



OZ Vaults AHHC into the Cloud



Industry

Life Sciences
and Healthcare

Alternative Home Health Care (AHHC), which provides in-home care services to the elderly and patients with medical needs, was hampered by its legacy workflow.

They needed an end-to-end enterprise system that tracks every step of this process and seamlessly integrates payroll and accounting, including invoicing and caregiver payments.



Solution

Design Thinking
App Dev
Analytics



ACCH required a web-based portal to enable monitoring by call center employees, and a management dashboard that provides intelligence on system-wide operations.

Client Overview

Alternative Home Health Care is a health care service provider that serves Broward, Miami-Dade and Palm Beach Counties in Florida. Their agency-based model pairs clients with qualified caregivers who provide a range of in-home care, from companionship to personal care tasks such as light housekeeping and meal preparation.

allows for active management as necessary by call center employees. And a complete enterprise system has streamlined AHHC's operations from intake to invoice.

Business Needs

The complex process of sourcing home caregivers, matching them with clients, and scheduling care was being hampered by an inefficient legacy system. Call center employees were required to assist clients and caregivers with each step from sign-up to invoicing. Naturally, this was time consuming and frustrating, making scheduling changes difficult and causing billing inaccuracies.

How OZ Helped

Alternative Home Health Care now has a beautiful custom mobile application that puts the agency back in the hands of partners on both sides of the home health care model. Caregivers and clients can move easily through every step of the process, including registration, the search for a match, presentation of caregiver pricing/quotes and scheduling. A web portal

Business Outcomes & ROI

- Caregivers and patients can register online.
 - Patients can create profiles to specify their needs.
 - Caregivers can search for a client whose profile matches their skills.
 - System tracks scheduling conflicts.
 - Schedule changes can be made on the app (no third party needed).
 - System is easily scalable even if the company grows to many times its current size.
- Invoicing is simpler and more accurate.

Alternative Home Health Care's new app removes the barriers between clients and caregivers and puts control of their schedules back in their hands. Employees can focus on higher-level tasks, and the web portal enables them to step in to help at any time. And without the inaccuracies caused by paper records, there's less troubleshooting to do.



About OZ

OZ is a Global Consulting, Services and Solutions Leader specializing in Customer Experience enabled by Digital Innovation. Our mission is to help our clients be magic in customer experience through digital wizardry.

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