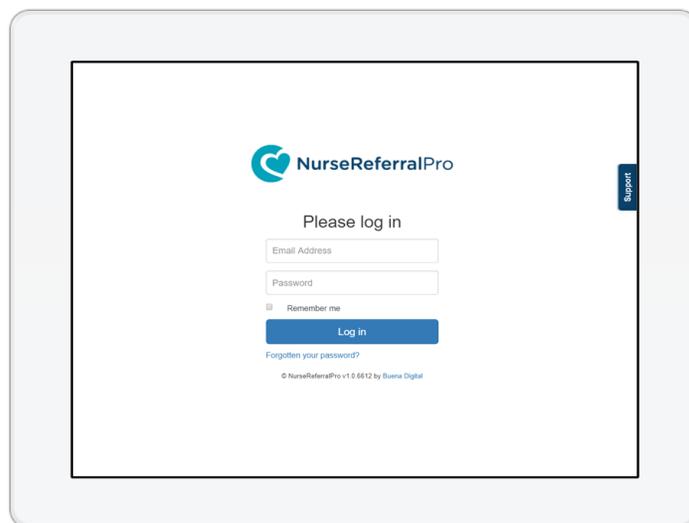# Overview

NurseReferralPro is an electronic case management (ECM) system that allows public health organizations to record and track an unlimited number of programs, as well as an unlimited number of individuals with an unlimited number of user-defined services, answering an unlimited number of assessments all accessible 24x7x365.

Our core product is an online health services ECM system for client care plan management complete with comprehensive client assessments, case monitoring, follow-ups, referrals, and time study reporting for Targeted Case Management (TCM) billing and more.

ECM securely manages all client and service data for an unlimited number of case management programs, including TCM programs. It also helps improve case management work processes and recordkeeping by automating workflow as your organization moves away from paper-based processes.

With ECM, organizations can capture extensive demographic, healthcare, and other information about the clients they serve. They can automate statistical reporting, document and code TCM encounters, ensure centralized and consistent delivery of care, and streamline the use and reporting of information for public health and Nurse-Family Partnership (NFP).

ECM helps organizations improve their quality of service by allowing the health and social service professionals to focus on clients' needs through a uniform pathway of service so they can prevent health problems before they occur, promote healthy behaviors and knowledge, and support families in understanding their health and general wellness through:

- Assessing and documenting clients' medical, social, educational and other needs.
- Developing and monitoring comprehensive service plans including the actions required to meet the identified service needs; identifying the community programs, persons and/or agencies to which the individual will be referred; and a description of the nature,

frequency, and duration of the activities and strategies to achieve the service outcomes.
- Providing linkages, referrals, consultations (including follow-ups) and perpetual time study;
- Assistance with accessing services (e.g., arranging for transportation or translation);
- Evaluating service effectiveness; and
- Electronically tracking and following up on care plan progress.

Advantages achieved by organizations using ECM:

- Replace traditional binder and paper written documentation.
- Fewer billing errors and optimizing staff resources.
- Increased depth to client assessments.
- Increased consistency of services because of the ability to set standards for nursing practice.
- Improved communications between supervisor, office staff, and case managers regarding clients.
- Greatly improved ability for supervisors to assess staff caseloads for assigning clients, and to utilize tools for determining when case managers might be falling behind, thereby creating an opportunity to assist with managing workload.
- Schedule to calendar all encounters, reminders for follow-up required for clients, and the ability to document the TCM perpetual time survey.
- Tools for Supervisors to manage staff, review charts and enhance program oversight.
- Convert paper-based forms into electronic forms to be used to capture signatures and other valuable data.
- Ability to develop, run, export reports.

HIPAA Ready

NurseReferralPro is fully compliant with all HIPAA requirements for the protection of your clients' personally identifying information (PII) and protected health information (PHI). As a designated business associated under HIPAA guidance, we follow the same rules and practices as our clients (covered entities). Our databases are hosted in a secure cloud providing all backups.

NurseReferralPro uses open, standards-based application programming interfaces (APIs) to provide automation of the application. APIs are commonly used by developers to integrate capabilities into new web-based applications and existing business management systems.

Available Any Time, Anywhere

Whether you're working from the office, or on the go, NurseReferralPro is designed to fit your workstyle across desktop, laptop, tablet, or smartphone. You'll always have a great experience with NurseReferralPro no matter where your work takes you.