



PENELOPE CASE MANAGEMENT SOFTWARE FOR MEDICARE LOCALS

enabling better coordination and integration of care



ATHENA SOFTWARE

Athena Software is the creator of Penelope, a comprehensive web-based case management software application for social services organisations.

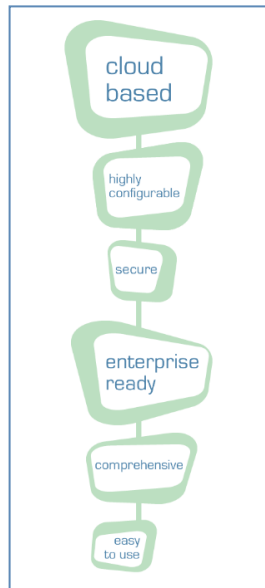
Athena Software is a proven solution provider trusted by governments, police services, universities and a host of organisations of national and state-wide scope all around the world.

Based in Waterloo, Ont., Canada, Athena Software was founded in 2001 and has grown to partner with hundreds of organizations around the globe, with over 10,000 end users of its Penelope case management solution.

PENELOPE

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.

SINAPSE: PENELOPE SUPPORT AND IMPLEMENTATION SPECIALISTS



- **Sinapse** is the ANZ Partner for Athena Software, the **Penelope Case Management** software supplier. Sinapse works closely with a number of Medicare Locals and has developed specific modules in Penelope to support programs such as Partners in Recovery, ATAPS and Close the Gap.
- Working closely with **Western Sydney Medicare Local (WSML)**, one of the largest Medicare Locals in Australia, Sinapse has designed, configured and implemented solutions for their Partners in Recovery, ATAPS, Close the Gap, Diabetes and SHAPE programs.
- Sinapse and Athena have over 50 clients in ANZ and support over 1,500 users. Sinapse recently successfully completed a major initiative with the **Department of Veteran Affairs, Veterans and Veterans Families Counselling Service** implementing a Veteran's Case Management system across Australia. Sinapse is currently rolling out the PCEHR interfaces to DVA.
- Sinapse offers value added services to our Penelope clients around organisational change management, specialist training, data migration services, reporting and analytics, and onshore cloud based hosted solutions.

CUSTOMER STORY – Western Sydney Medicare Local

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 has subsequently implemented 5 programs in Penelope for WSML: ATAPS, Close the Gap, SHAPE, Diabetes & PIR.

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 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

- 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



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PENELOPE

SPECIALIST CASE MANAGEMENT

SOFTWARE FOR SOCIAL SERVICE 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 hosting 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

penelope feature-set

Penelope delivers an impressive return on investment by integrating all aspects of your organisation'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 clients, family members, other professionals and collateral contacts.
- Streamlined and **customisable 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
- Push/ sync of scheduled events to Exchange-enabled devices via **MS-Outlook**
- **Target Setting Tool** for client statistics, budgets, staff, services and more
- Complete optional **Accounts Receivables** component with flexible self-pay and third party billing
- Comprehensive **Service Directory and Referrals Management**
- **Embedded help** links, complete support suite, online chat, online tutorials and training modules
- **Custom Client Assessment** and client outcomes tool
- **Custom Form Letter Writing** tool
- Australia - **FRSP / FaHCSIA Web Services Interface**
- Australia – **PCEHR Interface**
- NEW *SMS Reminders
- NEW *Enhanced Workflow
- NEW *Internal messages and discussions
- NEW *Real time notifications and alerts

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

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