



# CellTrak VisitManager®

## Transform How Your Agency Delivers Health Care and Services

You can make delivering care and services in homes and the community more efficient and more effective with CellTrak VisitManager. From accurate, GPS-based electronic visit verification to up-to-date schedules to easy point-of-care documentation to real-time alerts to automated, accurate mileage, VisitManager enables your agency to deliver outstanding service and reduce costs.

*Improve care delivery, reduce paperwork, and improve client engagement with VisitManager.*



Leaders at thousands of home care, hospice and community care agency locations provide CellTrak VisitManager to their aides and volunteers. They know they can rely on a solution that is already used to manage the delivery of care in over one million visits each week.

The VisitManager app is part of a complete, flexible solution. Caregivers in the field automatically receive up-to-the-moment client information, schedules, and client-specific service plans. They quickly and easily document the delivery of services at the point-of-care, appreciate the automation of time and mileage reporting, and like the ease and safety of its communication and location awareness capabilities on their mobile device.

Using a web browser, office staff gain unprecedented visibility into what is happening in the field via configurable real-time alert escalation and the ability to see where each caregiver is relative to each client. They enjoy the time savings, reduced hassle, and elimination of paperwork due to streamlining and automation of everyday tasks. And, they take advantage of robust analytics capabilities that enable the optimization of care delivery, including analysis of performance versus KPIs and identification of where over- and under-serving occurs.

### Improved Care Quality

- More consistent care delivery via up-to-date client information, schedules, and service plans
- Improved accuracy with easy point-of-care documentation
- More complete data collection using on-device forms and surveys

### Increased Compliance

- Reliable proof-of-visit via GPS-based or telephony visit verification
- Make activities required to reduce variation in services delivered
- Complete care records for audits and information requests

### Enhanced Communication

- Care and compliance improvements; reduced costs due to configurable real-time alert escalation
- Connect caregivers to the office via secure broadcast messaging
- Care coordination efficiency gains can increase visits per caregiver by 10% or more

### Reduced Costs

- Mileage costs are typically reduced more than 20% versus self-reported
- Administrative costs and time are saved due to streamlined workflow and automation
- Care delivery becomes more efficient and can be optimized over time using reports and data

# Key Features and Functions

## Up-to-Date Information at the Point of Care

- Data transfers automatically from your systems to the mobile app
- Provide caregivers with information from the EMR and the point-of-care, including client information, schedules, and care team contact information
- Improve visit compliance and client satisfaction, and hold down costs, with on-device notifications

## Electronic Visit Verification

- Prove compliance via highly accurate, GPS-based, time-stamped electronic visit verification
- Add a second level of verification with NFC (Near Field Communication) fobs, client signatures, or secure photos
- Cost effective alternate EVV option using IVR telephony

## Support and Time Tracking for All Types of Visits

- Carry out, document and record scheduled, unscheduled, anytime, and shared care visits
- Get GPS-based time stamps for start- and end-of-visit and task duration

## Up-to-Date On-Device Care Plans

- Use standardized, client, and schedule plans
- Designate care plan items as required or optional
- Trigger questions or instructions based on collected data

## Point-of-Care Documentation

- Gather data via many response types, including free text
- Improve compliance, accuracy, and care by adding custom forms and surveys, and pre-populate fields to save time
- Document even when no connection is available – data is automatically sent when connectivity is restored

## Secure Messaging and Broadcast Messaging

- Communicate instantly among care team members and with the office
- Improve documentation and compliance – messages are automatically stored and secure
- Save money by eliminating the need for a separate app
- Broadcast messaging to all employees with tracking

## Secure Photo Capture

- Improve documentation and communication with secure location-, date-, and time-stamped photos



Improve communication and reduce costs with real-time notifications and secure photos.

## Configurable, Real-Time Alert Escalation

- Manage by exception with real-time alerts for late or missed visits
- Achieve the right balance between detailed monitoring and alert fatigue via configurable parameters and workflow automation

## Real-Time Caregiver Location Visibility

- Quickly respond to events and keep workers safe

## Mileage and Travel Management

- Save money via GPS-based driving directions, mileage reporting, shortest route, toll avoidance, and more
- Save time and reduce errors by automating the calculation of complex mileage rules
- Streamline workflow via travel expense reporting and Payroll integration

## On-Device Summary Reports for Caregivers

- Free caregivers from manual time and mileage tracking and keep the field and the office in sync

## Meet IT Requirements

- Native app works in and out of cellular coverage
- Supports a Bring Your Own Device policy
- Self-service retrieval of lost passwords
- Locate and wipe lost devices from the portal

## Part of a Complete Care Delivery Solution

- Proven, real-time integration with back-office systems and EMRs
- Portals for use by office staff and care team members
- Support for intraday and end-of-day workflow
- Reporting for care delivery management and optimization

*“Efficiency in documentation, mileage tracking, ease-of-use, and great technical support.”*



For more information call us today  
**+1(877) 240-0467**

CellTrak's Mobile Health Solution enables payers and agencies to better manage health care and service delivery by electronically verifying visits; providing real-time visibility in the field; supplying reports for monitoring and improving adoption, compliance, care quality and cost; and by integrating with back office systems to automate workflow. For more information visit [www.celltrak.com](http://www.celltrak.com).