



# TCM

A smarter way to manage aged  
and community care



# STREAMLINE THE WAY YOU MANAGE CLIENTS, SERVICES AND STAFF

TCM saves organisations time and paperwork

## Create efficiencies and reduce risk with integrated service management

TCM is a mature, proven software solution designed to help community care organisations operate more efficiently and with less risk. It's the choice of over 170 care organisations Australia-wide, who rely on it to manage aged and community care.

Its comprehensive suite of management tools spans referrals, program management, documentation, assessment, wait listing, care planning, rostering, brokerage, debtors and reporting.

Using intuitive Microsoft interfaces and integrated calendar and mapping features, TCM makes it easy for staff to manage all aspects of service delivery. With a single system, you can minimise double entry and potential error. You can also create a safer workplace, where client details and histories are saved and updated centrally, so that everyone is kept right up to date on everything from important medical requirements, to assessment results and care plans.

TCM also helps you run your operations more efficiently, with staff scheduling that integrates with service planning to make it easy to locate staff, notify them by SMS, and plan and issue rosters. Plus it includes comprehensive financial management tools that deal with all aspects of budgeting, managing debtors, invoicing and reporting - all with support for multiple funding models, making compliance easy.

Over 50 standard reports enable you to share information on clients' movements, staff workloads, financial management, forecast costs, revenue and more.

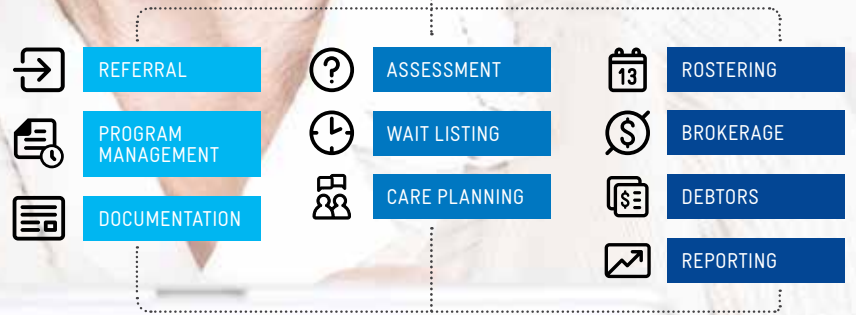
## The Telstra advantage

Fully supported by Telstra Health, TCM is continually upgraded in line with technology advances and healthcare legislation. New releases and access to a national helpdesk are included in the annual support fee.

Manage referrals more efficiently	View comprehensive client histories	Achieve complete case management	Support multiple funding models
<ul style="list-style-type: none"> <li>• Use SCTT/ONI intake assessment tools</li> <li>• Attach electronic documentation from a client's history</li> <li>• Manage multiple wait lists across facilities and programs</li> <li>• Send email notification of referrals</li> <li>• HL7 integration with hospital patient management systems, providing centralised intake management and notification of admission</li> <li>• Read and add relevant details to a client's PCEHR</li> </ul>	<ul style="list-style-type: none"> <li>• View everything at a glance with a single integrated system</li> <li>• Easily add case notes, referrals and assessments, care plans, correspondence and alerts</li> <li>• Update patient diagnosis, medication and incidents</li> <li>• Upload consents, photos, court orders and information relevant to a client's safety</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate and track client movement, in and out of services, using a client's history and diary</li> <li>• Quickly schedule reviews, reassessment, follow-ups and recalls</li> <li>• Track case management audit time</li> <li>• Record client emergency contacts</li> <li>• Manage wait lists</li> <li>• Optimise case loads based on worker capacity and case load weightings</li> <li>• Purchase services, reconcile invoices and report on services delivered against budget</li> </ul>	<ul style="list-style-type: none"> <li>• Home Care Packages Program (CDC)</li> <li>• NDIS</li> <li>• HACC MDS V2</li> <li>• QDC</li> <li>• Disability MDS</li> <li>• NRCP</li> <li>• CWH</li> <li>• FSP</li> <li>• CACP</li> <li>• EACH</li> <li>• VINAH</li> <li>• ADIS</li> <li>• DVA</li> <li>• Manage multiple funded programs for a single client using the one system</li> </ul>



## TCM



INTERFACES			
HI7 PAS	Finance	Payroll	E-referral
Mapping	PCEHR	Connecting Care	

### Simplify service planning

- An easy-to-use calendar simplifies planning for one-off interventions and recurring services, as well as client transport
- Drill down in the calendar to see complete details
- See planned services from a client, worker, provider, program, team, facility or cost-centre perspective

### Improve your rostering

- Staff scheduling is done through a calendar that integrates with service planning
- Generating rosters is quick and easy, and you can send them to CCW, a subscription web service that enables staff to submit timesheets from mobile devices
- Search for workers based on attributes and availability and optimise staffing according to award rules to reduce overtime penalties
- Quickly extract time and attendance reports for payroll

### Obtain accurate, timely financials

- A comprehensive finance module gives you fully auditable purchase order management, with invoice reconciliation, accrual and budget reporting on a financial systems interface
- Manage debtors by generating regular scheduled fees for resident/client charges with tax invoices and statements
- Charge co-payments for delivered services, including group attendance
- Record cash receipts, generate a debit file in a variety of bank formats and provide banking summary reports

### Get a complete view with integrated mapping

- Display client home addresses on a map that indicates worker routes for any day
- Use the map to estimate route time and help with planning
- TCM supports the Meals on Wheels and Community Transport modules



## Find out more

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We offer a portfolio of industry-leading systems for the health sector. Our solutions support the coordination and provision of health and community services and interoperability between health systems. Our eHealth leadership position is based on providing standards-based solutions and using technology to drive positive change.