

VALUE CARE AT HOME CREATES AN APP TO SEAMLESSLY CONNECT ELDERS WITH CAREGIVERS.

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 Its outdated systems and inefficient tracking mechanisms got in the way of matching clients with appropriate caregivers and, causing delays. Its outdated systems and inefficient tracking mechanisms got in the way of matching clients with appropriate caregivers, causing delays.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.

"One of the biggest challenges was around the database structure that we were going to transition. With OZ, it was such a quick turnaround. A tremendous win, albeit very technically challenging for us, that's going to help us keep our systems available in the need of an audit and be able to do it at a very low rate," states David Wilson, Director of Agile Delivery and Quality.

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.



COMPANY

Value Care At Home

HEADQUARTERS

Tamarac, Florida

INDUSTRY

Healthcare

EMPLOYEES

90

FEATURED SERVICES:

App Innovation

Azure solutions

Data & Analytics



This would not have been an option without this work being completed so quickly in just a matter of a couple weeks, four weeks tops, from start to fully finished testing.

David Wilson

Director, Agile Delivery and Quality, Value Care At Home, The Key

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.

"It was very comforting to know that I didn't have to do so much hand holding, get people caught up to speed. They understood, they knew, they built this from the ground up. And I think that reliance and their willingness to step in and solve hard things gave me the ability to focus on things that needed much more attention on the other areas of the business," says David.

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