

Assignment Tracking & Service Billing

Case Study: CarePlus Home Health, Inc.

CUSTOMER

CarePlus Home Health Inc.

INDUSTRY

Health Care

FOUNDED

1995

KEY CRM NEED

Manage hundreds of Service Providers, track their skill-sets and their assignments and bill customers for services delivered.

RESULTS PRODUCT

CRM Business Suite

ABOUT CAREPLUS

CarePlus Home Health, Inc. is a private duty nurse registry that screens, selects and places experienced caregivers in private homes, hospitals, and other facilities. CarePlus caregivers provide homecare services including meal preparation, medication assistance, bathing and dressing, personal hygiene, shopping and transportation, and more.

BUSINESS CHALLENGES

Contact Management. CarePlus needed to track their service providers and their assignments. They also needed to manage their customers and strategic relationships with hospitals, doctors, nurses and others.

Skill-set tracking & Management. CarePlus needed to track the capabilities of each of their Service Providers as well as their certifications, to assign the proper care-giver to the customer's special needs.

Timesheet Tracking. CarePlus needed to manage schedules for the company's full time employees and Service Providers.

WHY RESULTS?

Skill-set tracking with instant searches. Results empowers CarePlus to pre-screen and log every Service provider and their qualifications in Results. Results is then used to perform instant searches for the best suited and qualified service provider based on the Customer's special needs.

Integrated timesheets and billing. Assignments and associated billing are all handled by Results, allowing delivered services to be tracked and instantly billed.

Reporting. Customer reports are a great way to show the services that each care-giver delivered to each customer.

FAVORITE RESULTS FEATURE

The Search by Multiple Groups/Categories allow CarePlus to quickly search for the Service Provider (care-giver) that is best suited and qualified for the Customer's special needs. For example, a search can be made for only the care-givers that can provide live-in 24/7 service, can drive, have their own car and are also a licensed nurse. The ability to perform this complex search from a single screen save CarePlus hours of searching for the best candidate from the hundreds of registered providers already entered in Results.



"Thanks to Results, I know the status of all of our business relationships at the click of a mouse."

Tom Najjar, President
CarePlus Home Health