

# Oracle Field Service Cloud for Home Health Care



## KEY FEATURES

- Incredibly fast time-based, self-learning and predictive routing engine
- Complete, real-time view of the field displays actual locations of field employees in map or Gantt view
- Proactive, multi-channel appointment alerts keep customers informed
- Configurable, device-agnostic mobile app provides full job details to field employees, including contractors
- Automated post-appointment surveys track customer satisfaction
- Security exceeds HIPAA standards

## KEY BENEFITS

- Leverage accurate job start time and duration predictions to provide shorter wait windows, keep customers informed and improve satisfaction
- Optimized job assignment, intelligent routing and scheduling give providers more quality time with patients
- Customer self-service reduces inbound customer service calls
- Retain and grow customer base by gauging satisfaction immediately after appointments conclude
- A proven track record of 4-5x ROI

Is delivering efficient home health care critical to your business? Are you constantly challenged to reduce costs while increasing the quality of care? Do you need to meet service level agreements (SLAs) and exceed customer expectations to differentiate yourself from competitors?

The home health care industry is challenged to provide quality care while realizing cost savings and efficiencies. Oracle Field Service Cloud can help achieve this by optimizing field operations and providing the back office and management with visibility over day-to-day activities.

## Reduce Costs and Optimize the Mobile Workforce

Some solutions rely on averages to assign work - assuming all health care workers perform tasks at the same rate. Because health care is based on the requirements of individual patients whose needs can change from day to day, Oracle Field Service Cloud's unique, patented approach results in the most efficient routing and scheduling.

Using time-based, self-learning and predictive technology, the solution measures each field activity, using these measurements to learn—and keep learning over time — how long each nurse or caregiver takes to travel to, and complete, different types of appointments. Complete more appointments per day while reducing costs associated with travel time and overtime. Avoid missed appointments and long wait windows that compromise the quality of care your employees deliver. Oracle Field Service Cloud's highly configurable solution can be tailored to your specific needs, and cost-effective cloud-based technology means no hardware to maintain, replace or upgrade.

## Rise Above the Competition with Outstanding Service

When your schedule gets off track, the impact on patients – and your business – is significant. Oracle Field Service Cloud allows you to provide customers with a wait window as narrow as one hour, with day-before and day-of confirmation through the customer's preferred communication channel – email, text or voice. If patients need to reschedule an appointment, your daily schedule is maintained without disruption. Oracle Field Service Cloud puts an end to customer no-shows and daily schedules that fall apart before noon. Best of all, field employees always have all relevant job details on hand via Oracle Field Service Cloud's device-agnostic mobile app. Validate visits and eliminate paperwork by capturing important customer signatures right on the device. The solution easily integrates with the electronic visit verification vendor of your choice.

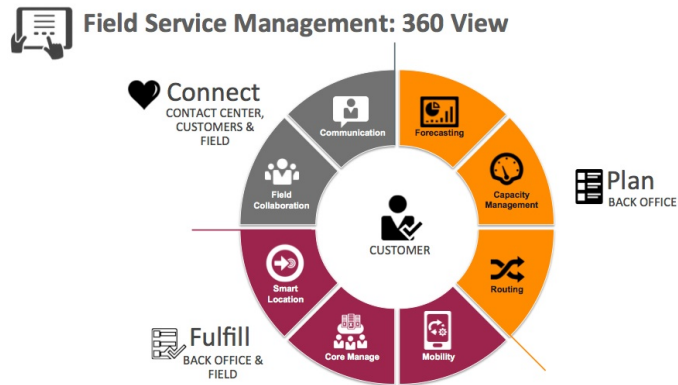
## RELATED PRODUCTS

The Oracle Field Service Cloud product family includes the following modules:

- Oracle Field Service Capacity
- Oracle Field Service Collaboration
- Oracle Field Service Core Manage
- Oracle Field Service Customer Communication
- Oracle Field Service Forecasting
- Oracle Field Service Mobility
- Oracle Field Service Routing
- Oracle Field Service Smart Location
- Oracle Service Cloud and Oracle Field Service Cloud Accelerator

## Transformative Field Service Software

Oracle Field Service Cloud transforms the customer experiences as well as the effectiveness and productivity of your field service operation. Customers no longer wait without knowing when the health care worker will arrive and how long the visit will take, because Oracle Field Service Cloud's patented approach eliminates guesswork and uncertainty. Users can plan, optimize, and manage fieldwork, scheduling and coordinating jobs for workforces in minutes. Automate scheduling to let health care workers spend time with the customer, instead of spending hours figuring out schedules and routes. The result is an increase in efficiencies, a reduction in idle time, overtime, drive time, and fuel costs, and peace of mind knowing that field employees will arrive on time.



Oracle Field Service Cloud Service helps you manage the entire field service process.

## End-to-End Customer Service

As part of the Oracle Service Cloud family, Oracle Field Service Cloud transforms customer service operations, allowing you to achieve operational excellence and improve productivity while surpassing customer expectations. This extends the service experience beyond the four walls of the business to final service delivery and customer feedback. Oracle Service Cloud connects every interaction between businesses and customers, providing end-to-end service management functionality in the cloud through web customer service, cross-channel contact center, knowledge management, policy automation, and field service.

### CONTACT US

For more information about Oracle Field Service Cloud, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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### Hardware and Software, Engineered to Work Together

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