

PointClickCare®

CONQUER
UNBILLED
SERVICES

Top 5 Criteria
for Success



In our previous eBook, [Unbilled Services: Is Your Revenue Potential At Risk?](#)

- We outlined the challenges you may face in maximizing the Net Operating Income (NOI) of your community, and the demographic and care trends affecting the senior living industry.
- We also offered a quick overview of what an ideal technology solution could do for your community.

Want to solve for Revenue Loss challenges in your Senior Living community?

[Let's start a conversation](#) on how we can help you achieve your financial health goals.

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As the person most responsible for selecting the systems and establishing the processes to help you and your staff achieve your goals, you now have a better idea of how you could further optimize your revenue potential, while also overcoming obstacles to resident and staff satisfaction.

But finding the right solution can be tedious, time-consuming, and confusing.

We're here to guide you through the process, helping you choose the best solution for your community, one that can be customized to meet your specific needs.

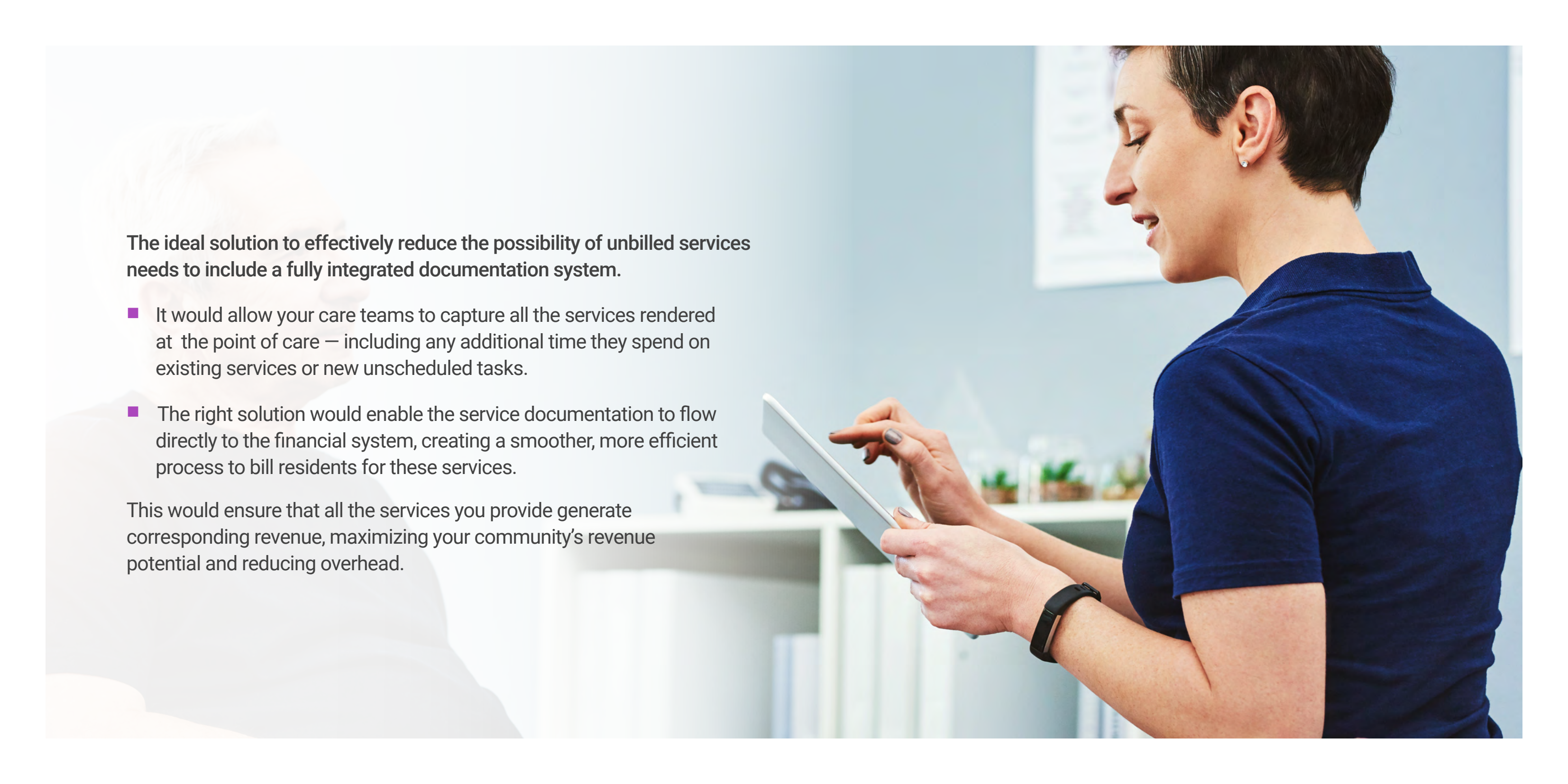
Let's look at the top five criteria you need to consider in order to succeed.



1



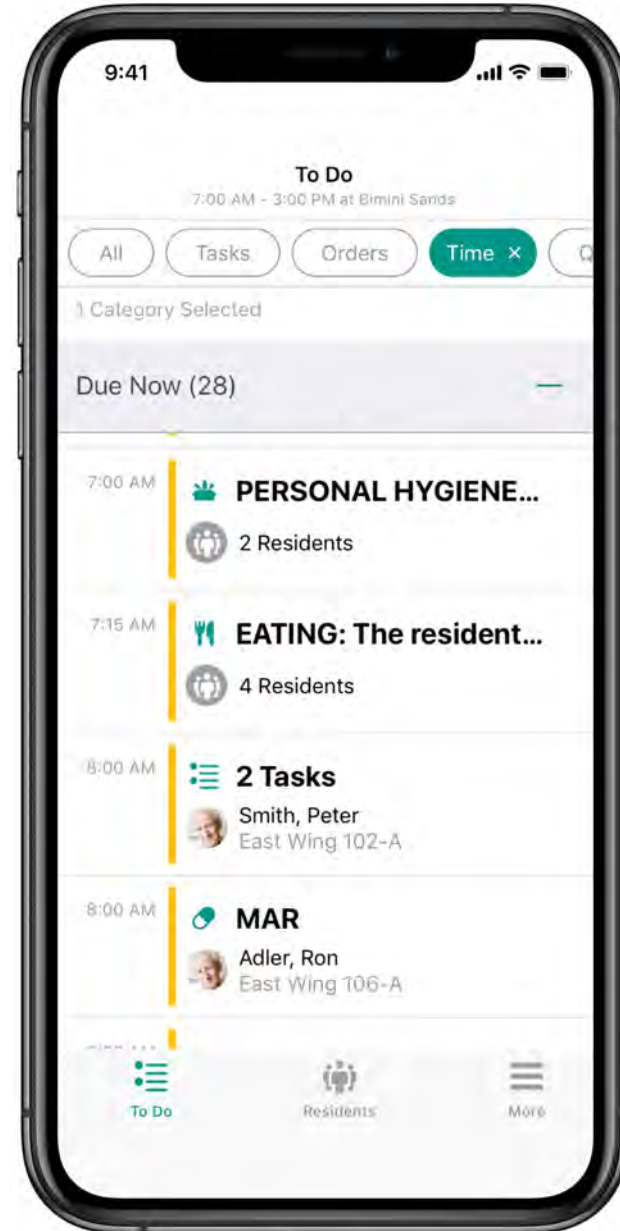
Find an Integrated
System That
Improves Your
Bottom Line

A woman with short dark hair, wearing a blue polo shirt and a black watch, is shown in profile from the chest up. She is holding a silver tablet with both hands and looking at the screen. The background is a blurred clinical or office environment with shelves and a white cabinet. On the left side of the image, there is a semi-transparent white overlay containing text.

The ideal solution to effectively reduce the possibility of unbilled services needs to include a fully integrated documentation system.

- It would allow your care teams to capture all the services rendered at the point of care — including any additional time they spend on existing services or new unscheduled tasks.
- The right solution would enable the service documentation to flow directly to the financial system, creating a smoother, more efficient process to bill residents for these services.

This would ensure that all the services you provide generate corresponding revenue, maximizing your community's revenue potential and reducing overhead.



PointClickCare offers an integrated senior living solution that gives you the ability to capture and bill for every service you provide, including unscheduled services. By connecting care services, billing, and administrative processes across a single, seamless cloud-based platform, we give you real-time visibility into your entire operation. Our easy-to-use Point of Care (POC) application lets your caregivers document all services at the time of delivery.

Used with our POC solution, PointClickCare Companion is a best-in-class mobile application that streamlines the delivery and documentation of care services and medication.

As services are captured, our Service Management workflow automatically updates resident billing, improving interdepartmental communications and invoice accuracy. The solution also generates reports and analytics, to help you gain a better overview of your community. You would be able to respond proactively to trends that surface, bringing you closer to achieving — or beating — your KPIs.



2



Seek a System
That Enhances
Resident Experience

For many senior living communities, the lack of automated systems for processes and workflows is the greatest barrier to increasing resident satisfaction.

Care teams spend long hours on manual data entry and paper-based processes, often resulting in omissions or errors. With an integrated technology platform, caregivers can develop and implement comprehensive care plans easily and efficiently. This results in dissatisfied residents, and as a result, occupancy challenges.

The ideal solution would be mobile-enabled, so your caregivers could document services on-the-go, eliminating time consuming end-of-shift documentation.

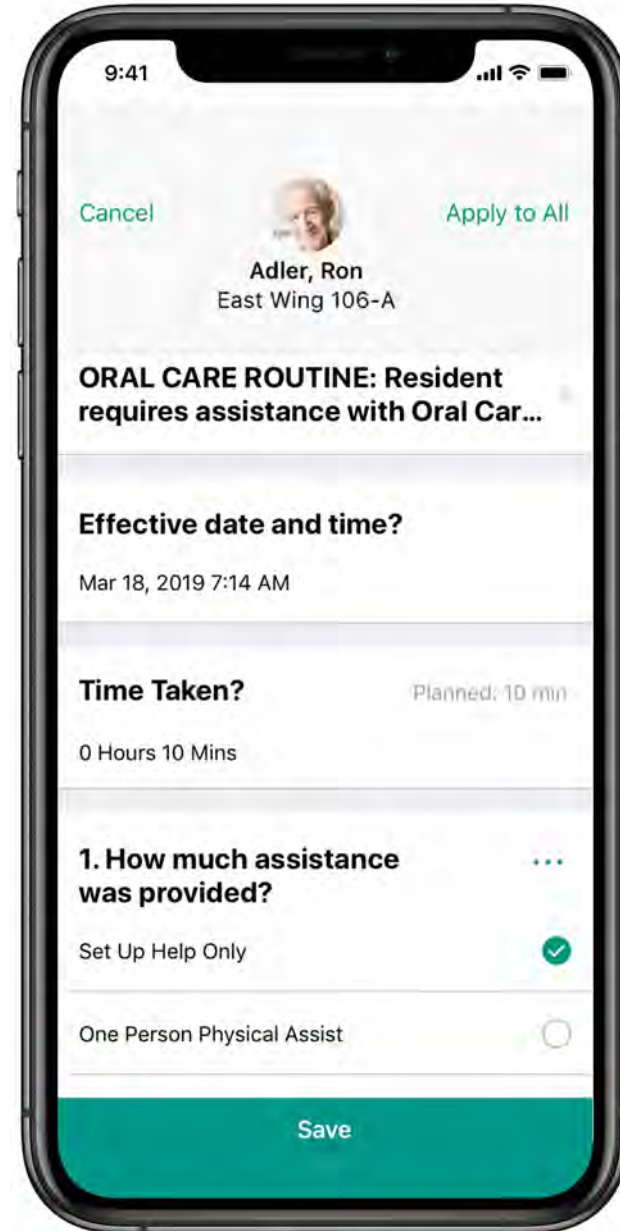
A user friendly, graphical interface would make it easy for them to record all their work. Communication and workflow would improve as well, since resident information captured by one caregiver would be instantly available to others on the care team.



With the right system, your health director will gain greater insight into day-to-day activities. They can use that information to easily update service plans to meet the changing needs of residents – and justify increased service levels and additional care to residents and their families.

The detailed documentation available in an integrated system will ultimately increase resident satisfaction and their families' peace of mind.



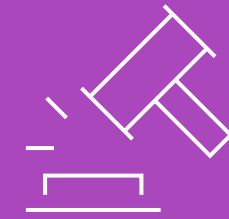


With our POC system, care team members immediately see the scheduled care required for each of their assigned residents during that shift. Our solution enables your staff to completely capture services and changes as they occur, while ensuring residents are receiving the care they need.

Companion empowers caregivers with a simplified workflow that delivers immediate access to med pass, task schedules, and key resident information, with real-time documentation at the POC. Caregivers can add all the tasks they perform – both scheduled and unscheduled – in the minutest detail. That information then flows directly to existing assessments and plans for cross-checking. This mobile solution will enable your care team to be better caregivers.



3



Look for
Ways to Increase
Compliance and
Decrease Liability

With complete resident documentation in one place, your health and wellness leaders would be better able to monitor the efficiency and compliance of your caregivers. It's important that management be able to quickly and easily view reports on all care and services delivered.

Thorough documentation will give your health director the insight to help care team members — and your community — avoid potential risks.





Our POC and Companion solution eliminates duplicate charting, by gathering all data necessary to enforce documentation policies in a single location.

Plus, the seamless integration of the POC tool with our clinical and billing modules enables complete and precise service delivery.

This cohesive solution ensures that your care teams produce consistent, complete, and compliant documentation.



4



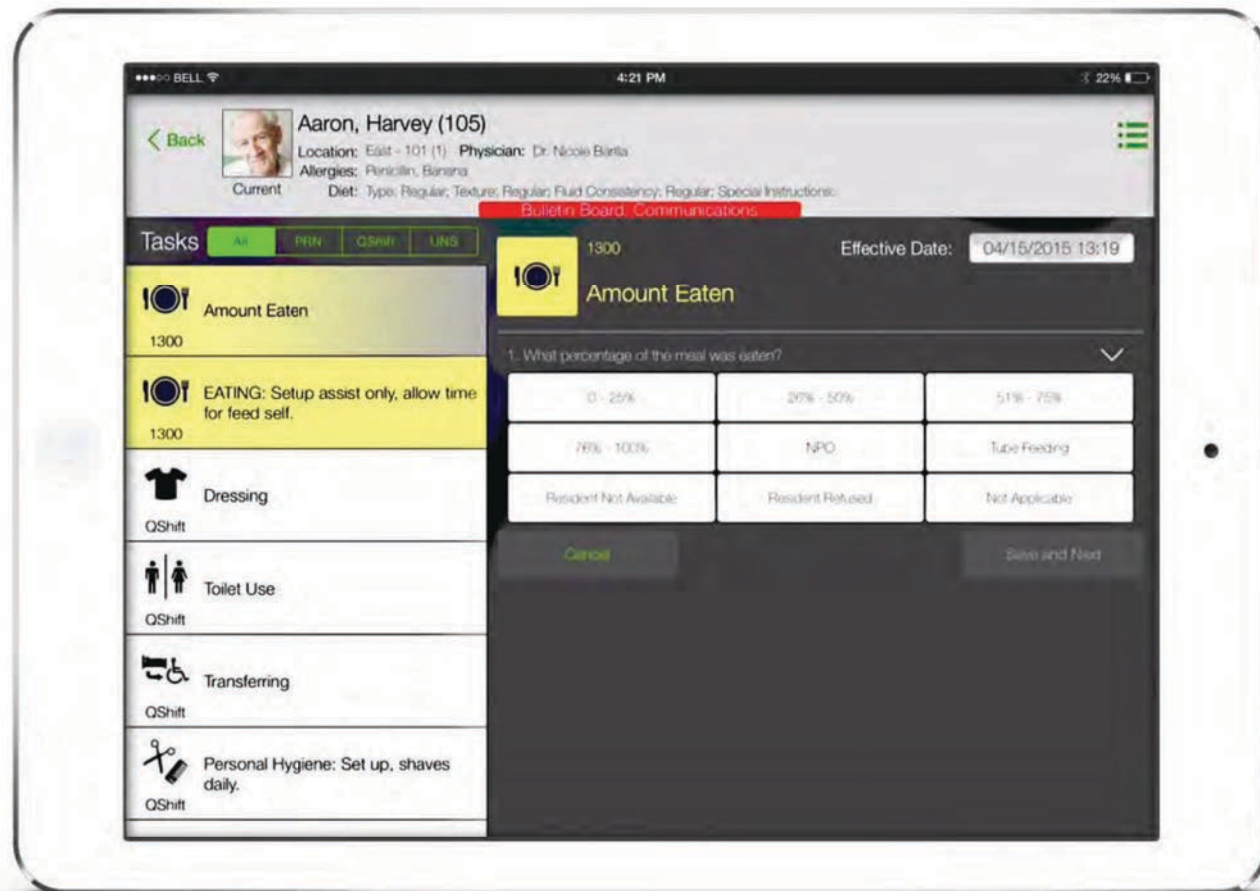
Technology Should
Boost Employee
Engagement and
Retention

In a very competitive market hiring the right staff, and keeping them happy and engaged should be your number one priority.

By having the right technology in place, the care teams would spend less time on administrative tasks and more time engaging with your residents. Implementing new automated workflows should make their shifts easier, not more frustrating. Many of them prefer to work in a tech-savvy environment, and want a system that's easy to learn and use. If technology helps to streamline their jobs this will improve job satisfaction and in turn employee retention.

By reducing employee turnover, you would save on training and other overhead associated with new workers.





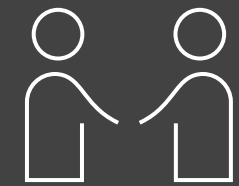
Our POC solution is intuitive, easy to learn, understand, and use, ensuring broad adoption whether your care team members are web-based technology experts or novices.

Caregivers can quickly orient themselves to the POC screens, which include features such as resident photos for easy identification, and large, recognizable scroll bars and tabs. Everything they need to know and do is right in front of them, so they can focus on the residents.

By eliminating paper-based tasks, our POC and Companion applications help keep your care teams effective and motivated.



5



Select a Partner
Who Will Support
You Every Step
of the Way

You need a partner to help you plan for, and thrive in, the challenging times ahead. Your technology partner should have proven solutions, satisfied customers, and a vision about what the senior living industry will require in the future.

Find a company that teaches you how to customize and leverage their solution for your success.



It is important for us to understand your business. Your PointClickCare implementation team will meet with your team for a business review, This way, we capture information comprehensively to configure your database to meet your community's needs.

- We will develop a project plan for your community and offer training options to fit your community needs – super-user, web based or onsite training. Once the solution goes live, we enable your community's super user for the future with training on how to modify any setup or configuration.
- We offer you a number of educational resources, such as Help Files for "how to" articles and SmartZone for on-demand online e-courses. Your staff also has the option to join any scheduled virtual instructor-led group training, for refresher and onboarding instruction.
- Once implementation is complete, your community can utilize our customer support help desk 24x7, and your customer success manager for ongoing needs.



Take the Next Step in Your Journey

Let's connect on how we can help you overcome your revenue loss challenges and achieve your financial health goals.

LET'S CONNECT

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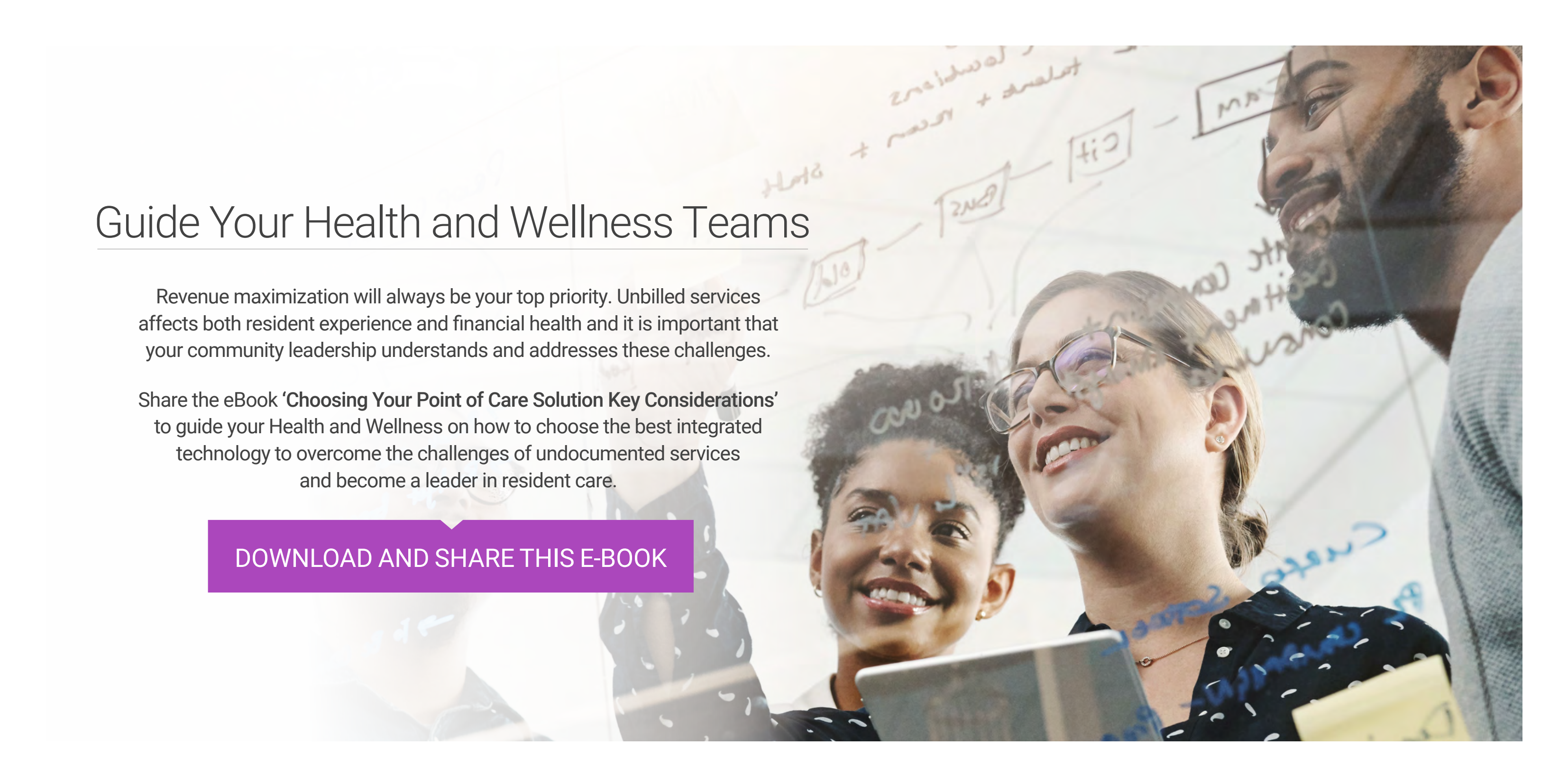


Guide Your Health and Wellness Teams

Revenue maximization will always be your top priority. Unbilled services affects both resident experience and financial health and it is important that your community leadership understands and addresses these challenges.

Share the eBook **'Choosing Your Point of Care Solution Key Considerations'** to guide your Health and Wellness on how to choose the best integrated technology to overcome the challenges of undocumented services and become a leader in resident care.

[DOWNLOAD AND SHARE THIS E-BOOK](#)



PointClickCare®

PointClickCare Technologies Inc. empowers senior living care providers with world-class solutions to meet the need for collaborative, connected, people-centered care, with over 17,000 organizations providing senior care using PointClickCare today.

For more information on PointClickCare's software solutions,
please visit www.pointclickcare.com.