

**Home
Healthcare
Use
Cases**



Home Healthcare Use Cases

This document describes a number of use cases that showcase how MedStaff Exchange GeoIntelligent Scheduling™ empowerment technology (MedStaff) developed by GigFlex can dramatically improve the productivity, utilization and employee satisfaction of home health care workers.



Improved Billing Accuracy /Medicare Remittance

MedStaff can automatically track the location of home health care workers to ensure that submitted arrival and departure times from each client location is accurate. This reduces fraudulent billing and can have a positive impact on revenue delay/loss from Medicare Additional Development Requests (ADR's).

By correlating actual on-site care delivery times with expected care delivery times, MedStaff can proactively alert both the worker and the company of potential issues (e.g., a service that should take 20 minutes took less than 10 minutes or more than 40 minutes so that proactive mitigation steps can be taken.



Proactive Alerting and Mitigation of Intraday Appointment Time Misses

MedStaff can automatically analyze the current location of each worker and real-time traffic conditions to identify instances where there will be delays in that worker reaching a scheduled appointment on time. MedStaff can then automatically:

- Alert worker “x” minutes in advance of when they will need to leave to make their next appointment on time.
- Alert worker of appointment timing issue and forecast arrival variance
- Alert company administrator of timing issue and forecast arrival variance
- Identify potential mitigation issues including assignment of visit to another worker
- Communicate any anticipated arrival forecast changes and/or worker name change to end-customer via client preferred method (e.g., email, text message, voice message)

Optimized Worker Absenteeism Mitigation

MedStaff can automatically identify the optimal options for rescheduling appointments when a worker “calls out” (e.g., calls in sick), based on configurable attributes including work status (e.g., Full Time, Part-Time, Salaries, Per-diem), hours worked/scheduled, schedule-location of each worker, skills, performance, prior experience working with that client, and pre-identified interest in additional hours for that date.

For example, the system can be configured to prioritize salaried workers over per-diem workers to reduce costs, workers that are within 30 minutes of the client location to improve employee satisfaction, and workers that have previous experience working with that client to improve care effectiveness and client satisfaction.



Improved Worker Retention

MedStaff empowers workers to easily view and select preapproved opportunities for additional hours based on their skills, work status, interests and location of each opportunity.

- Example 1: A worker that is scheduled to work Monday from 8:00 am to 2:00 pm, could look for additional appointments after 2:00 pm within 15 minutes of their last scheduled appointment.
- Example 2: Worker can easily identify time-off needs via the mobile app (e.g., I feel sick and won't be able to work tomorrow), reducing employee stress, and enabling the company to proactively mitigate the impact.
- Worker initiated schedule changes improve employee satisfaction while reducing exception management workload for the company.



About GigFlex

GigFlexLLC is the industry leader in GeoIntelligent Scheduling™, next-generation technology that maximizes the utilization, performance empowerment and retention of today's increasingly mobile workforce. Designed to complement existing scheduling and dispatch systems, Gig Exchange SaaS solutions can be easily deployed across multiple industry sectors including home healthcare, agency staffing, and transportation, enabling clients to quickly generate a positive ROI.

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