

VALUE CARE AT HOME'S INTUITIVE APP CONNECTS ELDERS WITH CAREGIVERS FASTER

Value Care At Home, a leading provider of in-home care, partners with OZ to build an app that simplifies caregiving.

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THE CHALLENGE

Legacy technology delays caregiving

The company, dedicated to providing in-home care assistance to older adults, was grappling with the complexities of sourcing caregivers, matching them with potential clients, scheduling care, invoicing, and payroll. Its outdated systems and inefficient tracking mechanisms got in the way of matching clients with appropriate caregivers, causing delays. Once registered, clients struggled with scheduling care or making changes. Further, the manual tracking of caregiver visits led to billing inaccuracies and inconveniences, making the whole process cumbersome.

BUSINESS NEED

Creating an easy-to-use app to hire, schedule, and onboard caregivers

They needed a seamless application to simplify and track every step of the caregiving process—from sourcing the right caregiver to scheduling care, invoicing, and making payments.

HOW OZ HELPED

Creating a customized, intuitive app to deliver timely care

Value Care At Home now boasts a custom mobile application that empowers the company's partners on both sides of the home healthcare model. Clients can navigate through every step of the caregiving process with ease, including registration, searching for a match, caregiver pricing, scheduling, and payments. The Microsoft-powered application has streamlined operations from intake to invoice, giving caregivers and clients a sense of control and convenience.

IMPACT

Faster systems, timely care

The new app eliminates the barriers between clients and caregivers, putting control of their schedules back in their hands. Employees can now focus on more strategic tasks with the web portal enabling them to step in to help at any time. Without the inaccuracies caused by paper records, there's less troubleshooting to do.

- Caregivers and patients can register online
- The system tracks scheduling conflicts
- Schedule changes can be made on the app (no third party needed)
- Invoicing is simpler and more accurate



COMPANY

Value Care At Home

HEADQUARTERS

Tamarac, Florida

INDUSTRY

Healthcare

EMPLOYEES

90

FEATURED SERVICES:

App Innovation

Azure Solutions

Data & Analytics