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**- Gabriel Scott,
Senior System Analyst**

Profile

Torrance Memorial Medical Center is a locally governed non-profit medical center, that provides quality healthcare services predominantly to the residents of South Bay, Peninsula, and Harbor communities of Los Angeles.

Challenges

Torrance Memorial had a problem with healthcare professionals confirming that they are at the patient’s home. To increase satisfaction and ensure productivity of the health staff, management needed a GPS tracking system that would provide the location of medical staff while in the field.

Solution

Encore was the solution that Torrance Medical needed to confirm if health professionals were at the patient’s home. Having GPS on handsets made it useful and handy to verify that healthcare professionals were visiting the patients’ home and staying on task. Torrance Medical also uses timekeeping to capture clock-in and -out times from employees, which automatically exports the data to the payroll system.



Benefits

Using Encore has increased Torrance Medical’s efficiency by 50 to 75 percent yearly. “[Encore’s] software allows us to track staff in real time, and be able to better manage our agency and our patients through the tracking capabilities,” said Gabriel Scott, senior system analyst. “I would recommend Actsoft’s ... product to my friends and other business owners.”