



## Success Story: Home Care

# Reach Healthcare Services

### Clinical Automation and Compliance Across Services

Reach Healthcare Services, an affiliate of The Care Group of Texas, is a Houston-based Medicare/Medicaid certified home care agency that was established in 1987 and boasts a reputation as experts in the provision of quality care and services to the pediatric and geriatric population. Reach Healthcare Services' lines of service include respiratory equipment and care, medical equipment and supplies, pediatric rehabilitation therapy (outpatient and at home), home caregivers, skilled private duty nursing, skilled nursing and therapy visits.

A CareVoyant client since 2006, Reach found CareVoyant a perfect fit to allow them to seamlessly handle their multiple lines of business under a single patient record. According to David Gerke, Chief Information Officer at Reach Healthcare Services, CareVoyant has "allowed us to improve the turnaround time of our clinical notes from the field to the office from an average of seven days to just a few hours.

This has greatly improved our ability to get the claims out the door much quicker, thereby greatly improving the turnaround of our remittance and posting of our receivables."

Diane Gibson, Director of Special Programs at Reach, states that CareVoyant allows them to "make sure we have authorizations for every one of our patients" and the fact that "the certifications integrate with the scheduling and billing features ensures that we are not billing for services that are not authorized."

Ms. Gibson also states that "CareVoyant's seamless flow of patient information and solid documentation keeps us on track and enables every employee within our company to know what is going on with a patient. We are able to be

### Company Profile

- 75 Therapists (PT, OT, ST)
- 7 Nurses (RN, LVN, Private Duty)
- 1000 PEDS Rehab visits a week
- 80 Nursing visits a week
- 700 Hours private duty a week
- 800 Hours PAS (Patient Assisted Services)
- 55 Back Office Users
- 105 Point of Care Users

proactive versus reactive in handling all aspects of a patient's record."



The Clinician Desktop lists scheduled patients and displays their image and clinical status.



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# CareVoyant

Integrated Software for Healthcare

## Reach Healthcare Services (cont.)

According to Mr. Gerke, “Since implementing CareVoyant, we immediately saw a great improvement in our documentation accuracy as well as advanced tracking of patient interventions. CareVoyant’s functionality and integration ensures that we are documenting to the Orders.”

CareVoyant’s clinical and point of care functionality simplifies the process for an agency to implement electronic medical records. “CareVoyant enables us to collect, view and manage clinical records across our multiple lines of business with easy to follow, and sensible, clinical workflow tools whether that be in the clinic or at the patient’s home. This has allowed us to effectively recruit the best clinical staff”, states Ms. Gibson.

Mr. Gerke adds that “CareVoyant’s outpatient scheduling functionality for our pediatric rehabilitation services has also allowed us to greatly improve our efficiencies in this service line as well. Using CareVoyant’s outpatient scheduler allows us to seamlessly schedule, track therapy procedures and bill with ease – whether those services are provided at the patient homes or in our outpatient therapy center.”

By providing the ability to migrate current clinical practices (including forms) into CareVoyant, the transition to point of care documentation is straight forward for clinicians. CareVoyant also provides the flexibility to customize standard documentation by discipline and type of visit. An Assessment Builder allows agencies to develop clinical documentation forms within CareVoyant. According to Ms. Gibson, “CareVoyant’s library of assessments combined with our ability to customize assessments provided us with a smooth transition to point of care documentation.

**“CareVoyant’s seamless flow of patient information and solid documentation keeps us on track.”**

Diane Gibson, Director of Special Programs  
Reach Healthcare Services

### CareVoyant Functionality Utilized:

- Intake/Admission
- Eligibility Verification
- Electronic Remittance
- Scheduling Care Planning
- Point of Care Clinical
- Billing/AR
- Document Scanning
- Events & Alerts
- Physician Portal
- Payroll Interface
- G/L Interface
- Collections
- Telephony
- PPS Plus Interface

CareVoyant’s point of care features enable our clinicians to document to the care plan, ensuring our compliance.”

CareVoyant affords the ability to handle multiple services (programs) with a single patient record with auditing tools to ensure an agency’s compliance. As Ms. Gibson states, “With our multiple lines of business – home health, outpatient therapy clinic, nursing, hourly, visits and skilled private duty nursing – CareVoyant’s overall flexibility allows us to set up our unique parameters to meet our requirements while ensuring our regulatory compliance.”