



Long-Term Care Solution

GoldCare's Long-Term Care solution gives you the power to manage all your resident, employee, and site information using a seamlessly integrated suite of applications. This integrated approach allows multiple sources of data to be accessed through a single intuitive interface, streamlining your information management with proven solutions that are flexible and easy to use.

Accurate and Accessible Resident Management

GoldCare's integrated single location for all resident-related information such as demographic, referral and waitlist information helps streamline workflow, improve data accuracy and reduce redundancy.

- 4 Save time and remove redundancies with the ability to maintain a resident's personal, financial and medical information in the central Resident Profile. Information need only be entered once to populate other areas of the GoldCare system.
- 4 Easily manage the placement and movement of residents at your site and with Admissions/Discharges/Transfers (ADT).
- 4 Efficiently manage referrals, track referral status progress, and report on a number of referral parameters. Referrals/Intakes helps you expedite the acceptance and admittance of new residents and ease the transition for new residents and their families.
- 4 Effortlessly create an unlimited number of Waitlists, from pre-admission to discharge, and track waitlisted residents based on multiple priorities.
- 4 Conveniently store documents, such as lab reports, x-ray results, pictures, Word, Excel and PDF files, and more as part of the resident's record for ready access and reference. Document Manager supports file encryption and security to protect information and control access.

Quick and Consistent Staff and Volunteer Management

GoldCare provides a flexible and efficient approach to managing staff and volunteers, and seamlessly integrates with GoldCare Payroll and other payroll applications to help you significantly improve time management.

- 4 Minimise risk and reduce manual record keeping with the ability to add, review, monitor, and track all staff details in the Employee Profile, as well as set reminders for contract allowances and renewals of skills, licenses and certificates.
- 4 Similarly, add, review, monitor, and track all volunteer details in the Volunteer Profile, then roster according to hours, availability, and rotation.
- 4 Efficiently track time and attendance with easy integration to direct-entry rostering systems and time clocks with GoldCare Payroll and HR. Automatically transfer information to GoldCare Payroll or your third-party payroll system.
- 4 Facilitate accurate planning with integrated Rostering that supports master and iterative schedules, active and support call-in and response, and tracks seniority and availability, while managing union and service contracts.



Streamlined and Straightforward Clinical Management

Feature-rich tools and an interdisciplinary Electronic Health Record effectively manage the cycle of care to support evidence-based practice and standardises clinical documentation.

- 4 Support decision making, quality standards, and outcome reporting with the ability to store the resident's demographics, medical history, diagnostics, vital signs, treatment plans, and other clinical information in a single Electronic Health Record.
- 4 Ensure standards compliance by electronically completing RAI, ACFI and other resident assessments with our industry-leading assessment tool, **Assessment Information Manager (AIM)**.
- 4 Facilitate **Care Planning** by automatically generating individualised care plans based on your assessment tool. The care plan diagnosis/problem, evidence, care goals, and interventions are clearly linked in an intuitive interface that simplifies data entry, charting of progress notes, version control, and printing of flow sheets for shiG rotations.
- 4 Manage Medication Administration Records (MAR) and site medication inventories online with **eMar**. Connect to pharmacies' medication dispensing systems to order new prescriptions and refills for delivery.
- 4 Safely and quickly contain and treat infections with **Infection Control**, which allows you to record symptoms, receive notifications of potential outbreaks, and confirm, monitor, and report infections and outbreaks.
- 4 Support resident, employee and visitor safety with **Incident Reporting** by identifying and flagging incidents so they can be immediately corrected and prevented in the future.

Convenient and Prompt Financial Management

One source for managing financial information related to long-term care ensures the accuracy of back-office tasks, while the ability to integrate with other financial management applications saves you time and resources.

- 4 Accurately and easily process resident billing statements and invoices using **Resident Billing** with built-in receivables to support automated payment methods. Seamless integration with the GoldCare General Ledger provides real-time revenue and receivables data, giving immediate profit/loss and balance statements.
- 4 Consistently perform and track all deposits and withdrawals from the resident's bank account with **Trust Accounting**. Access real-time resident balances and produce a wide range of balance, audit, ledger, and other reports.
- 4 Maintain accuracy with the ability to track **Donations** and fund allocation, prepare campaigns and mailing lists, and issue charitable tax receipts.
- 4 Support specific regional requirements for both Australia and New Zealand with **Award Interpretation**. Sites can manage resources according to the rules and conditions of employee terms, providing an aggregate or consolidated view of work rule conditions.

Accurate and Customisable Reporting

Flexible and robust reporting is invaluable to your organisation. 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 organisation and with external partners and government agencies.

- 4 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.
- 4 **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.

About GoldCare

GoldCare is a leading healthcare technology soGware 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 organisations across Canada, Australia and New Zealand. MobilityPlus and our other mobile solutions make providing care at the point-of-care convenient, reliable and secure.

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*Mary Rydberg, Manager, Aged and Disability Services,
City of Greater Dandenong*





Contact us today to get started!

+61 03 9535 4900

WWW.MYGOLDCARE.COM.AU

SALES@MYGOLDCARE.COM.AU
