Infinite Care trailblazes new generation of aged care innovation

BRISBANE, 14 November 2018 -- Infinite Care has become the first aged care provider to implement TechnologyOne and Telstra Health's integrated aged care solution, aligning with its vision to be an Australian leader and innovator of residential aged care.

TechnologyOne and Telstra Health have worked collaboratively to provide the complete, end-to-end solution for residential aged care providers.

As one of Australia's fastest-growing residential aged care providers, Infinite Care's Director of People & Corporate Services, Rebecca Pacey, said the organisation selected TechnologyOne and Telstra Health's solution due to their collaborative partnership and significant experience in the aged care sector.

"We had a level of comfort because of the successful implementation and relationship we had previously with Telstra Health with their Clinical, Care and Medication Management solution. With TechnologyOne working closely to understand our business requirements, and the level of communication between all three parties, it has enabled a successful integration," said Pacey.

The solution integrates the resident administration and Medicare claiming capabilities of Telstra Health's Resident Manager software, with the financial capabilities of TechnologyOne's OneAgedCare solution, to offer a seamless aged care solution.

"Like many organisations, we wanted to minimise the number of systems and solutions we use," Pacey said. "We were looking for a solution that gave us the ability to scale information management and reporting, as well as provide efficiencies from combining our multiple solutions into one."

The implementation across all of Infinite Care's sites will allow it to automate a number of back office functions, reducing the time taken to prepare and submit information to Medicare. With an end-to-end solution, the flow of data between Resident Manager and TechnologyOne reduces the need for double handling and ensures information is up-to-date and timely for business reporting.

Resident Manager's real-time integration with Medicare helps to reduce the double entry of information into the Medicare portal.

"We've now got this nice workflow happening across the business, from when a resident first enquires with us, right through to all of our resident billing and financial reporting. We now have greater assurance that our billing is timely and our reporting streamlined. The integration with Medicare has helped to speed up the process of getting information or feedback from Medicare."

TechnologyOne Chief Operating Officer Stuart MacDonald said TechnologyOne was proud to be partnering with Telstra Health to deliver a new generation of aged care software.

"Our partnership with Telstra Health aligns with our strategy to continuously deepen and broaden our enterprise solutions for the industries we operate in," MacDonald said. "This new partnership puts our enterprise solution far ahead of the market, making us the only enterprise solution provider with the depth and breadth that we offer."

MacDonald added: "Infinite Care has benefited from our collective industry expertise and capability, enabling it to integrate disparate systems into a single solution that is both scalable and compliant."

Telstra Health's Head of Aged, Disability & Community Care, Michael Donnelly, stated that Telstra Health is excited about the opportunities the partnership with TechnologyOne will provide for aged care providers.

"In partnering with TechnologyOne, our clients benefit from working with two client-focussed, Australia based organisations, with long-term proven solutions," Donnelly said.

"Telstra Health is committed to continuous investment in the aged care sector, and Resident Manager is just one of the ways we support aged care providers. Our market-leading Clinical, Care and Medication Management solution combined with Resident Manager and TechnologyOne offer an end-to-end seamless experience for residential aged care providers."

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About TechnologyOne

TechnologyOne (ASX:TNE) is Australia's largest enterprise software company and one of Australia's top 200 ASX-listed companies, with offices across six countries. We create solutions that transform business and make life simple for our customers. We do this by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,200 leading corporations, government departments and statutory authorities are powered by our software.

We participate in only eight key markets: government, local government, financial services, education, health and community services, asset intensive industries, project intensive industries and corporates. For these markets we develop, market, sell, implement, support and run our preconfigured solutions, which reduce time, cost and risk for our customers.

For more than 30 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology. Today, our software is available on the TechnologyOne Cloud and across smart mobile devices.

For further information please visit TechnologyOneCorp.com

About Telstra Health

Telstra Health is the largest Australian-based provider of software for healthcare providers and funders. Our vision is to be the leading provider of digital health solutions that shape a connected future for healthcare. We provide software applications, open platforms and services to the pharmacy, hospital, primary, diagnostic, Indigenous health and aged, disability and community care sectors in Australia, as well as Government and insurance companies.

Telstra Health's aged, disability and community care software solutions span across the spectrum of care, from workforce management and rostering solutions for in-home and community care, to resident, medication and clinical management software for residential aged care providers.

Telstra Health is a subsidiary of Telstra Corporation, Australia's leading telecommunications company.

For further information please visit www.telstrahealth.com