

Resident Manager

The next generation of resident
administration and Medicare
claiming software



Resident Manager

Telstra Health's Resident Manager software helps residential aged care providers better manage their resident administration, funding and reporting processes. The solution has been designed to help create efficiencies, minimise the likelihood of rejections from Medicare, and easily manage the admission and leave process.

Enquiries and admission

Managing wait lists is made easy with Resident Manager software as all enquiries are captured within the system for lead management purposes. Should an enquiry progress, staff can easily view and manage fees and help identify the right care delivery for a potential resident.

Medicare integration

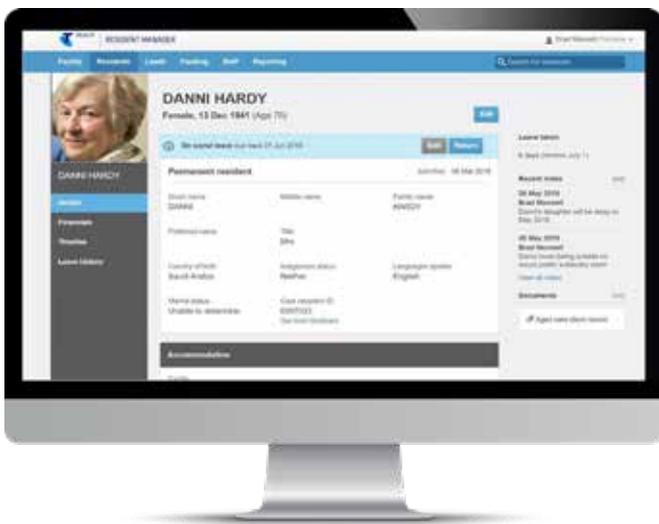
Finalising monthly claims and reviewing payment statements has been streamlined with an integration between Resident Manager and Medicare. Providers can easily manage Medicare B2B events, including admissions, departures, leave and Aged Care Funding Instrument (ACFI) submissions. This near real-time integration has been designed to reduce the likelihood of rejections, minimise the amount of data entry required, and ensure funding is up to date and maintained.

Leave management

When a resident goes on planned or unexpected leave, the facility can enter the leave and expected return date into Resident Manager, which will submit the leave to Medicare. The software provides a countdown of days until a resident's expected return and alerts users to any overdue, unreturned residents.

Management tools and reporting

Resident Manager's Facility Dashboard displays key data, such as occupancy rates, supported resident figures and respite days to ensure facility information is always up-to-date and on hand. The software features management tools such as room, organisation and facility management, as well as a timeline to display a resident's key events – from first enquiry to status changes and eventual departure.



Five ways that Resident Manager software can assist your organisation:



One record that remains with the resident



Minimise rejections with Medicare integration



Streamline the leave management process



Designed to support the continuum of care



TechnologyOne finance optimisation

“Resident Manager has given me piece of mind – I now have a higher level of visibility over leave management and Medicare interactions”

Markus Draguns, Director of Nursing, Latvian Friendly Society



Key integrations

Clinical and Care Management

Aged care providers who utilise Telstra Health's Clinical and Care Management software will benefit further, as admitted resident data automatically flows through to the clinical software for reduced data entry.

TechnologyOne

For residential aged care providers looking for financial and broader ERP capabilities in addition to resident and Medicare B2B event management, Telstra Health now offers an integration between Resident Manager and TechnologyOne's OneCare finance solution.

Telstra Health and TechnologyOne integration

Telstra Health is proud to offer an integration between Resident Manager software and TechnologyOne's OneCare solution, which has been designed for organisations who require additional financial functionality.

This end-to-end solution enables a flow of data from a new enquiry, to admission, to Medicare event management in Telstra Health's Resident Manager software, through to billing management within TechnologyOne – dramatically reducing the amount of data entry required and streamlining the billing process. Information flows between the two systems to ensure a consistent view of a resident and their financial transactions.

With the integration in place, aged care providers benefit from the automation of a number of administrative functions. This helps to ensure information is up-to-date and timely for business reporting.

Telstra Health and TechnologyOne are committed to delivering the scale, technical expertise, innovation, investment and experience required to support Australian aged care providers.

About TechnologyOne's OneCare solution

TechnologyOne's OneCare is an integrated solution that enables aged care providers to understand their costs and operate more efficiently by effectively managing financials, budgeting, clients, billing, employees and assets.

The solution integrates with case management systems to provide a single client record across residential, independent living and community care, and can calculate service cost and profitability to ensure providers remain competitive.

Built-in business processes specific to the aged care sector and a proven track record in delivering integrated solutions to care providers helps ensure reduced implementation time, costs and risks.

technologyone

Transforming business, making life simple

About Telstra Health

Telstra Health is the largest Australian-based provider of software products, solutions and platforms for care providers in the hospital, health service, pharmacy, and aged and disability care sectors.

We connect health information, clinicians and consumers across and beyond this unique footprint.

Our clinical and administrative systems, health data analytics, population health solutions, and information exchange platforms help providers to improve the quality, safety and efficiency of the healthcare they deliver. We also enable clinicians to deliver care in new ways through our telehealth and consumer solutions.

Our goal is to improve lives through connected healthcare by enabling healthcare providers to integrate and personalise care. We are committed to providing digital health solutions that shape a connected future for healthcare.

To find out more

☎ 1800 870 177

✉ adcc.enquiries@health.telstra.com

🌐 telstrahealth.com

