



# Achieving contractual compliance on homecare efficiency

A rapidly increasing number of care commissioners are now stipulating the use of **Electronic Homecare Monitoring (EHM)** for their homecare contracts. Over 100 UK Local Authorities are already requiring providers of homecare services to use EHM and the vast majority of the remaining care commissioners are set to follow suit. Satisfying Dept of Health recommendations on homecare efficiency, EHM is thus becoming a must have service for organisations providing homecare.

In order to meet the requirement Charitylog have negotiated an exclusive arrangement with the UK's leading supplier of EHM services, offering a heavily discounted pricing guarantee on the eziTracker care management service for all Charitylog care providers.

**As well as satisfying care commissioners' requirements on compliance the eziTracker service offers the following benefits:**



#### Reduces costs

Eliminates paper timesheet processing, admin and time spent on supervision. Reduced invoice queries, faster billing and reduced mobile phone calls.



#### Improves service delivery

Automated alerts ensure that supervisors are notified immediately if a homecare worker fails to arrive as scheduled.



#### Safeguards care workers

Alerts are generated if a care worker fails to log out as scheduled. Supervisors can then check to ensure that the care worker is ok.



#### Improves communication

EziTracker voice message service with "must listen" playback ensures that vital messages to community staff are received.



#### Delivers transparency

Provides both commissioners and service users with independent third party verification of care workers' actual attendance details.



#### Integrates with rostering

Seamless automation with real time interface to most care roster systems.

## charitylog

*"I am really pleased with this new initiative from Charitylog and eziTracker. We have been searching for a suitable monitoring system which we could integrate with Charitylog for some time and the ease-of-use and simplicity of operation makes eziTracker an ideal choice.*

*This enhanced functionality will create a seamless marriage and allow our customers a greater degree*

*of control and insight into the services they deliver, as well as reducing the costs of administration.*

*I am confident that Charitylog and eziTracker together in the carer/support worker environment will greatly enhance the capability of our users who are facing ever more demands on their time and resources."*

*Ian Balm Managing Director, Charitylog*

**How does eziTracker work?**

See overleaf for details

**How much does it cost?**

See overleaf for details

**How easy to implement?**

See overleaf for details



## How it works

When care workers arrive at a client's home they log in to eziTracker. This is usually done by phoning a free-phone telephone number on a standard fixed line phone and keying in the unique PIN, whereupon eziTracker will automatically capture the employee ID, site ID and attendance hours. On leaving, staff log out by a similar process. (If there is no access to a fixed line phone the eziTracker Codebox, or the eziTracker iButton can be used as an alternative).

Time & attendance details are immediately made available online to authorized managers in real time. A robust voice message facility is also included; this requires staff to listen to any new messages before they complete the login/logout process, ensuring that urgent messages to community staff are received.

## The Cost

No capital expenditure is required as eziTracker is a "pay as you use" service paid for by monthly billing. The monthly cost is based on the number of care workers using the service. In addition there is a relatively modest one off set up fee (this is discounted for all Charitylog users).

Full pricing details can be obtained by contacting  
Richard Bedford of Panztel (UK) Ltd on **0845 699 69 69**.

**Pay as you  
use service**

**No Capital  
expenditure**

**Discount for  
Charitylog users**

## Implementation

Implementation is straightforward and hassle-free. EziTracker is a managed web based service requiring no additional equipment and presenting no additional burden on IT depts. The service is simple and easy to use and comes with a proven 10 year track record. In the UK eziTracker is used daily by over 100,000 registered users. Both on-site and online training is provided by experienced trainers and the service is backed up by a dedicated help desk.

**No additional  
hardware needed**

**Simple and  
easy to use**

**Dedicated  
help desk**