

The company

A home healthcare company of physical therapists, occupational therapists and speech therapists who help patients with their medical and rehabilitation needs.

The old workflow

Scheduling and assignment of cases to therapists was complicated and error-prone for the company. Case load managers assigned patients to therapists based on their availability, skills and proximity to patient (within 25 miles). Therapists could say yes or no based on their caseload. Due to the lack of an integrated EMR and scheduling software, managers would individually call the therapists one-by-one and finalize the assignment using pen-paper. Therapists would accept their assignments, schedule the patient appointments and be involved throughout the discharge process. All these status updates would have to be manually logged by the office managers and recorded for compliance, payroll and reimbursement purposes.

The new workflow

Automation of the workflow starts with the dispatch of a patient assignment (work order) to the therapist who matches the required criteria i.e. lives within 25 miles of the patient, has the therapy skills, is available etc.

The assignment is broadcast to the allGeo mobile app of the selected therapists who qualify for the job. Therapists interact with the notification on their phone to accept / deny the request. If they chose to accept it, the patient is marked as 'assigned' and removed from the work list of other therapists.

Regular reminders are also sent to all relevant therapists if there are outstanding patient assignments which have not been accepted or scheduled.

As the therapists navigate through the care plan for the member patients, they use the allGeo app to update the status (i.e. 'Accepted', 'Scheduled', 'Discharged') and dynamically inform the caseload manager in the back office. Office managers are able to visualize the daily status on the allgeo.com dashboard and get complete report at the end of the day. Reports can also be integrated directly with the EMR platform if needed.

