning Care Anywhere is a secure portable version of GoldCare on your laptop or tablet, in a disconnected model. Using Care Anywhere, assessors can conduct assessments, create care plans, update client health care records, review diagnoses and progress notes, and more, from the client's home. Care Anywhere operates in disconnected mode, whereby data is checked out and synchronised with the GoldCare server upon return to the office. This makes Care Anywhere the ideal solution for rural areas with limited or no internet connectivity. Data is encrypted end-to-end throughout synchronisation to ensure it remains protected and secure.

Staff and clients alike benefit from Care Anywhere. The assessment process is streamlined, and data entry duplication is eliminated. Client assessment protocols and outcomes scores are automatically generated and can be reviewed directly in the home for immediate and collaborate care planning. This saves time and resources, resulting in increased assessment efficiency and improved quality of care.



Maximise Resource Capacity with Mapping

GoldCare Mapping is your starting point for allocating field-based staff in a way that optimises planning efficiency and resource capacity, whilst decreasing travel costs. Client and employee appointments from GoldCare's scheduler are visually presented in Google™ Maps. Employees available to provide services based on time, proximity and skill set are displayed as colour-coded markers for quick and easy identification. Planners simply select the appropriate worker and book the appointment; all changes are automatically reflected in the GoldCare scheduler.

Mapping also calculates the standard time and distance between appointment locations. Planners can use this information to roster appointments so that the travel distance and time between appointments is minimised, thereby reducing mileage costs, and allowing more client visits to be completed each day.



Confirm Service Fulfillment with Telephony

Our Telephony solution allows Personal Support Workers to confirm service fulfillment in real-time from the client's home by phone. Telephony acts as a paperless time entry tool for staff to quickly record start/end times and visit duration, information that is essential for accurate and timely service billing. Service planners are notified by email of scheduled appointments that have not been started, and are at risk of being missed. Other notifications such as early start, late start and late end can also be defined for reporting and analysis.

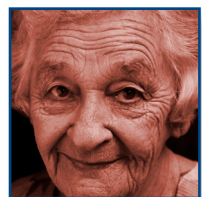
Telephony provides an important communication link between field and office staff. It can be used to confirm field staff location, a valuable safety feature, and allows staff to leave and receive messages about completed and upcoming client visits. When used in conjunction with GoldCare Mapping, Telephony calls can be automatically tagged with travel time and distance to further streamline the billing process.



Expand on GoldCare's Mobility with Third-Party Applications

GoldCare can also support third-party applications to take advantage of the GPS functionality of mobile devices. GPS coordinates on the mobile data, will track when the worker arrives at the client's location; this data is uploaded to the GoldCare server, confirming the visit and its duration.

This two-way connectivity allows for additional in-field functionality that streamlines data access and improves worker productivity. For example, workers can read their rosters and access client demographic information from GoldCare on their BlackBerry®. Any changes made to those schedules and/or client records are communicated back to the GoldCare server. Field staff and in-office staff are accessing data that's reliable, secure and up-to-date.



Comparison of GoldCare Mobile Solutions	Mapping	Telephony	Care Anywhere	WebAccess
Complexity of Data Collection				
Minimal (Personal Support Workers)		▲		
Maximum (Certified Care Workers)			▲	▲
In-Field Connectivity				
Disconnected Mode			▲	
Wireless Internet				▲
Telephone/Mobile		▲		
Data Accessibility				
Staff	▲	▲	▲	▲
Contract/Service Providers		▲	▲	▲
Clients				▲
Funders				▲
Scheduling Capabilities				
Allocate Resources	▲			▲
Confirm Visits		▲		▲
View/Update Rosters				▲
Mobile Platform				
Tablet	▲		▲	▲
Laptop/Netbook	▲		▲	▲
Smartphone		▲		▲



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