

MAXIMIZE YOUR TIME

Through the Automation of Time and Attendance Management

Arguably one of the most time consuming aspects of home health care administration, traditional time and attendance management is often grossly inefficient and vulnerable to costly errors. As agencies struggle to provide the best care possible to their clients in the face of shrinking budgets, it makes sense to examine those tasks that absorb the highest amount of resources and review the alternatives. Successful health care agencies have discovered that automation of the time and attendance management function reduces costs, improves efficiency and accuracy, and frees staff to put the focus squarely where it belongs – on the patient.

The Challenge

As home health care agencies find themselves caught between the need for more accurate and real-time timekeeping to improve payment and billing processes and the increasing demands on the time of mobile workers, the need for automation becomes evident. The challenge is heightened by concerns regarding the acquisition and implementation of the appropriate

technology to perform the automation.

Choosing an automation system that is unwieldy and inflexible can result in a learning curve for the user that is frustrating, leading to inconsistent use of the very application that was purchased to make the time and attendance management process simpler, easier, and more accurate.

The Solution

Procura's CallMe! is the home health care industry's first choice in software for the automation of timekeeping and attendance processing. An integrated solution, CallMe! is an intuitive telephony system that enables mobile staff to record timesheet data in real time at the point of care. Recording time sheet information and travel and expense details from the patient site is as easy as using a touch tone telephone and a toll free number that interfaces with the Procura system. The mobile employee can open visits, enter the relevant data, and close visits at which point the Procura system compares the actual visit information with the scheduled visit data and automatically verifies if it's a match.

does not check in or out within a prescribed timeframe. Alerts can be directed to specific office staff, mobile phones or BlackBerry™ devices and will escalate until the situation has been resolved.



We have staff delivering care in both rural and urban areas where the most common method of communication is the patient's telephone. The Working Alone alert allows us to satisfy a key employer obligation to ensure workplace safety without disruption to patient care.

- Nola Walsh, Sunrise Health Region, SK

Providing worry-free automation of timekeeping and attendance processing, Procura's CallMe! solution also enables you to administer work safe guidelines that require you establish a system of regular contact with mobile employees without any disruption to patient care. Looking for variances between scheduled visits and staff's log-ins, CallMe! will raise an alert if the employee

Though fully integrated with the powerful Procura home health care software solution, the CallMe! module is utilized by remote staff through the simple use of a touch tone telephone, empowering even the least technically savvy members to confidently and effectively automate their timekeeping and attendance.



MAXIMIZE YOUR TIME

Through the Automation of Time and Attendance Management

The Result

A significant increase in productivity, accuracy, and safety and a marked decrease in costs, manpower, and lost revenue, all through the easy and familiar use of a touch tone telephone.

Recognizing that timekeeping and attendance processing are critical aspects of managing a home health care agency, administrative managers often struggle between the need to

automate this function to improve accuracy and timeliness and the change management and training that such a move often requires. Procura customers sidestep this conundrum with the implementation of the CallMe! system. There are no complicated software applications to learn or unfamiliar hardware devices to navigate. The simple use of a touch tone telephone is all an employee needs to put the comprehensive CallMe! automation into effect.

What Benefits Can You Expect?

Cost Savings and Improved Revenue

- ✓ Immediate return on investment
- ✓ Significant reduction in the need for pay/bill clerks to perform timekeeping functions as hours are electronically recorded and verified as they occur
- ✓ Automatic verification that eliminates the costs associated with redundant and inaccurate data entry, false claims and the costs of couriers and postage
- ✓ Timeliness of data that removes the cost of late timesheets that lead to errors in payroll and billing calculations

Increased Productivity and Accuracy

- ✓ Elimination of weekly paper time slips
- ✓ Timekeeping that can close up to 3 days earlier than with manual methods
- ✓ More accurate and timely billing due to the elimination of late time slips
- ✓ Earlier and more complete collection of data
- ✓ Fewer reconciliations and exceptions
- ✓ Reduced pay/bill verification workload by up to 80%
- ✓ Reduced demand on resources of coordinators
- ✓ Billing data that is always available in real time with a permanent audit trail
- ✓ Integrated reporting and analysis that provides a daily reconciliation of plan to actual data

Regulatory Compliance and Employee Well Being

- ✓ 'Working Alone' monitoring system enables compliance with legislation without disrupting client care, hiring additional staff or incurring high technology costs
- ✓ Increased safety for mobile staff
- ✓ The implementation of a "green initiative" that reduces use of paper

Though keeping up with the rapid changes in the home health care environment can be challenging, the automation of your timekeeping and attendance processes need not be. Realizing profound improvements in productivity, accuracy, and cost

effectiveness is as simple as employing Procura's CallMe! telephony solution. Contact us now to learn more about how to put the power of CallMe! to work for your organization.

About Procura

Procura provides the tools to streamline every level of an organization from the clinician at the Point of Care to the Executive Director and higher. Our proven workflow processes, business intelligence, and key data collection tools in both the office and the field provide efficiencies and assurances to drive an organization towards stability and growth.

Procura is the software vendor of choice for home, community and aged care organizations across North America and Australia. Over 12,600 users at more than 600 customer sites use Procura to manage over 69,000 employees. Our customers range from small start-ups all the way through to multi-site and franchise organizations.

To learn more about Procura, please call 1.888.428.6614 or visit www.goprocura.com.