

ComCare

Deliver better care
and create efficiencies
across your organisation



ComCare

ComCare enables community care organisations to deliver quality care and create efficiencies by providing staff and client information in a centralised and integrated solution for both head office and care workers.

Drive efficiencies and deliver quality care

With an increasingly ageing population and the rising prevalence of chronic disease, more and more Australians are requiring care in their home. The introduction of Consumer Directed Care (CDC) means clients can now choose how they use their funds to access care services. The community care organisations that will thrive in this environment need to provide more personalised care to more clients by reducing manual processes with access to administrative and client information in the field, in real time.

That's where ComCare can help

Our ComCare software has a modular design with functionality that supports rostering, scheduling, route optimisation, and care planning, so you can tailor it to suit your organisation. Our ComCare Mobile module can provide care workers with client information on site and in real time, meaning the latest tasks and care requirements are easily accessible. ComCare is designed to support the management of large community organisations, with a breadth of integrated functionality including asset, fleet, equipment and HR management. Inbuilt claiming, invoicing and Data Exchange (DEX) reporting functionality enables you to manage funding packages with minimal manual processing, including CDC, DVA, CHSP and NDIS.

Reduce manual processes

ComCare allows the recording of administrative and client information in real time; resulting in faster, personalised care for your clients, with minimal paperwork for your staff. Electronic time sheets enable you to compare actual work delivered to scheduled work, which significantly reduces manual time sheet processing. Predictive and automated workflows eliminate the need for duplicate data entry, and reduce the risk of data errors by only suggesting relevant service options for that client.

Streamline work in the field

ComCare Mobile is a scalable app that provides detailed information for care staff in the field. The app includes the location of care delivery, client information and care requirements, daily schedules, services and tasks required, as well as assessments and questionnaires. By having up-to-date, electronic client data, communication to care workers in the field is streamlined. This creates more efficient processes for coordinators and reduces the amount of paper documentation. Offline capability ensures staff can review and record client information at the point of care, even in situations or areas with no connectivity.

Save time and travel costs with optimisation

ComCare is integrated with Experian Quick Address System (QAS), which verifies client addresses at the point of entry to quickly capture and validate contact data. It is also integrated with Google Maps, and together these features enable travel optimisation by clustering then sequencing visits with the most efficient travel routes. The software also assesses each client's preferences, such as language, gender, and type of service required, so the most suitable care worker can be scheduled.

Increase transparency with data analytics

ComCare utilises a Business Intelligence platform to enable reporting on key client and staff data, such as estimating staff overtime, package occupancy, and actual duration of visits compared to scheduled duration of visits. This information is displayed in an intuitive dashboard format, enabling providers to make informed decisions on staff management and business processes.

Scale as your business grows

ComCare's modular design means it is well suited to manage large community care based organisations and can scale to manage a large volume of staff members and clients. Since its inception, ComCare has grown to meet the needs of community and disability providers across Australia, and has been further developed to provide a holistic, optimised management system.

“HammondCare’s implementation of ComCare was a true partnership and collaboration between the HammondAtHome team, the HC ICT team and the ComCare software development, implementation and management teams. This collaboration resulted in a smarter and extremely effective implementation for HammondCare, which has provided a technology platform that has enabled a smooth transition to a CDC world and positioned us well for the changes in 2017.”

Rob Binskin, Chief Information Officer, HammondCare



The complete ComCare picture

ComCare Desktop is an integrated client management solution that provides a central record for your clients, staff and external service providers. ComCare’s rostering and scheduling module can manage complex processes, and helps you to improve operational efficiencies.

ComCare Desktop includes:

- Person management
- Scheduling and rostering
- Travel and roster optimisation
- Timesheets
- Referral management
- Contracts and billing management
- Fleet, asset and consumables management
- Staff location in real time

If you need additional functionality, our premium ComCare Enterprise solution expands on these Desktop features to suit even the largest organisation.

ComCare Enterprise includes the additional features:

- Process flows
- Feedback and Incident Management
- Dynamic Questionnaires
- Wound Management



ComCare Mobile

ComCare Mobile allows your care workers to retrieve client information on a mobile device directly from ComCare Desktop. This provides real time information at the point of care, enabling care workers to make informed decisions about the care delivery required. ComCare Mobile works offline too, and will automatically sync information captured during service delivery into ComCare Desktop once connection has been restored.

ComCare Mobile captures and displays real time information such as:

- Client records
- Care plans
- Wound management
- Group activities
- Service and goal planning
- Timesheets and expenses
- Progress notes
- Appointment details and instructions
- Daily work lists
- Instant internal messaging
 - desktop to mobile
- Turn by turn navigation via integration with Google Maps



ComCare Reporting

ComCare Reporting is a reporting and integration framework that provides your organisation with a low maintenance and highly flexible Business Intelligence platform. Encompassing a suite of tools, ComCare Reporting makes it easy to securely access data across many applications in real time, giving providers greater visibility of their business.

A number of standard pre-configured reports are included to assist with government and regulatory reporting, as well as the ability to create detailed, custom reporting to suit your organisation’s needs. For example, forecast reports help enable providers to predict excess hours or spending, and alter schedules accordingly.

About Telstra Health

The way health is delivered is changing. Telstra Health is leading that change by building solutions for a better connected health system. Regardless of the role you play in the healthcare system, patient or practitioner, provider or government, our goal is the same - we want to make health care easier for you. We want to deliver a better experience, lower costs and increased convenience. We want to make healthcare simpler for everyone. That's why we've invested in digital health solutions across the health system – including general practice, aged and residential care, hospitals, radiology and pathology, pharmacy and indigenous care, health analytics and telemedicine. And we're connecting those services together to empower patients in their own health, free healthcare workers from paperwork, make all that medical data meaningful and create a single record for a person's medical history.

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