

In  
Touch  
November 2011



## Advanced ECM - Electronic Call Monitoring

Quantify your business case with proof of value and ROI analysis

**Advanced Health & Care has become the first UK supplier to offer Near Field Communication (NFC) mobile time and attendance management on Samsung mobile phones. Samsung Tap and Icon phones can now run the market leading iConnect call monitoring solutions to deliver both improved service levels for service users and greater efficiency for care providers.**

AHC has seen huge interest in our electronic call monitoring solutions, iConnect (delivered via mobile phones) and StaffPlan Monitor (using the service user's landline).

iConnect uses Near Field Technology (NFC), to deliver the easiest to use, most reliable secure mobile Electronic Call Monitoring (ECM) system in the UK.

### Why should you use NFC?

Near Field Communications (NFC) is a short-range wireless technology that enables two nearby devices to communicate with each other – similar to Bluetooth – and is used with RFID (Radio Frequency Identification) tagging technology. The NFC functionality in the phone is able to talk to RFID 'tags' placed discreetly in the service users home. This allows iConnect to communicate with the phone to transmit and receive the required information, making it unique in mobile time & attendance and care management services. The way it all works is via our NFC enabled range of mobile phones which can transmit power to our simple non-powered RFID 'tags' so that these non-powered tags can be used to communicate.

The NFC technology in the mobile phone offers two crucial advantages over traditional barcode or 'geo-fencing' systems.

Firstly the NFC scanning uses a uniquely secure system that

cannot be copied like barcodes or mis-used like geo-fencing technology. The system is non-invasive and un-corruptible giving full confidence that service levels are being met.

Secondly the NFC chip on the mobile phone only becomes operational when needed to be scanned, unlike geo-fencing technology that needs to be in operation for long periods at a time. This vastly improves the performance of the mobile phone while giving greater reliability to care staff and again greatly improves levels of service.



iConnect has dramatically improved the ease of communication of information. Staff now have access to all information pertaining to an individual's support booking available on their mobile phone, including important but highly confidential information such as access codes.

It can be difficult for managers to manage staff time keeping remotely, but with iConnect they know exactly what time their staff arrive and leave their shifts. The touch in and out also records the exact amount of support each service user is receiving ready for invoicing.

- Anna Templeman, Welmede Housing Association



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## What is iConnect?

iConnect is a user friendly and uniquely secure point-of-care solution designed for providers delivering home care, extra care and supported living:

- With our range of Near Field Communication (NFC) enabled mobile phones, iConnect combines real-time electronic monitoring and two-way communication with care workers
- As well as delivering live rosters and service user information to care workers via their selected mobile phone, iConnect allows actual visit times to be accurately recorded by care workers with no inaccuracies in the system
- On arrival and departure they simply touch their NFC enabled mobile phone against a small RFID tag placed discretely in the service user's home – it's non-intrusive and only takes seconds, without using the service user's landline phone
- Optional lone worker safety pack provides GPS tracking, emergency alarm and safety zone checking
- iConnect has sole accreditation with various Local Authorities meaning that only this system can be operational in that area
- The data collected via iConnect is fed back to StaffPlan Roster (or other compatible rostering system) in real-time and updates bookings with actual service delivery information and proof of location, providing both a live operational view and verifiable electronic timesheets.

## What is StaffPlan Monitor?

StaffPlan Monitor is an easy to use, low-cost electronic monitoring solution to accurately record service user contact time:

- Information is captured from inside the service user's home, providing real-time and accurate data on care delivery times
- On arrival and upon leaving, the care worker simply dials a freephone number from the service user's landline telephone
- Straightforward prompts allow you to confirm task completion, mileage claim and simple feedback capture
- Critical visit alerts notify managers of non-attendance, allowing proactive response and safeguarding both care workers and service users
- Flexible alert options include on-screen pop-up, SMS and email with configurable escalation procedures to ensure appropriate action is taken
- Communicating in real-time with StaffPlan Roster (or other compatible rostering system)
- StaffPlan Monitor streamlines the timesheet reconciliation process, ensuring accurate and timely invoice and payroll processing

If you are considering introducing call monitoring in your business, book a free consultation with Advanced Health & Care, where one of our Account Managers will work with a senior member of your team for half a day. Using your own figures (eg. operational data such as salaries, visit volumes, administration costs and so on), we will assist you to undertake your own analysis to generate objective and transparent output that stands scrutiny as credible research.

## Free consultation

- accurate and highly detailed cost-justification consultancy
- modern, acknowledged methodology
- specialist software employed
- your metrics, your results
- absolute transparency and validity of results

## To book your free analysis

Please contact us on 01233 722670 or by email [ahcmarketing@advancedcomputersoftware.com](mailto:ahcmarketing@advancedcomputersoftware.com)

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