



Resident Manager

The next generation of resident
administration and funding
management 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 Services Australia, 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.

Services Australia integration

Finalising monthly claims and reviewing payment statements has been streamlined with an integration between Resident Manager and Services Australia. Providers can easily manage Services Australia B2B events, including admissions, departures, leave and funding 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 details into Resident Manager and submit the leave event to Services Australia. The software provides a count of hospital leave days and alerts users to any 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, transfers and eventual departure.



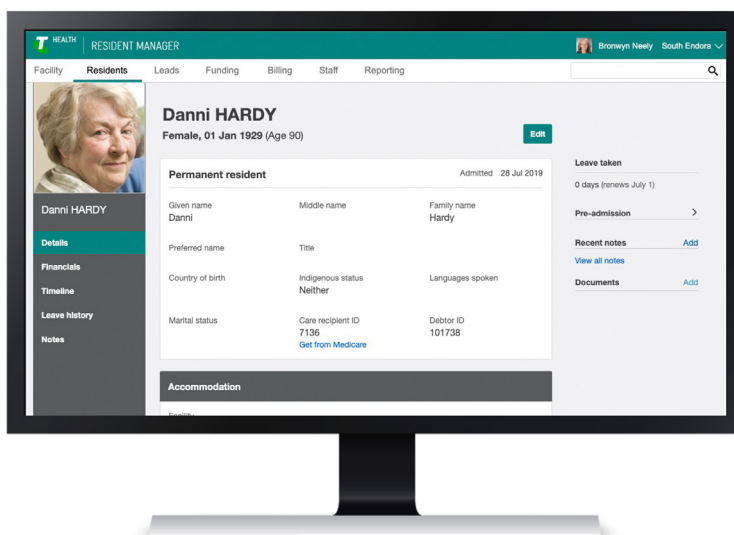
Key integrations

Clinical Manager

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

TechnologyOne

Telstra Health offers an integration between Resident Manager and TechnologyOne's OneCare finance solution to provide a simplified billing management process. The integration includes the flow of relevant finance information such as debtor creation, Deferred Management Fee accruals, and billing details.



“Resident Manager has given me peace of mind – I now have a higher level of visibility over leave management and Services Australia interactions.”

– Latvian Friendly Society

Independent Living features

Resident Manager includes specially designed features to support the Australian Independent Living sector.

Unit summaries, settlement information and occupancy management information is highly visible to assist staff when planning for new leads and enquiries. Residents can easily be transferred from Independent Living to respite or permanent aged care within the organisation, ensuring resident records, facility occupancy and history are maintained, reducing duplicate data entry.

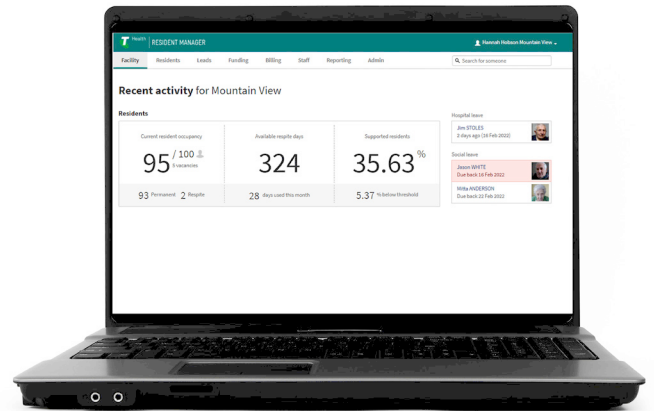
Flexible financial configuration ensures Deferred Management Fees, Capital Loss and Gain tables, and configurable Optional Services can cater to varied contract types across a resident base.

Resident Manager also provides the ability to estimate settlement refund amounts for financial modelling purposes through a refund calculator that tallies capital gains, unit price, additional costs, accrued Deferred Management Fees and ingoing contributions.

Streamline billing management

Resident Manager captures the rates and effective dates of each fee type, and records changes made to these values to accurately calculate the billing for each resident. Rate and effective date adjustments, including back-dated fee adjustments, are automatically incorporated into the billing calculation to ensure an accurate calculation. Optional services and posted sundry charges are also included in the billing calculation, ensuring the bill amount includes all charges incurred by a resident.

An export of the billing details is available for analysis and for import into finance systems.



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 the flow of resident and financial information from Resident Manager into TechnologyOne for billing management – dramatically reducing the amount of data entry required and streamlining the billing process.

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.

technologyone

Transforming business, making life simple

Five ways that Resident Manager software can assist your organisation:



One record that remains with the resident



Minimise rejections with Services Australia integration



Streamline the leave management process



Real-time Clinical Manager interaction



Streamline billing and funding management

Telstra Health employs more than 1,400 people across 15 locations in Australia and the UK

We aim to improve lives through digitally-enabled care for our community. We do this by providing software products, solutions and platforms for care providers in the hospital, health service, pharmacy, and aged and disability care sectors.



Our community pharmacy platform processes **400 million transactions annually**

Our **Real Time Prescription Monitoring** platform has sent clinicians in Victoria:

5.3m+
alerts

>3.4m+
at-risk patient alerts



Australia's largest provider in residential aged care covering **62,000 beds**

Supporting aged and disability providers by providing safety and quality oversights and greater opportunities for social engagement



16 million participant records securely managed through our population health platform



> 540+ public & private hospitals across Australia use our **Kyra solution** and **20** have implemented **Kyra Clinical**



Supporting the NHS as a leader in healthcare data and insight – our metrics have been adopted as global standards in healthcare



75% of Aboriginal Medical Services (AMSs) use our **Communicare** platform

Our Virtual Health Monitoring solution has provided Metro South Health in Queensland with a 33.5% return on investment and direct cost savings through fewer home visits and transfers to hospital

Sign up to our newsletter to find out more throughout the year at telstrahealth.com/news

To find out more

☎ 1800 870 177

✉ aged.disability@health.telstra.com

🌐 telstrahealth.com

