



Expand your current scheduling solution to deliver operational compliance, continuity of care and increased revenue

Homecare agencies daily face the daunting task of providing outstanding care, managing regulatory compliance, reacting to unexpected events, problems and delays all while trying to control costs and achieve revenue growth. It sounds like a nearly impossible juggling act, but TOA Technologies brings you a solution suite that helps homecare agencies:

- **Optimize mileage, time and scheduling costs**
- **Enhance compliance adherence**
- **Improve continuity of care**
- **Increase revenue**

Professional Homecare Worker Mobile Communication

TOA has developed an easy-to-use mobile service for managing and routing homecare field workers that delivers real-time communications and alerts between the agency, the field and the client. Our solution can easily integrate into your favorite agency management solution or operate in stand-alone mode. TOA's predictive, intelligent, customer-focused Mobile Workforce Management software is a proven solution used by firms worldwide to manage thousands of employees and contractors. This makes TOA the optimum mobile solution for nurses, aides or home medical equipment providers.

Imagine a small homecare provider with two or three caregivers and a dozen clients. The scheduler of such an operation would likely personally know all their employees and clients. They would probably learn over time just how long it takes for a particular caregiver to perform a certain set of tasks. They might even learn that on certain days, a little extra time might be required for a particular client or that another assignment is always finished early. Such total knowledge of their operation would give the small provider a real edge in scheduling and in providing the highest level of personalized customer care. Now imagine a homecare provider that is 10 to 100 times as large trying to do the same. It's a seemingly impossible task, until now.

Intelligent, Predictive, Self-Learning

If every homecare worker was the same, if every client was the same and if every day was the same, scheduling would be easy. It's those differences, big and small, that make management challenging and that is where TOA's Home Care solution comes in. Our software actually learns the way your professionals work, how long it takes each individual to perform his/her tasks and if unforeseen events occur, TOA knows how to support continuity of care, contact clients and their families, adapt schedules to client needs and inform management every step of the way.

With TOA's ETAdirect solution, managers get better real-time visibility into what is happening in the field and intelligent software support that frees them from many of the mundane day-to-day tasks of routing and re-routing their field workers.

TOA's ETAdirect helps Homecare agencies with:

- **Compliance Adherence** – provides a full picture of all visit and non-visit activities with time and location confirmation of any activity via any internet accessible phone or PC. This significantly reduces the non-compliance exposure agencies experience due to employees and contractor reporting errors.
- **Customer Care** – notifies clients and/or caregivers of expected arrival time (down to the minute), adjusting for any delays. Allows clients to reschedule or to notify the agency if a reschedule is needed.
- **Increasing Revenues** – TOA's software learns operational details like individual drive times and care patterns by visit-type for each caregiver. The resulting ability to better predict events, and optimize scheduling and routing can add from 3 to 5 additional visits per caregiver per week.
- **Reducing Costs** – Intelligent scheduling and routing functions can reduce overtime and miles driven by caregivers. Moreover, by managing the skills, time, supplies and demand by individual caregivers, TOA provides an accurate and optimized capacity-planning tool for future requirement planning.

Our system deploys quickly, is highly configurable and is easily integrated with existing CRM solutions. Contact us today to schedule a demo and see how TOA's Home Care solution can help your company.

About TOA Technologies

TOA Technologies is the leading provider of Cloud-based mobile workforce management applications for large enterprises. Its patented platform improves customer service while dramatically reducing operational costs and providing immediate return on investment. As the industry's only solution using predictive, time-based analytics, TOA reduces customer wait times while increasing field workforce efficiency. TOA automates Time Of Arrival communications across multiple channels to proactively keep customers apprised of their appointment status. It delivers unparalleled cost savings by providing on-demand tools for real-time planning, routing, dispatching and tracking of workers in the field. TOA's system deploys quickly, is highly configurable and is easily integrated with existing CRM solutions. Named a Visionary for three years running in Gartner's annual Magic Quadrant for Field Service Management, TOA Technologies is headquartered in the United States and has offices across Europe. For additional information please visit www.toatech.com.

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