Case Management

For Long-Term Care

ClientTrack delivers a case management platform for long-term care that puts the patient foremost in all healthcare decisions. With an integrated flexible case management system, certified EHR, medical billing, and analytics module, ClientTrack delivers a complete package for improving patient care and outcomes in long-term care. Providing long-term care services requires patient-centric case management. As long-term care patients transition between levels of care and locations of care it is imperative that vital information travel with them, such as their medical health record, their treatment plan, and their case notes.

CARE UNIQUELY TAILORED TO INDIVIDUAL PATIENT NEEDS

ClientTrack case management for long-term care helps providers deliver quality care uniquely tailored to individual patient needs -- even across care networks and during care provider transitions. Whether a case manager is supervising care in a home health setting, assisted living, or a nursing home facility, ClientTrack's flexible case management system ensures the right amount of care and the right type of care is provided to the right patient at the right time.

ClientTrack helps all providers communicate and collaborate together to achieve the best patient care possible. Our deep experience with the social determinants of health -- those factors outside the traditional health care encounter that impact health outcomes -- make ClientTrack the ideal system to manage the complicated long-term care environment.

ClientTrack helps improve patient care by combining four integrated modules on a shared database platform: A full-featured case management system, a certified EHR, a revenue cycle management system, and a reporting and analytics module.

FLEXIBLE CASE MANAGEMENT

At its core, ClientTrack is a highly configurable patient case management system. Use ClientTrack to configure your own patient information screens, assessment tools, workflows, and program metrics. The system is flexible enough to fit your unique needs and criteria rather than forcing you into a pre-programmed workflow. ClientTrack helps improve coordination of care during care transfers among multiple providers and locations of care. The case management system helps ensure compliance with care protocols, medication, incident reporting, and other critical aspects of care.

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CERTIFIED EHR
ClientTrack is a Meaningful Use 2 certified electronic health record (with development work underway for Meaningful Use 3). You can use ClientTrack to document patient care, progress notes, medication, treatment plans, and lab results as well as outside factors influencing patient health, such as nutrition, activity, and mobility. Forms can be configured to match provider preferences or specific program requirements. The ClientTrack EHR is natively mobile so providers have the flexibility to use tablets or mobile phones to document patient notes or lookup patient records from any location. The online portal makes documents and reporting available to outside constituencies in a secure but easily accessible location. The EHR is HIPAA-compliant and HL7-compliant for data interoperability with other partners, labs, providers, and health systems.

REVENUE CYCLE MANAGEMENT
The integrated revenue cycle management module works hard to get you paid for the care you provide. Information captured in the EHR is used to create ICD-10 and CPT codes for medical claims. Electronic claims can be billed to government or commercial payers through the integrated clearinghouse or printed to paper claims. The revenue cycle management module handles all aspects of the revenue cycle, from insurance eligibility queries to claims submission to receipt of the 835 claims remit notification.

REPORTING AND ANALYTICS
ClientTrack gives you two ways to access your data: through Data Explorer, an ad hoc data query tool, and through a library of defined reports. Data Explorer gives you instant access to your data through an easy-to-use query builder. Simply identify the information you want by dragging data elements into your query to generate an instant report with the insight you need. The library of pre-built reports provides formatted reports that cover a wide variety of outcomes reporting, financial reporting, and key metrics for your care facility.

To learn more about how your organization can benefit from partnering with Eccovia Solutions and our industry-leading ClientTrack software, visit EccoviaSolutions.com or call 888.449.6328 to speak with one of our experienced Solution Experts.