



SPECIALIST CASE MANAGEMENT SOFTWARE FOR MEDICARE LOCALS

enabling better coordination and integration of care



PENELOPE SOFTWARE

Penelope Case Management Software is a leading mobile client information and practice management (CMS/ CIS) system used successfully by a broad range of social service providers – including counselling, mental and behavioural health, disability support, outreach, education, mediation and residential services.

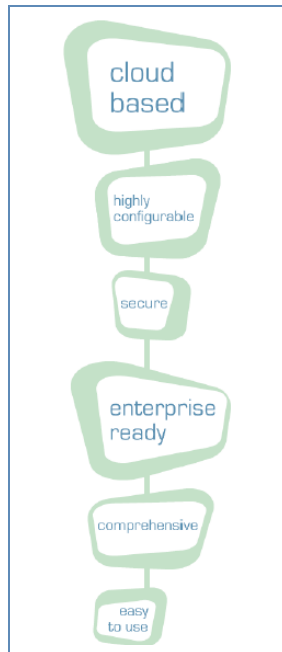
CUSTOMER STORY – Western Sydney Medicare Local

Western Sydney Medicare Local (WSML) was a Tranche 1 Medicare Local that transitioned from its role as a Division of General Practice. As part of this transition WSML was also assigned responsibility for the Baulkham Hills area of Western Sydney.

WSML's catchment covers a population of 860,000. Within this area, WSML supports 325 general practices (including over 1,000 GPs and staff) and 1,700 allied health professionals. WSML's focus is on improving the capability, capacity and integration of service providers to improve patient care.

WSML has also forged many significant partnerships including with the Western Sydney Local Health District where a formal partnership agreement has resulted in identification and focus on 6 agreed health priorities in the community.

SINAPSE & ATHENA SOFTWARE ANNOUNCE SPECIALIST CASE MANAGEMENT SOFTWARE CUSTOMISED FOR MEDICARE LOCALS



- **Sinapse**, ANZ Partner for the **Penelope Case Management** software supplier, Athena Software, announces a version of the product ideal for Medicare Locals to support their ATAPS, After Hours & PIR Programs.
- Working closely with **Western Sydney Medicare Local (WSML)**, Sinapse has designed, configured and implemented solutions for their ATAPS, Closing the Gap and SHAPE programs. It is currently working with WSML to deliver the PIR and After Hours programs.
- Sinapse has also recently successfully completed a major initiative with the **Department of Veteran Affairs, Veterans and Veterans Families Counseling Service** implementing a Veteran's Case Management system across Australia. Sinapse is currently rolling out the PCEHR interfaces to DVA.
- Sinapse and Athena have over 50 clients in ANZ and over 1,500 users under support.
- **Western Sydney Medicare Local** is one of the largest Medicare Locals in Australia and a leading integrated primary health care provider offering better health, equity and empowerment to Western Sydney communities and the health professionals who care for them.

In the past year Western Sydney Medicare Local (WSML) has successfully expanded its Access to Allied Psychological Services (ATAPS) program and has seen a huge improvement in the delivery of quality mental health services in the Western Sydney region.

Since work began on the service expansion in July 2012, WSML has been able to deliver and commit to an additional 7,600 sessions, and has delivered services to 800 more patients than in the previous year. WSML has also seen a marked increase in the number of referrals from GPs in the region. This year referrals were received from 310 different GPs, three times as many as in the previous year.

WSML was looking for a comprehensive Client and Case Information Management system to support its existing and future plans to meet the growing needs of these customers. It selected the Penelope product based on previous excellent references.

Sinapse consequently implemented 3 programs in Penelope for WSML. The key objectives were to reduce reliance on paper and leverage new technology to improve communications with Patients and Providers, and to streamline and automate existing business processes where possible.

The results have been very encouraging with positive feedback received from all the program teams.

The major benefits from the project have been:

- Outreach workers for Closing the Gap are able to complete notes and assessment outcomes using laptops and iPads giving them greater mobility and access to patients
- Internally employed ATAPS Allied Health Providers (AHPs) now able to manage appointments and complete session outcomes using Penelope's event management and document capabilities
- Previous paper-based SHAPE program is automated with complex assessment tools for SHAPE built in Penelope
- Initial and Final assessments fully automated with data pulled through from multiple sources and tools
- Mandatory reporting to DOHA and other government agencies will be available through inbuilt and customised Penelope reports

penelope
case
management
software



See Sinapse and Penelope at the National Conference



SPECIALIST CASE MANAGEMENT SOFTWARE FOR MEDICARE LOCAL PROVIDERS



SINAPSE

SINAPSE is the ANZ Partner of Athena Software and is a specialist in implementing the Penelope software.

Sinapse has implemented Penelope for over 15 clients and to over 300 users.

We have a robust rapid system implementation methodology that ensures your business requirements are understood and effectively represented in the Penelope system.

Sinapse provides ANZ Cloud based implementations of Penelope ensuring a complete solution for our clients.

We provide a per user total cost (software licence, implementation and cloud services) for ease of budgeting for our clients.

SINAPSE PENELOPE SERVICES

- Business Consulting
- Penelope Best Practice
- Penelope Systems Implementation
- Penelope Support & Training
- Cloud based Penelope hosting
- Penelope Implementation Diagnostic

penelope feature-set

Penelope delivers an impressive return on investment by integrating all aspects of your organization's scheduling / calendaring, clinical notes, service planning, service delivery tracking, billing, outcomes evaluation, reporting, referrals, wait-listing and documents management needs in one innovative and intuitive package.

- **Case file structure** that accommodates individual or family case files receiving one or more services from one to many providers.
- **Naturally tracks service provision** involving individuals, couples, families, groups, educational and outreach activities, anonymous contacts, and collateral contacts.
- **Custom demographics** and user-configurable client profile and face sheet
- Captures **contacts, appointments and correspondence** with students, family members, teachers and other and other professionals and collateral contacts.
- Streamlined and **customizable intake /client registration** and assignment process
- **Custom documentation** creation/ form/ template building tools for intake forms, treatment plans, assessments, shift notes and other forms.
- **Custom outcomes survey** building tool
- **Waitlist, pre-enrolment.** client matching options
- **Worker profiles** with scheduling availability, clinical, security and HR information
- Custom **Service Configurability**
- **Integrated Progress Notes** and clinical documentation
- **Extensive Reporting** and ad hoc reporting tools available
- **Custom worker homepages** and configurable user accounts for ease of use and need to know access.
- Powerful **scheduling / calendaring/ meeting event management** features
- NEW * push/ sync of scheduled events to Exchange-enabled devices via **MS-Outlook**
- NEW * **Target Setting Tool** for client statistics, budgets, staff, services and more
- Complete optional **Accounts Receivables** component with flexible self-pay and third party billing, including Insurance billing (with 837 EDI claim and CMS1500)
- Comprehensive **Service Directory and Referrals Management**
- **Embedded help** links, complete support suite, online tutorials and training modules, online chat
- NEW* **Custom Treatment Planning** tool
- NEW* **Custom Client Assessment** and client outcomes tool
- NEW * **Custom Form Letter Writing** tool
- **Consultation services** around change management, business processes, configuration and training.
- Australia - **FRSP / FaHCSIA Web Services Interface**
- Australia – **PCEHR** Interface



CONTACT SINAPSE FOR A FREE QUOTATION FOR US TO HELP YOU WITH YOUR PROGRAMS, CASE & CLIENT MANAGEMENT



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