



"NETSOFT HAVE BEEN FANTASTIC TO WORK WITH. THEY REALLY UNDERSTAND OUR BUSINESS AND HAVE BEEN INVALUABLE BOTH THROUGH THE DEVELOPMENT PROCESS, BUT THEN ALSO WITH SUPPORT AS WE HAVE MOVED THE APPLICATION INTO PRODUCTION. I'D HIGHLY RECOMMEND NETSOFT TO ANYONE IN THE HEALTH SECTOR LOOKING TO BUILD A MOBILE APPLICATION."

*– IAIN BOYD
GM OF TECHNOLOGY, RDNS NEW ZEALAND*



Need to know more?
If you require any further information please contact us:

AUS Toll free 1800 028 847
NZ Support + 64 9 213 9963
www.netsoft.net.nz



A REMEDY FOR MOBILE HEALTHCARE MANAGEMENT

*CARERPORTAL & ROYAL DISTRICT NURSING
SERVICE NEW ZEALAND*



RDNS NEW ZEALAND

THE ROAD TO BETTER HEALTHCARE SERVICES



BACKGROUND

Royal District Nursing Service New Zealand (RDNS New Zealand) is a leading provider of home based healthcare solutions for people living in Auckland, Otago and Southland. 7 days a week, 24 hours a day, they have over 300 mobile workers on the road providing nursing and personal support to over 2000 clients.

THE CHALLENGE OF DRIVING EFFICIENCY

RDNS New Zealand was stuck with a cumbersome, legacy paper-based timesheet process. It was slow, and it was inefficient, particularly for this large mobile workforce. RDNS New Zealand was searching for a dynamic solution that would significantly improve processing efficiency. Plus they wanted to provide mobile support workers with valuable information, delivering daily schedules and client visit details direct to handheld devices.



CARERPORTAL - AN ELECTRONIC SOLUTION

Moving to an electronic platform would allow mobile workers to record key start and finish times, travel time and travel kilometres. Plus workers could update client information quickly and efficiently, directly at the point of care. The solution also needed to be easy to use, secure, and integrate seamlessly with existing business systems and processes.

After careful consideration, RDNS New Zealand implemented CarerPortal to take advantage of an existing, 'best of breed' product that could be integrated with their existing CRM system.

Netsoft's middleware application extracts timesheet and activity data from the RDNS New Zealand patient management system - timesheet and activity data is then securely transmitted to the mobile device. Each job is verified by the support worker upon completion, and data is securely sent back directly to the RDNS New Zealand patient management system - removing the time and cost of duplicating the entry of data.



"WE'VE REMOVED A LOT OF THE DATA ENTRY COMPONENT OF OUR BUSINESS; WE NOW HAVE 300 CARERS SUBMITTING THEIR TIMESHEETS ELECTRONICALLY AND AUTOMATICALLY THROUGH THE APPLICATION. PREVIOUSLY STAFF HAD TO GO THROUGH THESE PAPER TIMESHEETS AND CONFIRM THE APPOINTMENTS."

- IAIN BOYD
GM OF TECHNOLOGY, RDNS NEW ZEALAND

KEY BENEFITS

CarerPortal has greatly enhanced internal processes at RDNS New Zealand. It has reduced the amount of manual administration and data entry needed and effectively eliminated the double handling of data.

Data is returned in real time, providing more efficient interaction associated with appointment scheduling and staff, leading ultimately to better interaction with clients.

A very positive flow-on effect has been reducing the number of data processing errors that used to be experienced. Far less printed material is created and posted around the country; not only reducing administrative and processing costs, but also being kind to the environment.



KEY FUNCTIONS:

- Automatic travel times and distance
- Full GPS Tracking
- Email directly to the office from the application
- Client note history

HIGHLIGHTS:

- Since the implementation of CarerPortal, paper-based time sheeting is rapidly being eliminated, with over 300 carers already electronically submitting timesheets.
- Eliminating paper-based timesheet processing has resulted in substantial financial savings.
- Data capture is accurate with less opportunity for human error, and less chance for the system to be abused.

ONGOING SUPPORT

Netsoft enjoys a close working relationship with RDNS New Zealand, and together they continue to develop the product to achieve maximum operational efficiency.



"THE IMPLEMENTATION HAS BEEN A GREAT SUCCESS. THE NETSOFT MIDDLEWARE SEAMLESSLY INTEGRATES WITH OUR PATIENT MANAGEMENT SYSTEM AND THE MOBILE APPLICATION. THIS MEANS THAT WE CAN MONITOR CLIENT CARE WITH EASE."

- IAIN BOYD
GM OF TECHNOLOGY, RDNS NEW ZEALAND