

# Verified Delivery of Care

CellTrak VisitManager™ fundamentally transforms how your field staff delivers care, improving compliance and creating added time for more visits. VisitManager identifies variance to care allowing for early intervention to decrease acute care visits and exposure to preventable readmissions. Receiving actionable data from the home is key to reducing emergency room visits and avoidable hospital readmissions for an especially high-risk population of seniors and individuals with acute and chronic illness.

With VisitManager, your staff will gain instant access to client specific care plans, allowing them to document and verify electronically at the point of care. Care teams can utilize automated reports, alerts and patient communications to minimize manual tasks, reach more clients successfully and devote more clinical and coaching talent to clients who need them most. VisitManager streamlines care plan delivery and verification, all while improving your agency's compliance and census.

## Compliance – Reduce Missed Visits

On average, staff miss 3% of visits that cost your agency time and energy to resolve. Missed visits can mean lost revenue. With missed or late visit alerts, visits are prompted to be completed successfully or rescheduled quickly rendering guaranteed compliance to ordered services and revenue protection.

## Verified Care Delivery

With VisitManager, your scheduling and delivery of care are much more efficient when your staff possess the tools to do more in their current workday. On average your caregivers will be able to visit one more patient/client per week with the use of VisitManager efficiencies.

## Effective Scheduling

Increase revenue without increasing overhead. Schedulers are enabled to manage up to 10 additional clients on average per month.

## Improve Client Care

With improved compliance and increased census your agency is enabled to focus on and deliver better client care.

## Remove Paper Time Sheets

Better utilize your administrative staff by allocating their time to other needs of the agency. VisitManager reduces processing time by at least 75%. Administrative staff's capacity can increase by at least 10%, creating gains in revenue.

*“If you are not using CellTrak, then you need to evaluate productivity and how compliant your organization is. We are all working in an industry that has lowered reimbursement, less resources and more responsibility. CellTrak has been a key to our success for compliance and efficiency during these industry challenges.” Valerie added, “Expanding staff on mobile devices increased efficiency and has allowed our team to visit more patients, maximize our admins daily routines and assure successful compliant visits. We are confident in compliance audits.”*

Valerie Landell, President and CEO



## Solution Features

### Up-to-date schedules

- Field staff schedules are kept up to date in the field
- Access to client information such as address and phone numbers
- Click to map for navigation including turn by turn navigation

### Accountable Care

- Provide patient-specific care plan at the point of care
- Verify care provided, tracking time spent per task
- Capture non-compliance along with the reasons for exceptions

### Time tracking

- Automatic time capture for direct time spent with clients
- Capture time spent on errands, training, office visits, etc.
- Automatic travel time calculation based on flexible rules configuration

### Mileage calculation

- Automated mileage calculation based on shortest distances between visits
- Flexible rules support for start of shift and end of shift visits
- Override capabilities for exceptional circumstances
- Proven reduction in mileage reimbursement. Studies show a reduction by at least 20%

### Electronic Visit Verification

- Auto-verify visit location and duration based on GPS coordinate capture
- Capture electronic client and staff signatures at the point of care

### Visit Exception alerting

- Reduce risk and improve quality through exception based clinical and administrative alerting
- Proactively deal with late or missed visits

### Staffing support through GPS

- Locate closest field workers to staff visits efficiently
- Locate staff in situations where there is safety concerns

### Quality of Care Monitoring

- Clearly see performance trends based on configurable thresholds
- Slice and dice data by location, team, discipline, etc.
- Review performance based on specific staff member or client

### Prevent Readmissions

- Field staff provide timely feedback on client condition changes
- Actionable data routed to appropriate function based on automated alerting

### Shared Care

- Run multiple visits concurrently within a shift
- Accurately calculate on-service time with pause/resume
- Nested display intuitively guides staff through each visit



### About CellTrak

CellTrak Technologies, Inc. is the leading provider of integrated Mobile solutions for the home healthcare, community care, hospice, and private duty markets. Our patented mobile solutions run on GPS-enabled mobile devices via a home health continuum technology platform which automates workflow and reduces cost. Data is communicated, stored and integrated using our patented Software-as-a-Service agency management platform, that eliminates the need for agencies to own and manage their own servers. CellTrak applications provides the infrastructure to all Home Healthcare Workers across Canada, United States and the United Kingdom to deliver millions of successful visits each week via CellTrak.

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For more information, please contact us at  
1.877.240.0467 or [sales@celltrak.com](mailto:sales@celltrak.com)