



Private Duty

Solution Overview and Business Benefits

Overview

The HealthWyse Private Duty Solution provides your private duty home care agency with an integrated clinical and financial system. The integration of Intake, Scheduling, Time and Labor Management, Employee Compliance Tracking and Billing results in a high performance solution that can adapt to your Private Duty agency's unique business challenges. Primary application modules for the HealthWyse Private Duty Solution include:

- Intake with integrated order and scheduling capability
- Scheduling with capability to handle time and event based activities, negotiated pay rates for employees, and alerts for overtime and authorization management
- Optional PalmWyse Point of Care application for mobile clinical professionals
- Optional CallWyse telephony interface for mobile documentation using telephone access (aides, attendants, and para-professionals)
- Billing, Collections, Authorizations and Remittance
- Management Reporting and Analysis
- Enterprise Capabilities
 - Secure Messaging between Office and Field staff
 - Organizational Structure
 - Automated Routing of Warnings and Alerts
 - Roles based Security
 - Employee Compliance Tracking
 - Time and Labor Management
 - Referral Tracking and Marketing Analysis
 - Workflow Management by Exception
 - Data Export
 - Hosted Data Center

Business Benefits

Intuitive software interface eases your staff's transition through the adoption and efficient use of the office-based components.

Streamlining and elimination of paper based business processes results in enhanced agency efficiency and performance. Supports agency growth while maintaining your current staff levels.

Integrated operational and financial applications improve cash flow and increase the timeliness and accuracy of billing.

Comprehensive Insurance Authorization management with alerts prevents Visits or Services without Authorization.

Employee Compliance Tracking, negotiable pay rates, pay rate overrides, and overtime alerts facilitate cost-effective resource management.

Patient Referral tracking and automated assignment to internal marketing representatives. Referrals can be linked at Intake, or automatically assigned based on referral source or territory.

Optional Point of Care system for clinical documentation is available on a wide range of devices. Devices can be matched to clinician preference.

Optional CallWyse telephony interface provides advanced mobile documentation capabilities.

Billing and Claims Management to all payers with automated rule-based billing quality checks.

Extensive management reporting capabilities and analysis tools allow you to evaluate trends and performance, and spot opportunities for growth.

Unique "Survivability Architecture" ensures that your agency is protected against IT challenges including disasters and emergencies, technology obsolescence, and system capacity planning due to agency growth.

Hosted Data Center managed services minimize the agency's need for local onsite IT support, allowing your agency to invest capital resources in patient services.

