

FABULOUS NEWS



Sail Into Savings



What if you knew there was a way you could save time, money, and clients? By utilizing technology, you can make that dream a reality.

With the Generations® Home Care System Software, you can manage your clients, caregivers, and scheduling. The program also interfaces seamlessly with QuickBooks® for payroll and billing.

Many people are daunted by the task of learning a complicated computer program. Though Generations® is feature rich, it is also designed to be very easy to learn—even for those with little or no computer experience.

At the same time, there is a superb collection of features that enable you to spend less time learning the software and more time efficiently running your business.

An emerging technology is “telephony” (pronounced Tel-eff-on-eee.) Generations® interfaces with two telephony companies, putting the power of choice in your hands.

Similar to a sophisticated time clock, telephony allows you to save time and money by quickly responding when a shift is missed—and that makes clients happy and keeps them safe, too. Happy clients mean continuing

revenue for your business. Accountability for caregivers gives your agency a great reputation.

Certainly, investing in a program can be a challenge for a growing business. However, deciding to move forward with technology early in the life of the business can be a tremendous savings over the years as you save yourself and your staff the time and energy of moving from one system to another. You also have the time to learn how to proficiently utilize the various technologies as the business grows.

Generations® can do all of this and more for your business. Ask us how!

Inside this issue:

Easy to Use and Feature Rich	2
Security Is The Key To Managing Technology	3
New Features? Online Schedules and Call Center	3
At A Glance	4
Contact Us	4

Flow With Business Changes

The home care industry is constantly changing. Keeping up with those changes can be challenging.

With Generations®, your worries are over. We keep abreast of industry changes and enhance the program to accommodate those changes.

For example, text messaging has gained popularity in recent years. We enhanced the program

to include the capability to send a text message to one or several of your caregivers easily.

Generations® can also fill your needs no matter how large your home care business becomes. Multiple offices can be run from a single database securely, and you can run consolidated reports for all offices.

Utilizing technology to its fullest gives you a distinct

advantage over your competition. Ultimately, home care software has the ability to relieve the business owner of the day-to-day details, and therefore exponentially increase the time spent on strategic thinking.

With Generations®, you have the information at your fingertips to make decisions that keep your agency growing and competitive.

Easy To Use and Feature Rich

Manage and Document Phone Calls Utilizing our Call Center helps you track incoming and outgoing phone calls in one central location versus sticky notes throughout the office.

Name Recognition Customize the program by adding your logo and company name to reports.

Never miss another license renewal or client anniversary. Reminders allow you to quickly see what needs attention now as well as in thirty days.

Match clients and caregivers with ease. Our Shift Search function uses a wide variety of parameters to find the right caregiver for the client—every time.

Multiple training options. On-demand training videos, webinars, an extensive help system, and bi-weekly webinars are at your disposal. When you start with the program, we work with you one-on-one to ensure you're getting the most for your money.

"Generations® has been an amazing help to our company scheduling, payroll, billing, and human resources needs."

Outstanding Support Our support technicians are rigorously tested and understand the home care industry.

Accurately Route Caregivers with Microsoft MapPoint® interface. It's easy to give turn-by-turn directions, print a map and directions, and calculate mileage.

Eliminate Duplicate Data Entry with our bi-directional QuickBooks® Interface. Import or export from or to QuickBooks®. Send timesheets and invoices to QuickBooks® for easier billing and payroll.

Third Party Payroll Support for Paychex® and other companies, including ADP and others. Save yourself time and money by preparing your payroll for import with one click.

Sort Data with Ease Similar to Excel, you can sort, search, and filter client and caregiver data in multiple ways. You can even export that data for further manipulation.

No More Communication Breakdowns Our "Notes" area keeps detailed notes regarding all types of communication with your clients and caregivers. Sort and report on the notes to see what type of communication is most frequent and schedule follow-ups.

Take Your Data With You. When you purchase or lease the Generations® Home Care System, you also can download a free PDA Interface program. Your schedules and client

and caregiver data can go where you go—or wherever your on-call staff person goes.

Supervised Visits Record notes regarding the caregiver's performance during a supervised visit and note when another visit is due.

Track Caregiver Training Keep up with the various trainings your caregivers have had with the In-Services area.

Stop Creating The Wheel. There is a built-in plan of care you can utilize that is perfect for private duty clients and can also be used for the Medicaid/Medicare CMS485.

Built-In Report Writer so you can create reports that make sense for your business. Get the data you need when you need it.

Create Your Own Fields. This is not a one-size-fits-all program. You can add fields that you need to track and report on with ease.

Know Who Visited And When. There is an automatic "Visit History" feature for both clients and caregivers. It takes no time at all to know who's visited with a client—and how many times.

Web Schedules You can view, add, and edit schedules through a web browser. Caregivers and clients can view their schedules online, too.

Outlook® Integration You can email reports directly from Generations around the world. You can even send schedules to all of

your caregivers with a few clicks of a mouse.

Know Who A Client Likes (and dislikes, too.) Generations® makes it easy to know who a client likes and dislikes by keeping track of exclusions and preferences that synch with scheduling automatically, so you'll never send a caregiver the client does not prefer.

Know Where Your Best Referrals Come From with our referral source contact management and reporting.

Track Who Did What And When with our Plan of Care Tasks. Some insurance companies require a record of what tasks were performed. Use the tasks in the plan of care to manage this complicated record keeping with ease.

CMS1500 & 485 Generations® has two Medicaid/Medicare forms known as the CMS1500 and the CMS485. We can even process your CMS1500 claims forms electronically through Gateway EDI.

Know How Much Was Spent or how much time was spent. Many clients require service orders. Generations® easily tracks the hours or dollars that are allowed—and lets you know when you've exceeded those limitations.

Know How Much You Make There are many reports built into Generations®. The Gross Profit report is particularly helpful in knowing where your income is coming from.

New Features? Online Schedules & Call Center

One thing is certain: Generations® will always be changing and improving as the years go by. We listen to what our clients ask for, and we seek to implement those suggestions for the benefit of all of our clients.

Many people asked about a web-based system like the Windows version of Generations®.

As scheduling is the one thing that people would like access to from

anywhere, that is the first thing we decided to implement. Now available, scheduling online includes the following:

- 1) Office staff can view, add, and edit schedules over the web anywhere with a browser;
- 2) You can run any reports in the scheduling, billing, and timesheets area through a web browser; and
- 3) Caregivers and clients can login to view their

schedules online.

Future releases will unveil more Generations® functionality including the indispensable Call Center. Eventually there will be a full web system to compliment the Windows version of Generations®.

We will continue to enhance all version of Generations® through the years, listening carefully to industry trends and your recommendations.

“...A home health care managed program that makes our business more productive, efficient, and accurate for servicing our clients and caregivers. We truly appreciate it!”

Security Is Key To Managing Technology

With the implementation of the HIPAA laws several years ago, securing client information became an important part of running a home care business. If you are not using a software program to manage your client data, you may not be securing data to rigorous HIPAA standards.

Generations® takes the worry out of securing client data. An administrator assigns a unique user identification to each person who accesses the system. You can secure various areas of the database according to the specific user.

What this means is, if you do not want Sally to access the payroll rates for the caregivers, you can block that access. The same is true

with each area of the program. Not only can Sally be blocked from accessing the payroll information, but she can also be blocked from accessing the QuickBooks® interface-while at the same time be allowed to add, edit, and delete schedules.

In accordance with the HIPAA regulations, Generations® can automatically logout users after an administrator assigned number of minutes of inactivity. You can also block access to the program after a specific number of incorrect password entries have been attempted.

Adequate backup procedures are also mandated by the HIPAA laws. Generations® is equipped with both a

one-time manual backup as well as an automatic backup that can be configured to run each and every day. These backups are easy to carry off-site each evening or to burn to a disc for long term storage.

Our data hosting service is also available that includes automatic backups and data recovery.

With Generations®, you no longer need to worry that your data is stored at or above HIPAA standards. You are in control of your data. You determine what your users have access to and what they can see.

Contact us today to receive a free white paper on *Disaster Recovery*, written specifically for home care agencies like yours.



What Is Generations® Homecare System?

Generations® is a leading provider of home care software. The program manages your clients, caregivers, and scheduling, and also interfaces with QuickBooks® seamlessly for billing and payroll.

Features At A Glance

- Caregiver Management
- Text Message Caregivers
- Client Management
- Integration with Microsoft Outlook, QuickBooks®, Microsoft MapPoint North America and more
- New Features: Online Schedules & Call Center
- Sophisticated Scheduling
- Database Hosting Service with Auto Backup and Data Recovery
- Payroll Export for ADP, Paychex and other payroll companies
- Electronic Claims Processing through Gateway EDI
- Robust Reporting Capabilities
- Scalability—grows with your business
- Comprehensive Referral Tracking And Reporting
- Top Notch Training and Support
- Telephony with Santrax and/or The Phone Works

“Great sales and technical support. They really care about my growing business!”

Contact Us Today!

Contact us today for a personalized demonstration of how Generations® can help you run your business more efficiently and profitably. If you're not ready for a demonstration, contact us anyway and receive a free whitepaper on *Ten Questions To Ask Before Committing To Homecare Software* written specifically for home care agencies like yours. Visit our website and sign up for our monthly newsletter specifically for the home care industry and containing software reviews, industry news, and insights.



Integrated Database Systems, Inc.

Phone: 989-546-4512 ext. 1

Email: info@idb-sys.com

www.homecaresoftware.com

2479 Rosewood Drive Suite C

Mount Pleasant, MI 48858

