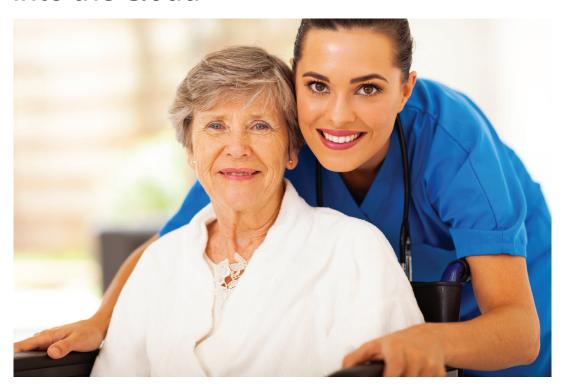## Business Services

AAJ Vaults Alternative Home Health Care into the Cloud

Challenge:

Alternative Home Health Care is committed to improving the lives of patients who require in-home assistance. This Florida-based company networks clients with qualified caregivers, increasing their in-home care choices. But the complex process of sourcing home caregivers, matching them with clients, and scheduling care was being hampered by an inefficient legacy system. Call center employees were required to assist clients and caregivers with each step from sign-up to invoicing. Naturally, this was time consuming and frustrating. It made scheduling changes difficult, and caused billing inaccuracies. This personnel-heavy model also made it hard for Alternative Home Health Care to meet increasing demand.

Solution:

Alternative Home Health Care now has a beautiful custom mobile application that puts agency back in the hands of partners on both sides of the home health care model. Caregivers and clients can move easily through every step of the process, including registration, the search for a match, presentation of caregiver pricing/quotes, and scheduling. A web portal allows for active management as necessary by call center employees. And a complete enterprise system has streamlined Alternative Home Health Care's operations from intake to invoice.

INDUSTRY:

Healthcare

SUMMARY:

Alternative Home Health Care, which provides in-home care services to the elderly and patients with medical needs, was hampered by its legacy workflow. Their call center-based model inflated personnel costs and created an unnecessary disconnect between caregivers and clients. This system still relied on paper records, which led to billing inaccuracies and wasted time. AAJ's solution amounts to a completely new vision for Alternative Home Health Care. A sleek new custom application streamlines the processes of applying to be a caregiver or client. Both groups can then seek each other out without any involvement from call center employees.

AAJ also created an end-to-end enterprise system that tracks every step of this process. It seamlessly integrates payroll and accounting, including invoicing and caregiver payments. Finally, a web-based portal enables monitoring by call center employees, and a management dashboard provides intelligence on system-wide operations.

CLIENT:

Alternative Home Health Care is a health care service provider that serves Broward, Miami-Dade, and Palm Beach Counties in Florida. Their agency-based model pairs clients with qualified caregivers who provide a range of in-home care, from companionship to personal care tasks such as light housekeeping and meal preparation.

Results:

Caregivers and patients can register online
Patients can create profiles to specify their needs
Caregivers can search for a client whose profile matches their skills
System tracks scheduling conflicts
Schedule changes can be made on the app (no third party needed)
System now easily scalable even if the company grows to many times its current size
Invoicing is simpler and more accurate

Alternative Home Health Care's new app removes the barriers between clients and caregivers, and puts control of their schedules back in their hands. Employees can focus on higher-level tasks, and the web portal enables them to step in to help at any time. And without the inaccuracies caused by paper records, there's less troubleshooting to do. Between the ease of use for everyone involved, and the scalability of the system, Alternative Home Health Care is poised to be an innovation leader in the region.

To learn more about AAJ Technologies, contact us today at www.aajtech.com or 1-800-443-5210.

TECHNOLOGIES:
- Microsoft SQL Server 2014 (64 Bit)
- IIS Server on Windows 2012 Server
- Xamarin for iOS and Android
- Azure Backup Vault

SERVICES:
- Develop custom mobile application and web-based portal
- Create enterprise system with end-to-end workflow management
- Implement dashboard for higher management
- Provide post-implementation support

BUSINESS OUTCOMES:
- Greatly reduced operational costs
- Scalable model with minimal personnel needs
- Highly accurate tracking and billing
- Streamlined scheduling improves outcomes for caregivers/clients

CALL: 800.443.5210
www.aajtech.com

USA - Global Headquarters
6301 NW 5th Way Ste. 1700
Ft. Lauderdale, FL 33309
TEL: 954.689.3984

ARGENTINA - LATAM Headquarters
AAJ Technologies S.R.L.
Alvear 1670 – 4to Piso
(2000) Rosario, Santa Fe

CANADA
Vancouver, BC Canada
Tel: 604-446-7590