# Overview

**TurnPoint**
Care Solutions

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# Why TurnPoint?

Over the last decade, in-home care providers have been facing growing cost pressures due to legacy ICT systems, changes in Government funding and increasing regulation. The result is the risk of decline in the quality of care for clients.

In addition, existing home care providers often do not have a clear end-to-end and real-time view of the clients that they are providing services to, as some systems used by in-home care providers do not talk to each other. This means that home care providers are often too late to provide the essential care needed for clients to remain independent in their own home.

The good news is that with the increasing speed of technological developments, there is now a cloud-based solution: the TurnPoint Care Solutions software platform. It has a proven track record in reducing the costs of in-home care delivery and making care coordination easy.

TurnPoint has been designed to help you focus on the goals, needs and preferences of your clients across all programs, including but not limited to, the Home Care Package program as well as the National Disability Insurance Scheme (NDIS).

## Eliminating 'busywork'

TurnPoint recognises that many 'digital tools' get in your way. They constantly ping, distract, and disrupt a team's flow, meaning that people spend their days switching between apps, inputting and then tracking down data. We regard this as 'busywork', not the meaningful stuff that motivates those who work for home care, residential care and NDIA providers.

**Our mission is to create a more enlightened way to work by helping people to be organised, stay focused, get in sync with their teams and deliver client outcomes.**

# We are here to help!

Built specifically for Australia's in-home healthcare providers, TurnPoint is a fully integrated, end-to-end care management solution that has been designed to drive staff efficiencies, reduce costs and improve client care through real time information sharing. The TurnPoint platform is designed to the assist with the delivery of care for older Australians as well as NDIS participants.

TurnPoint works where you work: in the office or in the field, operating seamlessly across all internet-capable devices. From receiving referrals in the office to updating the care plan at a client's home, the TurnPoint system streamlines organisational processes, empowers workers, and allows clients to sign off on service delivery at the point of care.
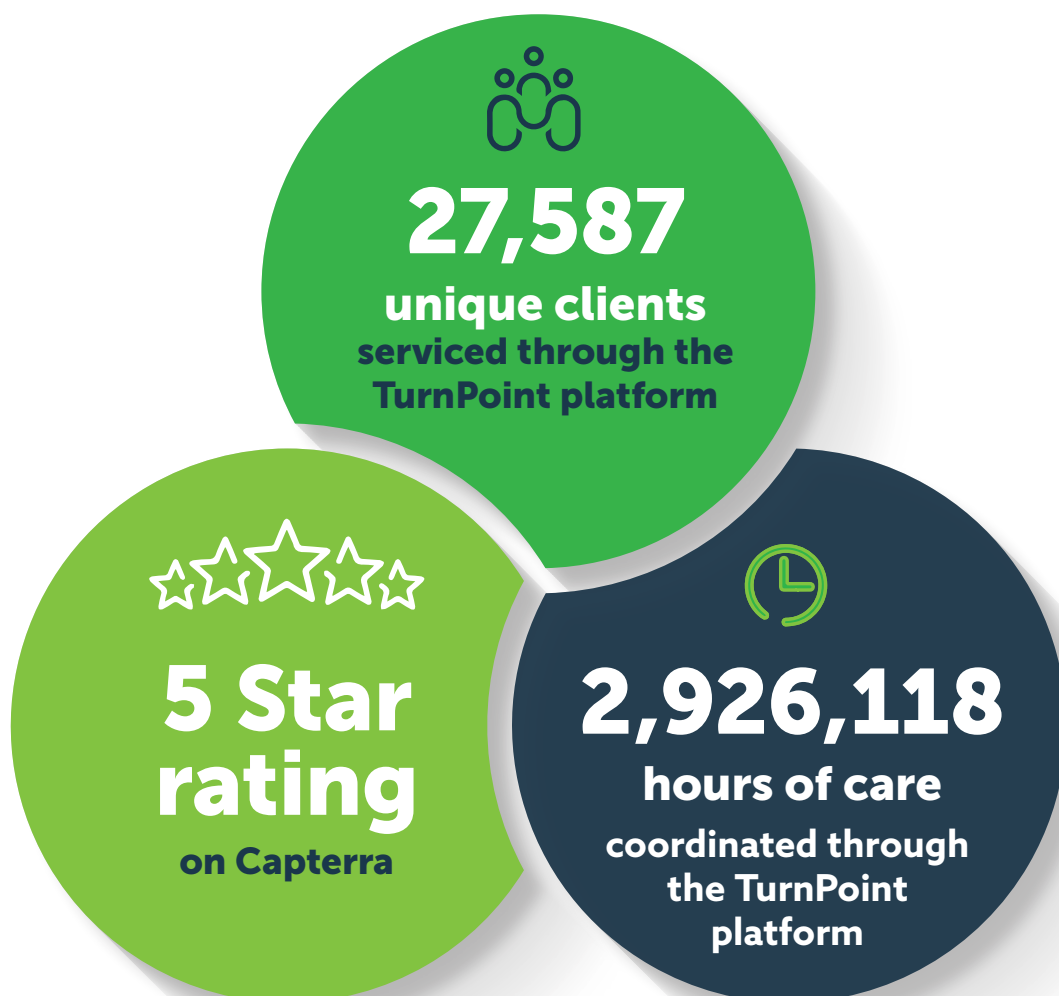
With TurnPoint you can say goodbye to rostering headaches, mileage books, and handwritten care plans. Instead, say hello to a new streamlined world where technology does the heavy lifting, leaving you free to focus on the things that matter.

Best of all, TurnPoint is super easy to use and offers an immediate and impressive Return on Investment (ROI).

# Our impact

Since its inception, TurnPoint has become a trusted partner for more than 50 providers of in-home care support for older Australians and NDIS participants. Our reach is national and growing rapidly. We are seeking to continue to build our partnership with care providers to build the home care sector of the future.

## Key facts about TurnPoint

**27,587**
unique clients
serviced through the
TurnPoint platform

**5 Star rating**
on Capterra

**2,926,118**
hours of care
coordinated through
the TurnPoint
platform

# Case study

## All Care Health Services Group

All Care Health Services Group ('allcare') is a provider of in-home care services for Australian's aged over 65 years. In early 2019, allcare entered into a partnership with TurnPoint after months of research to find the most affordable, yet comprehensive care coordination platform.

Since the implementation of TurnPoint, allcare has been able to reduce its costs and coordinate the care of more than 200 older Australians. The single customer view provided by the TurnPoint platform has ensured that the care coordinators are able to provide high quality services leading to reduced hospitalisations and increased wellbeing of care recipients.

allcare was also able to reduce administrative overheads of quality assurance audits. A number of auditors commented positively on the high level of compliance for the organisation as a result of digital processes as purported by TurnPoint.

allcare has benefited from the continued feature upgrades that have incrementally improved the platform, thereby lowering operating costs and allowing for greater investment into the quality of care for their clients.

**If you are interested in a demonstration or would like to find out more about our TurnPoint platform please contact TurnPoint on 1300 110 127**

# 1. Client Management

TurnPoint is committed to providing you with an end-to-end view of the clients you provide services to. This means we will provide you with the ability store information centrally so your staff can access the right information at the right time to complete tasks. TurnPoint boasts a fully integrated CRM enabling the creation and customisation of client profiles, care plans, carer notes, and appointments. TurnPoint automates many of these time-consuming chores allowing your staff to do what they do best: deliver outstanding client care.

## Customer Relationship Management

Person-centered care starts with the processes and systems that you are using within your organisation. Here at TurnPoint, we are committed to developing a software solution that places your customers at the centre of your system. Each client is set up with a client profile containing their personal information, appointment history, budgets, support / emergency plans and storage for all important care documents. The TurnPoint platform also allows for individual notes to made for each client to track progress. These notes are essential to let your care coordinators know what is happening with each client. Through the notes, the TurnPoint platform builds an end-to-end view of your clients and the care you are providing to them.

## Appointments

Use TurnPoint to reduce the time spent making schedules, communicating with clients and employees. Our automated rostering system means you can manage your entire staff at any time, from anywhere, and on any device in a fraction of the time it would normally take.

TurnPoint also matches the most suitable worker to the consumer, automatically considering factors such as client requirements and home care and NDIS requirements, staff availability andlocation, continuity of care, and care worker qualifications.

Using point-to-point data, TurnPoint is able to calculate the distances travelled between locations to reduce the amount of manual calculation required for transport activities. It means that invoicing and rostering can be done simply from one screen to make sure you have the time on focusing what is most important: delivering high quality transport to your clients.

## Documents

In an environment where access to information is critical, and the volume of data is growing exponentially, being able to find what you need, when you need it, is becoming increasingly challenging. TurnPoint answers this with a centralised depositary for company documents.

TurnPoint also allows you to upload documents for each of your clients so that you have all of the documents for the client in the same place. You can limit the restrictions of who can access these documents so that you have the peace of mind that your clients' personal information is safe and secure.

# 2. Team Management

Regardless of the size of your agency, our powerful hosted software solution will change the way you operate, dramatically improving your agency's productivity and profitability. TurnPoint's intuitive and easy-to-use interface gives you control over administrative functions, staffing and resources. Designed to reduce operational costs by streamlining processes and removing inefficiencies, TurnPoint will start paying for itself from day one.

## Care workers

TurnPoint is designed to be the central point of contact for all of your staff management needs. Use TurnPoint to reduce the time spent creating schedules, communicating with employees and tracking hours. Our automated rostering system means you can manage your entire staff at any time, from anywhere, and on any device — in a fraction of the time it would normally take.

TurnPoint also matches the most suitable worker to the consumer; automatically considering factors such as consumer requirements and preferences, staff availability and location, continuity of care, and carer qualifications.

On the platform, you can track your staff qualifications, compare with your ongoing requirements in a cumulative report and see when specific staff are due for re-training. Whether it's Blue Card, police checks, Certificate IV in Disability Support, oncology, personal care, First Aid / CPR, or dementia care. Stay on top of all of them and plan ahead for your organisation's training sessions.

## Payroll management

When it comes to invoicing and payroll for healthcare, experience and expertise matter. TurnPoint understands that this can result in a lot of time and effort spent by your staff.

With multiple awards, shift allowances and penalties to consider, payroll can get complicated, which is why TurnPoint offers a best of breed solution to the most complex payroll and invoicing scenarios. TurnPoint exports to most major accounting packages.

## Inventory and stock control

Consumables are hard to track and most are expended without being allocated to a cost centre. With TurnPoint, consumables such as pads, towels, catheters and dressings are not only recorded and invoiced, the system automatically adjusts the Store Inventory; flagging administration staff when stocks become low. You can have better visibility of stock levels so you'll never get caught short of essential supplies.

# 3. Financial Management

TurnPoint understands that financial management in the care delivery sector is complex and can take up a lot of time. In addition to managing the finances of your own business, you are responsible for managing the budgets of individual clients. Therefore, when it comes to invoicing and payroll for healthcare, experience and expertise matter. With different appointments, funding sources, multiple awards and shift allowances and penalties to consider, financial management can get complicated very quickly. This is why TurnPoint Care offers a solution that simplifies financial management in all home care scenarios. You can export all financial data to most major accounting packages, and extensively customise the export formats to suit the reporting that you need.

## Invoices

TurnPoint makes it easy to develop and manage the individual budget for clients. You are able to easily track the income received for each client, as well as the expenditure incurred throughout a given time period. Using the data already within the TurnPoint platform, you are able to access real time information about the clients' budget and data. This ensures that the care you are providing falls within in the budget for your clients.

## Efficient and compliant

TurnPoint is designed to do all the time consuming work for you so that you are able to focus on what matters most: delivering high quality work for your clients. By digitising processes that are traditionally very paper-based, TurnPoint reduces operational costs but also ensures greater compliance. Staff are able to access the documents that they need to deliver high quality care as well as report any changes in the circumstances of care recipients.

Our existing customers have passed their audits with many auditors commending the TurnPoint platform as being truly person-centered and augmenting the quality of care provided to care recipients.

The TurnPoint system is secure and safely stores all information on Australian-based data servers. This means that all your data stays onshore and is compliant with Australian privacy and data storage legislation. Further, you are able to use TurnPoint's privacy settings to restrict access to information for users based on their needs. This will mean that only persons that need information are able to access sensitive information. TurnPoint makes data security and storage easy.

## Designed to interact with all your other software needs

TurnPoint software is committed to developing quality software products that enable care providers to focus on care delivery, while helping to reduce costs and lift productivity by automating routine tasks such as invoicing, staff scheduling, payroll, journey planning and clinical record keeping. The Web API is an interface for accessing your appointment and client data using XML and JSON. The API makes it easy to create applications that integrate with your current data to create a custom solution for your business needs. The TurnPoint Web API is currently integrated with most major software solutions as well as key government portals such as the Services Australia's Provider Digital Access (PRODA) portal.

# Pricing

TurnPoint is reasonably priced — in fact it's one of the most affordable solutions in the market. Due to the operational benefits you will realise, you will start to payback for TurnPoint from day one.

- Only **$12.50** per user per month

- Minimum of $250 (for 20 users)

- Quotes for detailed implementation available

Note: These quotes do not include any additional SMS charges

# Benefits

By working with TurnPoint, you are joining a community of in-home care providers that are looking to revolutionise the home care industry. The benefits of joining the TurnPoint community include:

- ✅ A fully integrated care platform that is affordable and customer-focused at its core

- ✅ Opportunities to collaborate on future platform improvements

- ✅ Access to future feature upgrades free of charge

- ✅ Access to a dedicated customer support resource

**Any questions?**
Call TurnPoint on
**1300 110 127**

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turnpointcare.com.au