



Riyo for Aged Care Fact Sheet

The aged community in Australia faces unique challenges, including complex resource scheduling, specific customer requirements, and the need for greater visibility and traceability of services. These factors have led to an increased range and volume of services needed to support aged care customers.

With a modern, mobile-first solution, Riyo for Aged Care is helping providers to deliver home care services in a way that's more efficient, scalable, and focused on the customer experience. Riyo for Aged Care is specifically designed for aged care providers to manage resources more efficiently and transparently, and provide an exceptional level of service to your most valuable assets – your at-home aged care customers.

Benefits of Riyo for Aged Care

- ✔ Use intelligent automation to reduce the administrative burden and eliminate costly mistakes
- ✔ Gain real-time visibility over all services
- ✔ Match the right carer to the right patient - with automatic allocation of resources based on pre-defined criteria and patient preferences
- ✔ Deliver live progress updates on service bookings to customers
- ✔ Make bookings faster and easier for patients, including website or social media site bookings
- ✔ Create a seamless user experience for all parties – from the job scheduler to the carer and customer
- ✔ Efficiently manage billing – from wherever you need to

An intuitive, mobile-first platform designed for aged care providers

Riyo for Aged Care has been designed to help aged care providers save time, reduce costs, work smarter while protecting customers and carers, strengthen their service offering, and deliver that memorable customer experience.

Riyo for Aged Care enables you to reduce manual admin work, save significant time, and minimise costs. Simplify your scheduling, rostering and carer allocation.

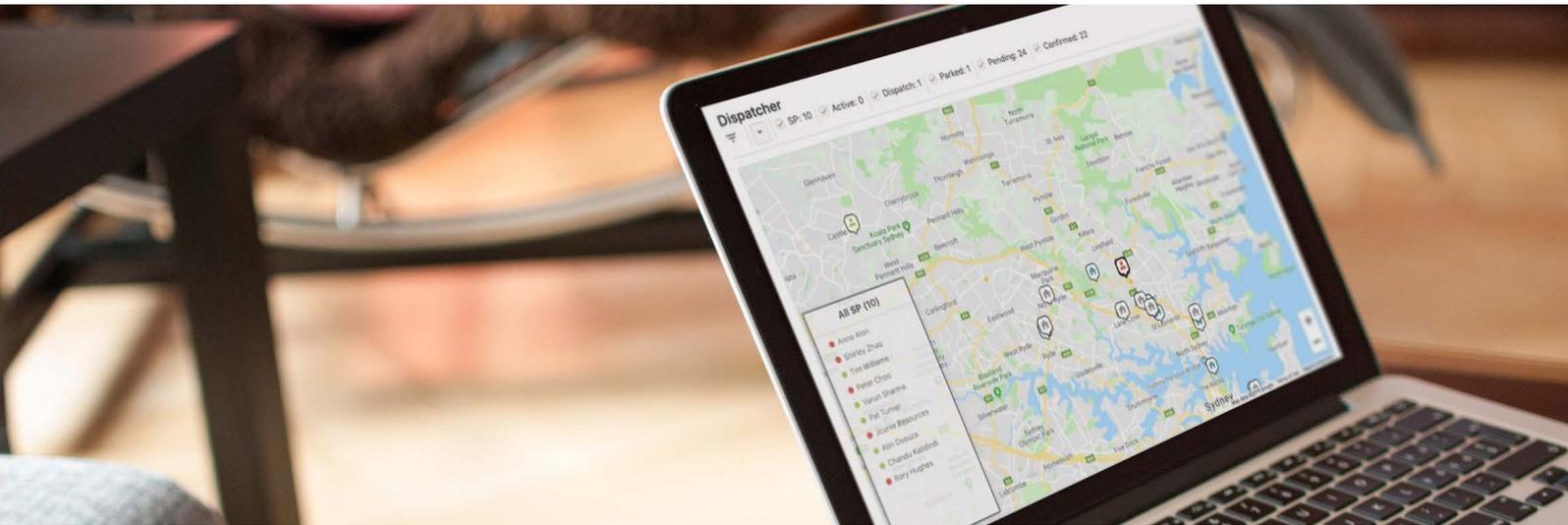
Work smarter with automatic allocation of resources based on pre-defined criteria. The Riyo for Aged Care logic engine helps find the right carer – quickly and efficiently.

Gain a clear view of your services and resources to deliver an outstanding customer experience – every time.

Riyo for Aged Care is the secure, web-based application that uses 256-bit encryption and role-level access to keep your data safe. With data sovereignty in Australia, Riyo for Aged Care meets specific data storage and compliance needs, specific to the region.

Riyo for Aged Care is helping aged care providers to:

- ✔ Generate visits and services based on the client's specific needs and preferences
- ✔ Ensure high-quality services with automatic resource allocation according to availability and expertise
- ✔ Schedule the right resource based on location, skills, availability and client preference
- ✔ Easily manage schedule changes due to carer or client absences
- ✔ Give the mobile workforce complete information of care package services right from their mobile devices
- ✔ Gain instant feedback of services which patients can quickly update via an intuitive interface
- ✔ Record task completions, enter case notes and upload pictures directly into the system
- ✔ Efficient reallocation of carers based on cost-effective resourcing rules and route optimisation



Highlights of Riyo for Aged Care:

- ✔ Accommodates organisations of all sizes - from single sites to large organisations with multiple sites and companies
- ✔ Enables companies to scale quickly with organisation changes and evolution
- ✔ Provides the ability to record client confirmation and client evaluation data
- ✔ Empowers your business continuity with all data live and accessible from mobile devices
- ✔ Supports the provision of services for HCP(1) and CHSP(2) packages
- ✔ Gain geographic mapping with live view and directions to client addresses
- ✔ Provides carers with a clear view of jobs, waiting to accept, progress and complete them on a mobile device
- ✔ Maximises the number jobs being delivered with intelligent, automated allocation
- ✔ All service details write back directly to billing and customer records for automated processing
- ✔ Manages the use, record and payment for carers, incorporating employment rules and award interpretations
- ✔ Maintains the highest security, data and privacy standards

Start saving time and reducing costs. Work smarter and strengthen your service offering. Deliver a memorable, lasting experience to your valued customers.

[Learn more](#) about how Riyo for Aged Care can help you as an aged care provider.