

Electronic Visit Verification

Electronic Visit Verification (EVV) defined:

An Electronic Visit Verification (EVV) system is a telephone and computer-based system that electronically authenticates when services, such as a home care visits, happen and documents accurately the exact time the service begins and ends. More complete EVV systems such as Isсенman Grey Technologies' Hestia Visit Verification Service (www.issenmangrey.com) will also validate and document the identity of the employee providing the service, what service(s) were performed, will accurately pinpoint the location where the service was provided and provide you with detailed reports on the services provided to your clients by employees or subcontractors.

Benefits of implementing Hestia Visit Verification Service for your home health care company:

- 1) Eliminates fraud and time theft.
- 2) Streamlines and expedites client billing and employee payroll processes and eliminates errors related to manual data entry.
- 3) Provides a powerful management tool allowing you to monitor employee performance and optimize services.
- 4) Disciplines caregivers to be on time and stay for the duration of the scheduled visit.
- 5) Improves client safety ensuring they get there service on time and in a non-rushed manner.
- 6) Improves employee safety in lone worker situations by alerting you when employees don't check-out on time.
- 7) Can be promoted in advertising campaigns as a tool that provides "peace of mind" to the client and their family that services are delivered on time and that you accurately bill for time worked.
- 8) Eliminates the need for clients to sign timesheets and reduces opportunities for elder abuse.
- 9) Makes your agency proactive instead of reactive to late or no-show caregivers.
- 10) Provides 100% accurate electronic signatures to comply with governmental authentication and safety regulations.

Things to consider when implementing an EVV system:

- 1) **Ease of use.** At Isсенman Grey Technologies our leadership team comes from a background in home care. With that background in mind, we designed Hestia's Visit Verification Service to be exceptionally easy for caregivers / field workers and office staff alike.

On average, check-in or check-out calls to Hestia are completed in less than 30 seconds and caregivers are not required to enter long complex visit ID's that differ from client to client. The caregiver simply enters their same 4-8 digit passcodes at each call. Hestia does the rest by matching their call to the appropriate schedule and informs the caregiver of the services required (i.e.: medications, meal service, hygiene . . . etc.). If no schedule exists, Hestia creates a new visit record with detailed information including the date, time and location of the visit, which employee provided the visit, which client was seen and what services were provided. If the employee attempts to check-in from a telephone number not registered in Hestia, the visit record is flagged as a call from an unregistered client.

Back at the office, managers and office staff can use Hestia's intuitive user interface to view in real-time as caregivers check in and out of their client visits. Office staff are notified by Hestia's alerts via email, SMS or web portal when caregivers are late, miss visits completely or otherwise deviate from their schedules. Office staff use Hestia's on-demand reports to download securely and directly to their computers the reports they want when they need them.

- 2) **Service availability.** Hestia's Visit Verification Service is available 24 / 7 anywhere in North America and has an uptime of more than 99.9%.
- 3) **Flexibility.** Because we know the needs of a home care company can differ from company to company, we designed Hestia to be extremely flexible and adaptable, thus all of the management rules in Hestia can be personalized to meet your company's needs. Furthermore, Hestia provides complete flexibility by allowing caregivers to check into client visits even if the client has not yet been registered in Hestia. Hestia is capable of tracking and verifying visits from multiple caregivers to the same client or location at the same time as well as monitoring and verifying multiple simultaneous visits to different clients at the same location. You can even use Hestia to monitor and verify the visits you subcontract out to third party home care agencies or independent care providers.
- 4) **Scalability.** Whether you're a local community home care organization or a large private duty home health care agency, Hestia is completely scalable and can be deployed easily and quickly to help you to manage all of your company's home care visits and accurately track your home health care employees' time and attendance.
- 5) **Schedule matching.** Hestia's Visit Verification Service comes with a secure integrated cloud based home care scheduling system.
- 6) **Integration with third party scheduling or accounting systems.** Hestia can interface with several leading third party scheduling and accounting software systems on the market.
- 7) **Cost.** Hestia's pricing structure is unbeatable with cost starting at only \$0.20 per home care visit and volume discounts as low as \$0.10 per visit. Plus with Hestia, there are no setup costs and training and support are provided free of charge.

How to implement an EVV system successfully:

One of the largest obstacles to implementing visit verification in a home care organization is associated with the introduction of a fundamental change in work processes to a large, mobile, sometimes transient and often low tech workforce. It is therefore essential that visit verification solutions that are to be used by caregivers are simple and easy to understand, provide clear instructions with the least amount of steps possible, and are designed in such a way that the least amount of handholding and reliance on office staff for support is required.

Hestia was designed from the ground up to be used by home care employees and has not been converted or modified from a tracking or logistics system. Accordingly, Hestia is innately intuitive and immediately makes sense to caregivers. The training and implementation process for both caregivers and home care office staff is significantly simplified. Furthermore, if needed we can provide your organization with the tools necessary to facilitate the implementation process.

In today's health care landscape, home care providers must be able to meet the rising demand for increasingly complex care within constrained resources. Hestia was specifically designed to provide affordable software solutions for home care organizations to meet those needs while enhancing the quality of service they deliver.

For more information:

About Isсенman Grey Technologies

Isсенman Grey Technologies (IGT) founded in 2011 provides software solutions for the home care industry. IGT has developed an easy to use and affordable, secure cloud based scheduling & visit verification software system called Hestia. IGT's customers consist of home health care and cleaning companies from across Canada that use Hestia to process and verify thousands of scheduled per day.

For more information on Hestia please visit our website at www.issenmangrey.com or to schedule an online demonstration of Hestia or get as detailed price quote please email us at info@issenmangrey.com or call us at 1-877-244-8730 Ext: 500.



Hestia™

Manage Your Home Care Schedules
Easily & Securely From Anywhere @ Any Time !
www.issenmangrey.com
1-877-244-8730