Home & Community Care Solution

GoldCare's Home & Community Care Solution is a comprehensive and versatile suite of integrated applications that will manage the entire scope of your community programs. Components are interconnected to provide you with centralized and streamlined access to essential information. The customizable, web-based My GoldCare Workspaces provide an interactive "day in the life" view of information, allowing you to navigate across different functional areas using a common interface.

Quick and Consistent Client & Staff Management

GoldCare offers an integrated approach to manage information about clients, staff and volunteers - in a single location. This approach streamlines workflow and increases productivity, while supporting open communication and informed decision making.

✔ Maintain accurate, up-to-date and timely information with GoldCare's central Client Profile.

✔ Manage referrals, consents, billing details, treatment/services details, third-party clinical reports, and other documents for the client; these can be created directly in GoldCare, or imported as various file formats.

✔ Maintain and automatically track each priority and position on waiting lists, and compile statistics through built-in reports to monitor service requests and program volume.

✔ Admit, transfer and discharge clients to/from programs, and view ADT-related data, such as movement history and reasons for intake/discharge at client and program levels.

✔ Manage everything from skill set, job class/code, service/contract terms, and job/visit history with Staff and Volunteer Profiles. Employees and volunteers have their own electronic profiles that link to the appropriate client record for coordinating scheduling/rostering and service fulfillment, as well as managing payroll and job performance.

Streamlined and Straightforward Clinical Management

GoldCare provides your care team with a holistic and evidence-based approach to clinical management that facilitates collaborative and effective service planning, care delivery and progress monitoring throughout a client's entire cycle of care.

✔ Support coordinated service delivery and decision making with a single Electronic Health Record.

✔ Streamline electronic completion and management of assessments, such as the interRAI-CHA, Home Care, MDS 2.0, SCTT, and others with our industry-leading Assessment Information Manager (AIM).

✔ Automatically calculate outcome Scores and create Clinical Assessment Protocols to help interpret assessment results and highlight triggers for further assessment, intervention and care planning.

✔ Automatically generate care plans based on completed assessment data, which can be customized to the client specific care goals, interventions and treatment options.

✔ Support clinical management by identifying and tracking incidents, infection and outbreak data to minimize and/or contain risk factors, and maintain your clients' health and safety.

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Easy and Efficient Scheduling

Using the right tools makes all the difference. GoldCare's easy-to-use and flexible scheduling tool and interactive calendar help increase efficiencies and ensure optimal service levels.

✔ Conveniently filter and display client, caregiver, and event information to better track service visit details.

✔ Effortlessly match employees and volunteers to appointments and events based on availability, proximity, and skill set with interactive planning calendars and mapping tools.

✔ Maintain optimal service fulfillment and program quality levels with web-based tools that integrate with the client record to allow you to easily make changes to appointments, reassign unfilled appointments, monitor missed appointments, and add work notes.

✔ Improve productivity with personalized employee calendars to track clients, appointments, and direct/indirect time, which are linked to payroll and financial applications for automated time entry and client billing.

Convenient and Prompt Financial Management

GoldCare provides an inclusive solution for managing financial tasks, such as accounts receivable/payable, invoicing, and payroll to save you time and ease the process of billing to third parties.

✔ Save time and facilitate efficient reconciliation with Client Billing and Invoicing, which allows you to automatically bill funders/clients, update accounts receivable as appointments are confirmed, and electronically submit billings to multiple funders via various export methods.

✔ Better manage relationships and communication with external organizations with Contract Manager. Define and manage multiple funding contracts to ensure that services provided remain within the limit of the funder's contract, both at the client level and at the organization level.

✔ Expedite accurate period-end processing by automatically updating GoldCare Payroll with time entry (direct and indirect time), client billing, and scheduling/rostering. Create pay runs, manage direct deposit, other payment types, and issue tax statements with accuracy and ease.

✔ Streamline data access and task completion with General Ledger and Accounts Payable for managing all the accounting and budgeting tasks for your business operations.

✔ Maintain accurate, up-to-date accounts through the Pre-Authorized Payment Plan, which allows you to automatically process client payments through secure electronic bank transfers.

✔ Reduce back-office costs and redundancies with built-in calculators, auto-reconciliation, data import/export, and other valuable features.

Accurate and Customizable Reporting

Flexible and robust reporting is invaluable to your organization. Standard, ad hoc and business intelligence reporting allow you to track and measure outcomes, compile statistics, support decision making, and meet regulatory requirements.

GoldCare supports various export options, allowing you to easily share information across your organization and with external partners and government agencies..

✔ Report on virtually any data element in the system with GoldCare's ad hoc reporting tool, **Make Your Own Report (MYOR)**, which provides you with:

- Functional or task-oriented reports to complete daily responsibilities
- An intuitive interface that simplifies the process of selecting, sorting, and displaying data
- Flexible formatting options for capturing complex information in easy-to-read reports.

✔ **Insight** is ideal for data analysis, trending, and benchmarking. Pulling data from multiple GoldCare applications, Insight provides you with:

- Sophisticated business intelligence in a simplified package
- The ability to create multiple ad hoc reports from one main report
- Flexible formats that can be changed on-the-fly from a table to a line graph, bar graph, or pie chart
- Aggregate reporting on totals, rankings, comparisons, overages/shortages, and more for any time frame
- An easy-to-read summary view that can be drilled down to record-level detail.

Stay Connected on the Road with Add-on mHealth Solutions

Give your field-based staff connectivity and real-time information when and where it's most needed: at the point-of-care..

✔ **MobilityPlus** gives you the freedom to view and record client activities, appointments, and other information onsite, in real time, at the client's location using a smartphone. The vibrant user interface organizes information simply, allowing you to effortlessly view and maintain appointment, client, and program details; view and create notes about the client/visit; view map/driving directions to an appointment; and send and receive messages to/from other GoldCare users.

✔ Remote staff, service partners, and funding providers can access GoldCare online and review and update information that's relevant to them with **WebAccess**. Rather than request or submit information by paper, information is readily available, saving time, expediting the billing process, and eliminating data entry duplication.

✔ With **Care Anywhere**, you can use your laptop or tablet to enter information and conduct assessments from client sites, and synchronize data with the GoldCare server when you return to the office. Updates are automatically pushed to the laptop or tablet, ensuring you're using the latest client information.

✔ **Telephony** allows field staff to confirm service start/end times by phone in real-time from the client's home or by cell phone. This automated time-entry system alerts the planning staff of completed or missed appointments, which increases the accuracy of client billing and employee payroll.

"GoldCare allows organizations to be flexible and creative in setting up their system, in turn recognizing business process efficiencies and facilitating accurate reporting of data to the Ministry."

Cara Chandler, Client Database Manager:
GoldCare Collaborative, CSS Network

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About GoldCare

GoldCare is a leading healthcare technology software provider for home, community and long-term care sectors. An integrated approach to care management and support, and dedication to industry-advancing solutions are just some of the reasons why GoldCare is used by hundreds of organizations across Canada, Australia and New Zealand. MobilityPlus and our other mobile solutions make providing care at the point-of-care convenient, reliable and secure.

Contact us today to get started!

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