

Redbourne Group provides software products to government, commercial and NGO organisations across Australia. In addition, the company provides electronic payment gateway services, as well as back office administration and processing services such as bookkeeping, payroll, accounts receivable and payable, and transaction processing.

The company has been providing technology and support services to the health and community services sector since 2001. Amongst other key projects, Redbourne has administered the Queensland Illicit Drug Diversion Initiative (QIDDI) on behalf of Queensland Health since the program's inception.

The **rediCASE** system originated from Queensland Health's alcohol and drug management system used by hundreds of clinicians across thirty sites. Today, the system has been completely rebuilt to cater for more varied case management requirements. It is highly flexible, easy to use and can be accessed by modern technology including mobile computer devices.

SCALABLE

The system is highly scalable. It can support single site small team practices through to large multi site organisations or consortiums servicing thousands of clients across hundreds of programs.

HOSTING

Your **rediCASE** application can be deployed on your local server or in your data centre and accessed via the internet. Alternatively, if you want to reduce your IT infrastructure and support costs, and/or do not have reliable access to IT support staff, your application can be hosted by Redbourne.

CORE STRENGTHS

- Expertise in supporting Australian health and community services
- Telephone support desk to assist clients
- We can customise **rediCASE** to your particular circumstance, programs and case management needs including:
 - Counselling (General, Specific, Relationships, Financial)
 - Housing and Homelessness
 - Alcohol and other Drugs
 - Mental Health
 - Pre and postnatal
 - Family and Domestic Violence
 - General Support and Advocacy
 - Child, Youth and Family Services
 - Gambling
 - Disability
 - Truancy
 - Foster Care
 - Foetal Alcohol
 - Sexual Health
 - Legal Services

To see how **rediCASE** can support you and your clients, please visit our website: www.redicase.com.au or telephone 1800 783 336.



rediCASE

HEALTH & COMMUNITY SERVICES

Fast and simple case management of all your clients and programs

- Establish and maintain client records easily
- Record case files and outcomes directly
- Manage intake waitlist and appointments
- Produce real time client and practice activity reports
- Track and report on client outcomes
- Meet National Minimum Data Set, state and federal reporting requirements
- Referral management
- Notifications
- Suitable for community, day program and residential treatment providers

Australia's Premier Case Management System for Health and Community Services

Built by an Australian company for Australian requirements

KEY FOCUS

rediCASE has been designed to assist case workers and clinicians do what they most need to do – support clients. It does this by simplifying all record, reporting and management aspects associated with clients and practices. The Redbourne Group has been providing case management software and services to the health and community services sector for over a decade. Hundreds of clinicians and case workers at sites around Australia use our software daily. The software is continually enhanced to accommodate user feedback, government requirements, technological innovations and other insights.

CASE MANAGEMENT

rediCASE allows you to quickly enter and maintain records. It features easy to navigate screens that guide you through data collection with simple point and click functions.

- A comprehensive Client Module (see below)
- Documents uploads
- Referrals
- Case plans and goals
- Case and clinical notes
- Time and resources tracking per contact
- Plus a host of sector specific data sets specific to your sectors

CLIENT MODULE

The powerful client module enables you to:

- Capture and update Client details:
 - Client name, contact details and demographics
 - Photographic identification
 - Medicare and Centrelink details
 - Relationship mapping of family and community
 - Legal and mental health history
 - Emergency/health contact data of client including allergies
- Book appointment and record contacts (short/quick responses from client)
- Set alerts
- Upload documents
- Create an episode of care
- Allocate clients to a bed (for residential providers)

CLIENT SUMMARY

At any point in time a Client Summary report can be generated and viewed on-screen or printed to hard copy. The Client Summary contains the client's demographic details as well as their case history, service contacts, risk profile and alerts.

POWERFUL CLIENT SEARCH

rediCASE contains a very simple yet advanced search tool to help you extract precisely the client information you require. As an example, the multi factor search filters allow users to extract client records using search parameters such as, location of service, case worker or clinician, education level, indigenous status, mental health issues, program attended between date ranges.



WAIT LIST

The Wait List module provides the ability to manage clients from initial contact through to the intake and assessment process. The reporting tools linked to this module provide real data that will assist in measuring the demand for your services and programs. Plus, the program has been developed to reduce the likelihood of Duplicate Wait list records. Features enable you to:

- Record assessment or pre-intake information
- Record Contact Notes
- Record Alerts/ Upload documents
- Click a button to assign a client to a program (or new episode of care)
- Capture specific bed requirements (for residential programs)
- Activate prompts and reminders to follow up wait listed clients

RESIDENTIAL MODULE

For those agencies providing residential treatment programs or housing services **rediCASE** delivers with the ability to:

- Manage finance transactions for client payments
- Manage bed allocations

REDUCE DUPLICATE CLIENT RECORDS

The system is designed to minimise the likelihood of creating the same client as two or more separate clients in the system by mistake. This common problem has been dealt with by applying system processing rules that search for likely matching client records. If by chance a client has been duplicated in the system, designated users have the ability to review, then, if required, merge the client records into one.

SHARED CASE FILES

rediCASE enables you to create shared case plans with trusted agencies with full consent management taken care of. As well, a special **Consortium version** lets you share some or all of your clients and case files with other organisations contracted to deliver multiple programs across locations and clients.

DOCUMENT MANAGEMENT

Documents such as referral, advocacy and legal letters can be loaded and stored against a client record. Staff can also access Service wide standard forms.

REFERRAL

Referral letters can be generated from within the system, printed and/or sent by secure email – all at the click of a button. If required, the clinician can add client specific information and comments in the referral letter. Referrals can also be sent electronically to partner referral organisations set up by your **rediCASE** system.

CASE LOAD AND ACTIVITY MANAGEMENT

rediCASE helps manage staff case loads and provides extensive real time and cumulative reporting on activity at a client and practice level. Standard reports provided include:

- Real time case load management
- Active client lists

REPORTING ON DEMAND

The system provides a large variety of easy to operate and easy to interpret reports that allow your organisation to understand client and resource needs, client trends and treatment effectiveness, such as outcome and statistical reports.

APPOINTMENT SCHEDULING

The system manages your availability, client appointment scheduling and records client attendance.

FUNDING REPORT

Many funding agencies require mandatory reports with strictly defined data items. When creating a Program in **rediCASE**, the system will ask you if it is funded by a particular funding source and if so, applicable data items attached to the Program will be mandatory in your setup. Certain data fields also become mandatory for data capture, and some records cannot be closed until all the mandatory data items are reported.

CUSTOMISABLE

Redbourne is happy to examine your individual practice needs and customise **rediCASE** to support your business requirements. In addition, the program comes with the ability for you to easily add your own custom data fields and report on your own custom data fields.