



Industry:
Healthcare
Home Health

A home healthcare provider that routinely visits patient locations in the field.

CHALLENGES

A home healthcare provider's employees were frequently out of the office, making regular patient house calls. Their company needed a way to make sure staff were where they were supposed to be and that the amount of time reported with each patient was accurate.

SOLUTION

Encore was able to help the company, primarily through its GPS Tracking feature. This software tool let them know where their staff was at any time during business hours. Plus, they could integrate data collected with the solution's Mobile Timekeeping feature directly with their existing payroll system.

BENEFITS

With Encore, the company increases their efficiency by nearly 50%. The ability to track their mobile staff helps them sort out the employees that aren't fulfilling their responsibilities, or who may have been misreporting

information. It also helps them quickly address and resolve client complaints, particularly if a customer says nobody showed up to their residence to provide care. Encore gives their managers a way to definitively determine whether one of their nurses arrived as intended, see just how long they were there, and even give customers status updates if the employee is en route. On top of that, Encore's record of workers' times spent with clients feeds directly into the company's payroll software, so not only is the payment guaranteed to be accurate based on services rendered, but their time spent processing payroll hours is reduced, awarding them significant financial savings each month.



WIRELESS FORMS

Data is received quickly and securely from the field.



GPS TRACKING

Supervisors have a way to prove services were delivered.



MOBILE TIMEKEEPING

Patients can be visited faster with instant time-punches.

Learn more about our solutions at workforce.actsoft.com/encore