

# TRIPSPARK FOR PACE

Helping PACE Partners Increase Revenue,  
Reduce Costs, Provide Better Service

TripSpark's non-emergency medical transportation software provides the ability to schedule, manage, and view all care services for your participants. One integrated system manages the needs of all participants and guarantees that no visits are being missed, transportation is on time, and coordination of all disciplines is improved.

Coordinating schedules between home care, transportation, and off-site appointments gives you the opportunity to streamline operations and improve participant care. This integrated approach gives management the ability to view all of the organizations resources in real-time.

Because the system is designed to schedule both transportation and participant services, it can dramatically improve the two areas of your organization which, combined, typically account for 20 percent of the organization's operating costs.

## DESIGNED WITH PACE PARTNERS IN MIND

- **Designed for ease of use** – Reduces staff training time
- **Configurable** – Use the rules you define for your center's environment
- **Highly flexible** – Menu configuration and user defined fields provide for a system that is tailored to your center's needs
- **Scalable** – From start up to multi-center operation, designed to grow as your needs change
- **Browser based application** - For easy deployment
- **HIPAA compliance** – Security levels allow you to specify user information access

## FEATURES AND BENEFITS

### Better Scheduling for Your Organization

#### Optimized Routing for Transportation and Caregiver's Vehicles

With automated scheduling tools, your coordinators can produce scheduling solutions in a fraction of the time required to schedule services manually.

#### Skill Level Based Scheduling and Tracking

TripSpark supports the definition of multiple skill levels for your staff. You can define the levels of skill required to perform each type of care service provided by your organization and assign these levels to members of your staff. The software then schedules accordingly.

#### Caregiver Preferences and Exclusions

If participants have preferences for particular staff members, those preferences can be added to the participants' information to be used during scheduling. If participants wish to exclude staff members or travel with another participants, that information can also be entered.

### Management for Coordinated Services

#### Participant Information

The system captures demographic information for participants, including general information, multiple addresses, and contacts.

#### EMR System Integration

Electronic Medical Record (EMR) or Electronic Health Record (EHR) systems, used at many sites, provide organizations with the ability to build and maintain medical information and history for each participant.

#### Employee Information

TripSpark stores employee information (general information, addresses, contacts, and skill status) using it during scheduling and shift assignment.

#### Service Booking

Participant information including past trip history and known locations is available for look up and selection in drop-down fields.

## Track and Analyze Your Operations

### In-field Data Collection

Mobile devices such as BlackBerrys and Android tablets can provide real-time communications and in-field data collection for home care and transportation staff. You can download schedules, collect times, Electronic Visit Verification, and log GPS locations all from your mobile device.

### Electronic Visit Verification / "Proof of Service"

TripSpark provides the capability of receiving calls from phones located at the participant's home. The information supplied by caregivers is used to automatically update the database, logging calls for future reference and performance analysis.

### Financial Tracking

TripSpark includes a financial tracking capability for centers which contract with third parties to provide transportation or home visits. Reimbursements can be automatically defaulted or individually selected based on Transaction Items defined in the system.

### Mileage Reimbursement Calculation

Mileage is automatically calculated for each homecare staff vehicle during the scheduling process.

### Task Completion Tracking

Mobile devices also provide the ability to capture task completion information and times. Each task may also include a comment for the Caregiver to note items about the task.

### Geographic Service Areas

The GIS (Graphical Information System) component is one of the fundamental building blocks of TripSpark's software. The service area of a facility can be easily defined using the built-in mapping tools. Multiple individual service areas may be defined and assigned to one or more staff members.

### Multi-facility Operations

TripSpark may be configured to operate for a single facility or accommodate multiple facilities within the same organization. Financial tracking tools allow for allocation of costs and activity reporting.

### Reporting and Analysis Tools

Data generated by TripSpark is stored in a Microsoft SQL database providing a wide range of reporting and analysis methods.

#### CONNECTING PEOPLE. PLACES. COMMUNITIES.

TripSpark Technologies is a community transportation technology company focused on helping mid-sized transit agencies and private operators transform their operation - increasing community engagement and driving revenue. TripSpark makes this possible by linking the latest technologies with a dedicated focus to help you grow your operation and meet evolving community transit needs.

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