



GOLD CARE

For the changing face of care

Bring your Clients and Service Partners Together under One Comprehensive Case Management Solution



GoldCare is a versatile case management solution to lead your case management activities: needs assessment, care planning, coordination of services, and measurement of results. All GoldCare applications are fully integrated and most are accessible through an intuitive web-based interface. This centralized access to information, combined with built-in help tools and quality calculators will help you reduce paperwork, streamline workflow and maximize your use of available resources.

Promote Collaborative Information Management with these Integrated Applications

■ **Client Information:** Maintain accurate and centralized client information through the Client Profile, which allows you to quickly enter and view client details including demographics (name, age, gender, etc.), doctor contacts, income, living arrangements, and more. You can also access information from the Client Dashboard, which provides a browser-based summary view of clients that can be drilled down to individual details such as client service plans, service frequency and funding sources.

■ **Assessments:** Carry out assessments with GoldCare's **Assessment Information Manager** (AIM). AIM allows you to create customized assessments and use your existing assessments. AIM provides you with built-in calculators and quality checks to improve the accuracy and speed of electronically completing, updating and submitting assessments. AIM enables you to simultaneously track completed, in-progress and overdue assessments. AIM's integrated web interface allows you to navigate among pages with ease; all the information you need to complete and update assessments can be readily found in one centralized repository.

■ **Care Plans & Service Plans:** Automate the creation of care plans with AIM's integrated **Care Plan Builder**, which can be customized to include your own case management tools. The Care Plan Builder generates suggested care plans for the client based on data from the completed assessment. Just review and individualize the care plan for the client. Use the care plan to create the corresponding client service plan. The service plan can indicate the service type, service location, care provider(s), frequency, contract number(s), number of billable units and hours, co-payment details, and more. Any changes are automatically applied the Client Dashboard for immediate reference.

■ **Referrals & Wait List Manager:** Admit your clients to care programs via the **ADT** application (Admission/Discharge/Transfer) which also stores client referrals. Having these referrals on hand will provide you with supplementary information about the client, and expedite their admittance into care programs. Referrals are integrated with GoldCare's **Wait List Manager**, which allows you to track wait list status by client, service/program, service provider and type of wait list. Wait List Manager also features definable prioritization and automatic alerts to alleviate manual monitoring of wait lists.

■ **Scheduling & Time Tracking:** Keep track of your clients' appointments with the **Global Calendar**, which links directly to client information and service plans. The Global Calendar can be used to search for available service providers, track pending and/or rendered services, reschedule missed/cancelled appointments, and more. Using GoldCare's time entry capabilities, you can also track appointments, including the duration and time spent on direct client activities, which confirms fulfilled services and supports accurate client billing.



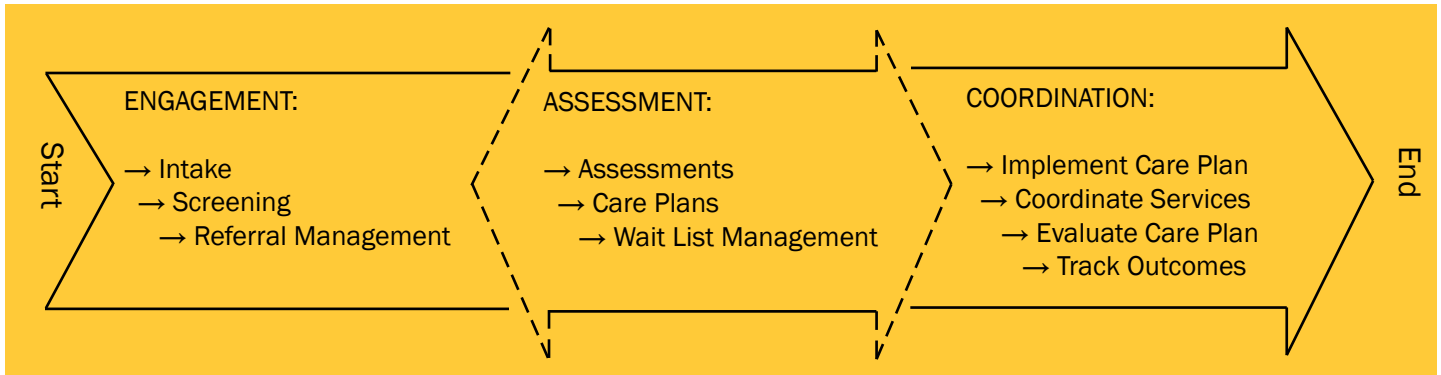
We see GoldCare as being our shared electronic record across multiple network partners.



~ **Michelle Biehler**
Clinical Director
Children's Treatment Network



How GoldCare Manages the Flow of Information throughout the Case Management Process



Readily Accessible Information for Measuring and Communicating Care Results

- Outcomes & Quality Indicators:** Measure and track care progress and service quality with AIM, which automatically calculates an outcome score once an assessment has been completed, increasing calculation accuracy. Outcomes can be used individually to assess each client's care progress, as well as collectively to identify commonalities and track trends among your client population. AIM will also generate quality indicators, based on responses from the assessment, which can be used to evaluate service quality and identify areas for improvement.
- Contract Management & Financials:** Manage the budget allocated to clients with GoldCare's **Contract Manager**. You can create contract rules that will alert you when the scheduled service exceeds the contract rates. These rules help ensure that services and care providers are not overbooked or clients overbilled. Contract Manager is integrated with GoldCare's financial management applications, which include all the tools necessary to accurately and promptly process invoices. Invoicing can commence once the service verification is received, and can be electronically exported to multi-funders.
- Reporting & Information Sharing:** Compile complex information into easy-to-read reports through GoldCare's **MYOR** (Make Your Own Report), an intuitive report-builder that supports Microsoft® Excel, ODBC/Crystal reports and other export formats for information sharing with service partners. For a more conclusive analysis of data, GoldCare's **MAPIT** application (Measure-Analyze-Plan-Improve with Technology) will define benchmarks for business intelligence purposes, and create dashboards to measure service quality. GoldCare's web-based access also ensures that your staff and partners are accessing the same up-to-date client information, whatever their location. Finally, GoldCare supports interfaces using ASCII, XML and HL7 protocols to enable electronic bi-directional data exchange with government agency vendor systems.

Trust your organization's case management needs to a proven industry leader: GoldCare

GoldCare has been serving healthcare professionals, and advancing alongside the healthcare industry for 20 years. Our commitment to delivering versatile and integrated solutions that provide lasting results is just one of many reasons why over 150 clients at over 500 sites across North America, Australia and New Zealand have made GoldCare their healthcare and case management software of choice.

Contact us today to learn how GoldCare will help your organization streamline its case management.

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