



COMMERCE

COMMUNICATION

CONTINUITY

E=MC⁴™

Healthcare on the Move

Healthcare today is a balancing act between information, access, timeliness and quality. Clinicians and practitioners focused on growing patient demands also need to keep the business updated, documented, profitable and in compliance. With **Engage ClientCARE™** Clinicians and Technicians are empowered to focus on the delivery of care not only the operations that enable it.

Engage ClientCARE™ is a solution accelerator for ancillary, long-term, hospice and other specialty healthcare delivery organizations. With **ClientCARE™**, providers effectively manage and service clients, while efficiently billing payers and operating the business side of healthcare.



ClientCARE™ provides visibility and access to information, when and where it is needed. The **ClientCARE™** solution accelerator frees up your organization to focus on the patient and their care delivery with role based features such as:

- ✓ Viewing details and plans as well as updating specifics such contacts, insurance information, visit details and supervision logs for clinical assessments and review.
- ✓ Clinical Supervisory details for personnel in the field and the progress of patients based on their assigned plans, while also having the tools to verify that the workforce is certified, updated and qualified to deliver the care as assigned.

FEATURES

- ▶ Patient details and views that provide a full 360 view: clinical details, emergency and care specifics, authorization and other payment status, updates and progress
- ▶ Technician and workforce updates, audits, tracking and certification review to allow appropriate and cost- and care-effective assignments
- ▶ Audit, billing and tracking information to ease and speed payer billing and communications through integrated accounting, Medicare billing and electronic submission, multi-party payment processing by service type
- ▶ Efficient, auditable delivery of clinical services, healthcare skills and pharmacological products to consumers distributed geographically, anytime, anywhere
- ▶ Software as a Service deployment with little or no capital expenditure required, decreased overhead in managing clinic staffing and onsite support based on monthly costs and users required
- ▶ Reduces or redeploys both labor and administrative resources via customizable workflows
- ▶ Consistent data use, analysis and access provides all authorized parties with appropriate role based reporting based on function, need and process
- ▶ Visibility and tracking of clinic and other medical/surgical supplies, stock and cost implications
- ▶ Patient, clinic and staffing self-service options and workflows to manage short-term events, staffing and other onsite needs with minimal manual intervention

- ✓ Administrative staff are freed from handling most inbound and outbound calls for appointment confirmations and other items due to self-serve options and automated workflows, putting focus on other functions to provide more value-added and revenue-driven services.
- ✓ Accounting is enabled with automation to speed billing, payment and response, visibility to see what services and payers are timely and which ones require additional documentation, helping determine what areas of service are profitable and appropriate for the specific patient population.

In addition to automation and visibility, **ClientCARE™** also offers solutions that are able to supplement or replace your current systems, delivering superior cost savings and revenue management. Knowing that most organizations already have a system in place to track information to date, **ClientCARE™** has been created on an open and easily-integrated architecture. **ClientCARE™** can incorporate and import legacy data, providing a single sign-on interface to serving all populations within the service environment.

Contact us today!

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