MatrixCare by ResMed

HOME HEALTH, HOSPICE
& PALLIATIVE CARE, PRIVATE DUTY

One award-winning EHR. Endless possibilities.

Designed for clinicians by clinicians, we understand the challenges your team faces. Our tools and resources automate many of the time-consuming and redundant processes that hinder your staff from delivering exceptional care while sustaining a work-life balance. Help retain more staff, improve transitions of care, simplify compliance, maximize reimbursements, and engage patients and/or families — all from MatrixCare's EHR solution for home health, hospice, palliative care, and private duty.

A collaborative approach to patient management

Enhance the exchange of patient data between referring physicians, case managers/discharge planners, and your organization with digital tools that offer real-time collaboration across the entire care team. And get a view of your business with our scheduling technology, which provides the ability to match employees to patients based on needs, discipline, level of care, care location for patients, team availability, and more.

More than an electronic health record

Your EHR should help your organization stay competitive and relevant. Here are a few ways MatrixCare supports your success:

- Outstanding OBI process prepares your team for go-live and beyond.
- Integrations with CommonWell Health Alliance and Carequality gives access to millions of healthcare records and provides interoperability between the healthcare continuum.
- Thorough preparation to support compliance and regulatory requirements.
- Designed to meet or exceed HIPAA/HITECH security standards, as described by HHS.



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Building clinician retention, satisfaction, and performance

MatrixCare Home Health and Hospice technology simplifies the job of your staff for better retention, satisfaction, and performance. This includes ease of use, comprehensive rules to support compliance, robust care plan content (with recommendations based on documentation), alerts and reminders, and an intuitive interface for clinicians to easily manage all aspects of patient care and to achieve positive patient outcomes.

Office management starts with empowered clinicians

Reduce quality assurance workload by empowering clinicians to create complete, compliant, consistent documentation that flows from the point-of-care to the back office. With powerful analytics solutions, reports and dashboards tracking Key Performance Indicators (KPIs), and other actionable intelligence, you can make better decisions for your organization and track the trends of your referral sources.

Revenue cycle management with integrated billing

Improve time-to-bill submission with point-of-care documentation integrated into billing. The eClaims feature provides the ability to transmit 837 claim files directly from the office and routed to the appropriate payors—allowing your team to produce cleaner claims with built-in rules that help ensure accuracy, reduce denials, and increase cash flow. In addition, you can easily manage your financial information with a suite of customizable financial reports.



Maintaining compliance through your EHR

Some of our customers have achieved zero-deficiency survey scores with MatrixCare's built-in checks and balances. Meeting the expectations of surveyors and keeping up with changing regulations is a critical component of your operations. Although surveys may be unpredictable, one strategy to prepare is implementing technology-based record keeping and management solutions that use analytics to measure your organization's performance in various, publicly reported CMS quality measures—like those provided by MatrixCare.

An EHR that meets palliative care requirements

With specific clinical documentation requirements, palliative care providers need EHR software that meets and exceeds approved guidelines and communicates with hospital systems to ensure quality care. MatrixCare's industry-leading interoperability can help support your organization with seamless integrations that transport data between care settings without the need for double entry.

The result is saved time, less chance for error, and improved efficiency — so you can do what you do best. Here are just a few of the many benefits MatrixCare brings to palliative care:

- Medication import and reconciliation
- Patient-centric interoperability to support connected care
- Professional service codes and billing
- ePrescribe
- Visit entry functionality for adding professional service codes
- Secure storage of data

Private duty software for superior home care

As more seniors choose to age in place, MatrixCare's private duty software can help providers deliver high-quality home care. It was developed by industry experts to support caregivers in the home as well as those who provide back-office support. Secure, intuitive, and designed to grow as your organization grows — our private duty software can help you provide exceptional care, whether in the home or in the community.

These are just some of the many benefits of MatrixCare for private duty:

- Client and caregiver management
- Flexible, mobile scheduler
- Point of care for assessments and visit notes
- Integrated telephony

From operability to interoperability

As the healthcare industry continues advancing technology, your referral sources, payors, and patients are demanding the same patient-centric experience. MatrixCare is leading post-acute into this digital era through referral automation, speech-to-text capabilities, MatrixCare Link's virtual engagement options, and more integrations which support connected care.

Outcomes Based Implementation (OBI) for increased performance

Drive EMR adoption and agency performance through the exchange of ideas around data-driven, continuous improvement events. MatrixCare's implementation team and optimization consultants use clearly defined KPIs and scorecard monitoring to identify opportunities.

Our EHR is designed to support home health and hospice compliance and regulatory requirements, as well as provide flexible training options that evolve with the industry such as Training Assurance Plus access—ultimately allowing your organization to stay on top of software and regulatory changes through custom, one-on-one training and consulting services.

A customer experience beyond implementation

Implementing software is only the beginning. At MatrixCare, we give you training, implementation and support that rank among the industry's highest in customer satisfaction. Our staff includes healthcare professionals, financial experts, optimization consultants, regulatory advisors and an R&D team of engineers and developers.

We work with our customers to capture KPIs, get their technology up and running and leverage software features to their fullest, taking into consideration each organization's unique culture and operations. We provide several opportunities and resources for ongoing customer engagement and success, including beta testing and feedback sessions.

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A customizable experience based on your organizational needs

MatrixCare offers scalable, customizable integrations and options to support your clinicians, patients, staff, and operations.

- **Analytics solutions:** Meaningful insights use the data captured within the EHR to produce actionable metrics for home health and hospice. Create and share customizable reports with options to create your own data models, calculations, and measures for reporting.
- **Document management:** Bi-directional document management of orders and documents helps support the timely release of claims and helps easily identify and re-send unsigned orders.
- **ePrescribe for hospice:** Prescribed medications automatically flow into the patient's MatrixCare medication profile—virtually eliminating manual entry. Medication profiles are available to prescribers, allowing prescribed medications, orders, and discontinuation orders to flow back into MatrixCare.
- **Fax on Demand and Direct Secure Messaging:** Documentation may be sent electronically from the EHR via eFax and DSM, depending on the recipient's preference.
- **Inovalon:** This claims clearinghouse helps simplify claims management, tracking, and more to streamline the revenue cycle and lead to higher first pass claims acceptance rates. It includes payment forecasting, denial reason tracking, staff productivity reporting, and more.
- **MatrixCare Link messaging, forms, and video chat:** Our virtual engagement tool works seamlessly with your EHR, allowing patients and/or families, caregivers, staff, and partners to exchange messages and electronic forms/documents securely and efficiently. Our video chat solution streamlines patient-to-staff and staff-to-staff communications.
- **Medication imports and reconciliation:** Our integration with a large nationwide prescription database supports easy and efficient medication reconciliation for clinicians at the point of care.
- **HME ordering:** MatrixCare Hospice EHR has a fully integrated, bi-directional HME ordering interface with the Brightree HME/DME platform.
- **Physician portal with eSignature:** Physicians can sign documents electronically, helping to ensure signatures are successfully identified and authenticated in real time.



"With MatrixCare, our entire business lives in one system, from the clinical documentation to document tracking to the revenue cycle. And I think that is worth more than anything.

Darcie Peacock, OTR/L, Chief Executive Officer, Solace Pediatric Healthcare

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- **MyScrubber:** Our internal OASIS scrubber helps point-of-care clinicians to identify errors and collect accurate data, complete quality assessments, and improve patient outcomes-–helping your organization by maximizing reimbursement, minimizing takebacks, maintaining compliance, and educating clinicians for more accurate future OASIS assessments.
- **Swift Skin and Wound:** Healthcare teams can successfully conduct wound care visits with this clinically validated tool that can generate accurate and consistent wound measurements and images that can be reviewed and monitored remotely by the wound care team.
- **Speech-to-text:** Voice recognition technology designed to support HIPAA-compliance, helps improve documentation accuracy at the point of care, decrease after-hours documentation, and features a medical dictionary specifically created for home health, hospice, and palliative care.
- **Supply vendor import and demographic feed:** This tool imports supply catalogs into MatrixCare and creates supplies to be billed for reimbursement by the patient's payor for supplies provided. It can also export demographics from the MatrixCare EHR into supply ordering applications.

These are just a select few of the modules and services MatrixCare has to offer. Contact us to learn more ways we can maximize your team's success.



"MatrixCare is maybe my best friend on many levels. I still do work in the field and now with MatrixCare that documentation time is a fraction of the time it used to be.

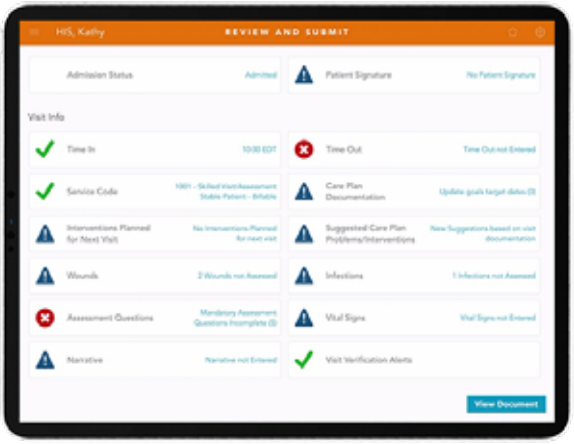
Jennifer Quinn, BSPT, Rehab Director,
Addison County Home Health & Hospice

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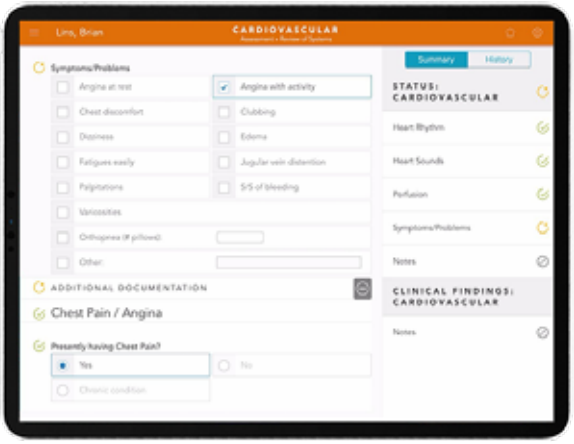
Achieve comprehensive patient care and improved clinician satisfaction with these features:

- **Simplifying documentation.** Decreased after-hours work increases clinician satisfaction and retention.
- **Capturing data offline.** Access to patient charts and securely captured documentation, photos, orders, and other data helps ensure nothing is missed—regardless of connectivity.



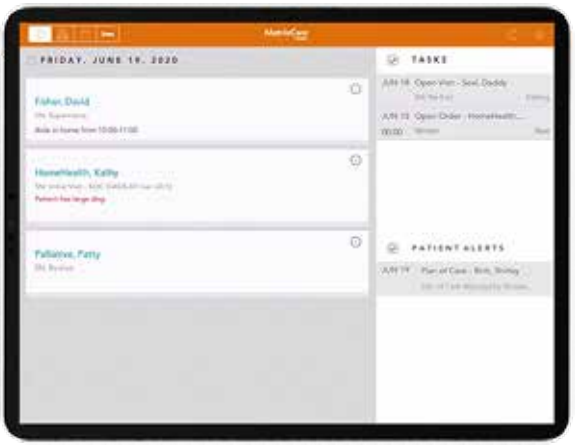
Compliance Checks to help protect the health and safety of patients and reduce organizational risk.

- **Removing barriers to patient care.** Technology that functions on a mobile device removes any physical barrier of a laptop.



CareTouch™ Logic provides clinicians with intelligent guidance so they adhere to documentation requirements without missing a beat.

- **Achieving peace of mind.** Solutions that walk the clinician through the patient's care plan and have built-in checks and balances help ensure all information is captured accurately.
- **Prioritizing the back office.** Back-office staff can rest assured that the clinician is capturing many tasks required to support compliance and to obtain claim approvals.



MyDay puts the clinician's whole day at their fingertips. They can easily navigate to their tasks, patient list or calendar.

- **Vacationing without worry.** The best technology solutions enable others in the organization to readily access information to provide patient care.
- **Easing the entire care process.** Technology shouldn't be difficult to navigate. MatrixCare offers ease-of-use solutions from the start.

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Best in KLAS for home health and hospice

The Best in KLAS report recognizes software and services companies that excel in helping healthcare professionals improve patient care. All rankings are a direct result of the feedback of thousands of providers over the last year. A Best in KLAS award signifies to the healthcare IT industry the commitment and partnership that the top vendors should provide. MatrixCare is proud to be Best in KLAS.



ResMed: A strong, global parent company

ResMed is a world-leading digital health company with wholly owned subsidiaries like MatrixCare, whose software solutions change the way people receive care in settings outside of the hospital and empower providers with tools that help people live healthier, high-quality lives.

- HME/DME
- Home health
- Home infusion
- Hospice and palliative care
- Life plan communities
- Pharmacy
- Private duty / Home care
- Senior living / Assisted living
- Skilled nursing
- Virtual engagement

MatrixCare is very good about keeping up with any new regulations, any new recommendations and incorporating them into the system. We didn't find that with other systems.

Angela Leonzi, RN, BSN,
VP of Patient Care Services, Stratford VNA



MatrixCare®
by ResMed

Call **866.469.3766** to learn more, or visit **matrixcare.com**

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MatrixCare provides software solutions in out-of-hospital care settings. As the multiyear winner of the Best in KLAS award for Long-Term Care Software and Home Health and Hospice EMR, MatrixCare is trusted by thousands of facility-based and home-based care organizations to improve provider efficiencies and promote a better quality of life for the people they serve. As an industry leader in interoperability, MatrixCare helps providers connect and collaborate across the care continuum to optimize outcomes and successfully manage risk in out-of-hospital care delivery. MatrixCare is a wholly owned subsidiary of ResMed (NYSE: RMD, ASX: RMD). To learn more, visit www.matrixcare.com and follow @MatrixCare on Twitter.