

iCare Update

The Newsletter of iCare Solutions Pty Ltd • April/May 2008

MD's Message

Chris Gray
Managing
Director -
Australia



Late last year we ran a questionnaire asking you for feedback on our newsletter. Your responses were very positive, indicating that you value iCare Update.

In one section we called for questions that you would like put to the Federal Aged Care Minister, The Hon. Justine Elliot, MP. These have been presented to the Minister and her answers will form a new column in our forthcoming newsletters.

Another exciting development is our recent purchase of the RxRight Medication Management software system. Medication management is one of the key drivers for our customers. The importance of accurate administration of a resident's medication is vital and the integration of this software with iCare's Clinical & Care Management solution will enable enhanced resident care. This acquisition further cements our position as Australia's leading software provider to the aged care industry.

These initiatives are beneficial to iCare, our clients and the industry we all represent. I look forward to reporting new developments in future editions.

iCare Acquires Medication Management Technology

Medication management is an area of risk for all working within the aged care industry. As our newsletter goes to press we are pleased to announce that iCare has acquired the RxRight Medication Management System.

RxRight was developed by Keryn Coghill, a clinical pharmacist working within the Australian aged care industry, and Dr Chaolin Chang, an IT specialist in aged care solutions. Keryn saw the need for a safe and secure medication system, designed to compliment and support most dose administration aids, whilst enhancing communication between the supplying pharmacy and the aged care facility.

RxRight has been designed for the unique needs of our industry over a number of years. Developed for mobile devices, RxRight is both portable and easy to use. RxRight is also able to be run on other hardware to ensure maximum functionality.

With RxRight medication management, time, medication administration, resident and carer details as well as all exception reports are recorded utilising the latest technology.

Importantly, RxRight provides all the tools required for full auditing of all medications administered. This ensures quality reports are able to be generated as well as provide enhanced risk management for the facility.

The RxRight tool provides virtual supervision of all medication rounds. Resident privacy is also assured as the system has inbuilt security and access codes.

It is anticipated that the RxRight system will become an integrated part of the iCare Solution by the second half of 2008. This integration will allow RxRight to seamlessly link into iCare Progress Notes and Assessments.

In the meantime, the RxRight system can also be purchased through iCare as "stand alone" technology and is the second module in our ongoing Foundations range.



What's on Now

8-9 May - ACAA NSW

11-13 June - ACS State Conference, Sydney

19-20 June - 2008 ACCV State Congress & Trade Exhibition Melbourne

iCare Update

Like to join our mailing list?
Just email your details to:
customerservice@icare.com.au

This newsletter is published by: iCare Solutions Pty Ltd 49 Agnes Street, East Melbourne VIC 3002 T 03 9652 8100 www.icare.com.au

Meet our Staff

John McGuinness
Software Implementation Consultant



Effective software implementation is crucial to iCare. As our Software Implementation Consultant, John McGuinness plans the implementation of the iCare Software Solution prior to installation at new client sites.

The objective of an IPS is to present the aged care provider with a bottoms-up approach to identifying the actual processes and costs of implementing a Clinical and Care management solution, as well as a detailed, step-by-step plan for what would be required to implement such a system. An IPS is often prepared to present to Board members for their approval prior to signing with iCare.

With a degree in software development, John enjoys the opportunity to be at the cutting edge of such a vibrant and growing IT company.

With a surname like McGuinness it is no surprise to learn that John is a proud Irishman. A keen traveler, John backpacked through Africa, South America, New Zealand and Asia before arriving in Australia in 2006. After falling in love with our lifestyle and weather, John now calls Melbourne home.

Testimonial

Leah Franklin
Organisational RN Div 1 Residential Aged Services (RAS)



RAS operates 14 Aged Care facilities across Melbourne totaling approximately 850 beds.

With the introduction of ACFI, RAS was considering a number of options before they decided to purchase the iCare Foundations - ACFI Management System.

“We initially considered creating our own tool until we saw a demonstration of the ACFI Management System. It was extremely easy to complete an Appraisal Pack and the ACFI Management System links all of our documents and validates each form against ACFI rules.

This was one of the major benefits of the system as we aim to minimise the risk of appraisal rejections from Medicare. It provides a safety check to ensure our claims are accurate which will help protect and maximise our funding.

We were initially concerned with implementation however iCare’s training team and help desk have provided excellent support as we move to an electronic ACFI environment.”

iCare User Groups

iCare will be holding User Group sessions in each state during June and August.

The User Group sessions will provide a unique opportunity for customers to understand iCare’s product road map, and also for prospective customers to talk to existing customers about implementing a new Clinical & Care Management system and their experiences in doing so.

Please update your diaries with the following session dates.

Sydney - Wednesday 4th June
Brisbane - Thursday 5th June
Melbourne - Tuesday 12th August
Hobart - Wednesday 13th August
Adelaide - Tuesday 26th August
Perth - Wednesday 27th August

Stay tuned for further information regarding topics, guest speakers and locations.

Visit our Media Centre

Don't forget to visit our online Media Centre for all the latest news. We are constantly engaging with Australian media representatives to discuss issues of interest to our industry.

www.icare.com.au/mediacentre