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*Pre-Service Homecare
Operations Redefined.*

**The Importance of Pre-Service
Efficiency, Compliance &
Security.**

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Running, managing and scaling
A homecare agency requires focus
on 3 main areas

EFFICIENCY, COMPLIANCE & SECURITY

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Most organizations more or less have these 3 areas under (EFFICIENCY, COMPLIANCE & SECURITY) control for their active patients and caregivers - but what about pre start of care? Most organizations are all over the place with ad-hoc solutions to manage the intake, onboarding and hiring process.

I'm going to talk today about these 3 areas, why they are so important and what you can do about it.

Page # 2 - The Importance of Pre-Service Efficiency, Compliance & Security.

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PRE-SERVICE EFFICIENCY

- IS YOUR TEAM WORKING EFFICIENTLY?
 - Generally in today's world an owner's main concern is on cases and caregivers. Focusing very little on Pre-service operations
 - Billing and scheduling can't happen until the case is on service & caregiver is hired.
 - Not working efficiently on Pre-Service, damages your GROWTH AND SCALABILITY
 - The need for a software solution to bring accountability, transparency & organization to Pre-Service is growing exponentially.
 - Your team needs modern tools to be optimized for efficiency

Page # 3 - The Importance of Pre-Service Efficiency, Compliance & Security.

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HOW TO CREATE EFFICIENCY

- A central location for all Patient information, notes, statuses, files, follow-ups, and activity for all new patients you are trying to get on service.
- A tool that provides one centralized system for your whole agency to be able to work on and process all new and ongoing cases with ease.
 - By implementing such a solution your team will now be able to:
 - Process double the amount of cases
 - To work from one easy and manageable follow-up dashboard
 - Prevent cases from falling through the cracks leaving revenue on the table
 - Give administrators and owners true insight as to prospective patients being processed.

Page # 4 - The Importance of Pre-Service Efficiency, Compliance & Security.

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WHAT EFFICIENCY LOOKS LIKE

- By implementing software that is built for Homecare by Homecare you & your team will:
 - Receive the information you need when you need it
 - Be equipped with the tools they need at their disposal
 - Get cases processed as quickly and efficiently as possible.
 - Have a central location for all info, notes, status files, follow ups, activity for all new caregivers you are trying to get on service.
 - A turn-key solution with a digital application, dynamic forms, e- signature, custom checklists, and detailed follow-up system will supercharge your Recruiting and HR teams. And Caregiver hiring will never be the same.
 - Personalized dashboards and user accounts, helping your users work faster, smarter and easier.
 - Having everything in one place brings another level of accountability, transparency and scalability.

Page # 5 - The Importance of Pre-Service Efficiency, Compliance & Security.

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ARE YOU COMPLIANT?

- Compliance; is another key word in this industry.
- So many questions about compliancy...
 - Is my agency staying compliant?
 - Are we ready for an Audit at any time?
 - If you find yourself asking these questions, then...
 - Chances are there are holes in your Pre-Service Compliance strategy.
 - Now is the time to address the holes.

Page # 6 - The Importance of Pre-Service Efficiency, Compliance & Security.

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HOW TO MAINTAIN COMPLIANCE

- To stay compliant You need to ensure that your agency is maintaining compliance at all times
 - Patient information and caregiver applications compliance is a serious goal that many agencies fail to achieve.
 - How can you ensure your team is staying compliant and make your agency ready for an audit at anytime?
 - Make sure whatever systems you use are in fact HIPAA compliant and that you have everything you need..
 - Compliance is a 2 way street. You not only have to worry about you and your team staying compliant with the current rules and regulations -- you also have to make sure your referrals and more importantly caregiver applicants are compliant,
 - For Example:
 - Have the necessary forms and documentation,
 - Have the necessary activity logged.
 - Use a solution like Bolt a fully HIPAA compliant solution
 - Ensure everything by the book yet still positioned to achieve growth

Page # 7 - The Importance of Pre-Service Efficiency, Compliance & Security.

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IS YOUR AGENCY AND DATA SECURE?

- Security cannot be taken lightly, especially in home care.
- Having sensitive information and need to keep everything we do extremely safe and secure.
- When using out of the box solutions like spreadsheets you create vulnerability for your agency
 - No control.
 - No accountability.
 - No access logs.
- You need a secure solution that tracks every action that takes place ever.

Page # 8 - The Importance of Pre-Service Efficiency, Compliance & Security.

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STOP WORRYING ABOUT A DATA

- Whether it is “accidentally” or worrying that a form wasn't scanned properly into a secure server for storage.
- Well, now you have the opportunity to ensure that your company and all of the patients and caregivers you are processing and onboarding information is secure.
- You need to be able to always monitor activity across all departments ensuring everything is being done properly without ever having to compromise.

Page # 9 - The Importance of Pre-Service Efficiency, Compliance & Security. BOLT.HEALTHCARE



STOP USING UNSECURE SYSTEMS & SOFTWARE

- Things like:
 - Spreadsheets,
 - Post it notes,
 - Company Emails,
 - Web-based Calendars
- Are not secure to manage the intake process and caregiver hiring.
- Imagine everything in a hipaa-compliant, bank-level security, web-based portal for your entire team to manage the entire intake and onboarding process from start to finish - from anywhere in the world.

Page # 10 - The Importance of Pre-Service Efficiency, Compliance & Security. BOLT.HEALTHCARE

CONCLUSION

Not too many solutions exist that can help your organization's pre-service operations become Efficient, Compliant and Sure. You can start piecing together different solutions and services and try to cover everything - but even with that you will start losing a lot of the scalability we have been discussing until now. The Bolt Homecare App - was specifically designed for this. Pre-Service Homecare Operations Redefined.

The Bolt Homecare App Optimizes & Streamlines the entire process from Referral -> On Service by putting Business Development, Intake, HR, & Administrations on the same page.

- ❑ Custom Intake Workflows
Get Your Intake Operations Under Control
- ❑ Applicant Tracking System
Hire More Caregivers, Faster and with Ease.
- ❑ Marketer Mobile App & CRM
Empower your Marketers with Tools and Data
- ❑ Dynamic Forms & E-Signature
Say bye-bye to paperwork with Dynamic Files
- ❑ Advanced Analytics
Always know how your agency is performing

Page # 11 - The Importance of Pre-Service Efficiency, Compliance & Security.

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Thank You

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