

CHECKLIST

Home Healthcare Scheduling Solutions

In a dynamic, highly-regulated industry like healthcare, efficient scheduling is a competitive advantage and critical to facilitating organizational growth. But, far too many organizations learn the hard way, not all scheduling tools are equipped to handle the complex scheduling needs of in-home healthcare.

Use the checklist below to evaluate in-home healthcare scheduling tools:

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- **100% secure and HIPAA-compliant.**
Security and compliance should be an out-of-the-box feature of your scheduling tool, especially in a heavily regulated field like healthcare.

 - **Assigns the best healthcare provider for the patient.**
Your ideal scheduling solution should match patients and providers based on patient relationships, patient preferences, employee location, employee certifications and skill sets.

 - **Gives mobile employees an easy way to view schedule changes in the field.**
Your mobile workforce management solution should automatically notify mobile employees of new jobs, cancelled appointments, or schedule changes.

 - **Gives providers access to important patient information.**
Your healthcare scheduling system should offer seamless access to important appointment information, including patient history and necessary equipment.

 - **Handles time-sensitive schedules and recurring visits.**
Patients may need recurring care based on specific medical conditions, medication schedules, or other needs. Can the tool accommodate for those related scenarios?

 - **Collects patient data and syncs automatically to the back office.**
Look for scheduling software that allows you to grab a signature, complete a form, or snap a photo, then upload it on the go.

■ **Manages full-time, part-time, and temporary contractors.**

Administrative teams should be able to manage full-time employees, part-time employees, and independent contractors from the same system.

■ **Manages data access in a way that reflects the needs of your workforce.**

Are all in-home providers able to access what they need, regardless of their status? Think critically about the different types of access to information your workforce needs and whether the tools you are evaluating can accommodate that.

■ **Keeps a record of provider credentials and skill set.**

Can you create detailed provider profiles that include certifications, qualifications, skill sets, and other notes to help you make the right decisions about patient care?

■ **Gives the back office real-time insight into the field.**

Look for a tool that tells your back office when the provider checks in to the appointment, what services were provided, and when the appointment was completed.

■ **Works even without an internet connection.**

The ideal healthcare scheduler has an “offline mode” that allows providers to get important patient info, even without a cell signal or reliable internal access.

About Skedulo

Skedulo is the platform for intelligent mobile workforce management. Our solution helps enterprises intelligently manage, schedule, dispatch, and track resources in the field.

With native solutions that integrate seamlessly to Salesforce and ServiceNow, and our independent platform that connects to any system of record, Skedulo offers enterprises and mid-market companies a mobile workforce management product that complements any tech stack.

Founded in 2013, headquartered in San Francisco and with offices in North America, Australia, Asia and the United Kingdom, Skedulo has enabled over 150 companies to seamlessly schedule and service more than 5 million appointments all around the globe. For more information, please visit www.skedulo.com