



DXC Health360™ Aged Care

Delivering the circle of care on the
Microsoft Dynamics 365 platform

Introduction

DXC Health360™ Aged Care

A modern, cloud-based deployment for best practice Resident Management embedded in Microsoft Dynamics 365.

The healthcare industry is under pressure to improve care outcomes while managing cost. These pressures are driving rapid and sustained transformation across all areas of the industry, particularly in aged care management where a combination of digital disruption, government oversight and clinical practice model transformation is reshaping the aged care eco-system.

DXC Health360 Aged Care is a modern, cloud-based software solution embedded in the Microsoft Dynamics 365 platform to deliver the circle of care and to support the aged care eco-system in Australia and New Zealand and is developed by the Microsoft practice within DXC Technology.

Dynamics 365 is your platform

Dynamics 365 is the next generation ERP (enterprise resource planning) and CRM (customer relationship management) application at the core of the DXC Health360. With Dynamics 365 at the centre of your operations you have a common data model with deep integration, allowing you to work seamlessly with the Microsoft applications your organisation already uses (Office 365, SharePoint, Power BI and the Microsoft Power Platform) and scale for growth with the Microsoft cloud.

Standard functionality within Dynamics 365 delivers comprehensive financial and operational management functionality to drive financial decisions with in-depth reporting capabilities, financial intelligence and embedded real-time analytics.



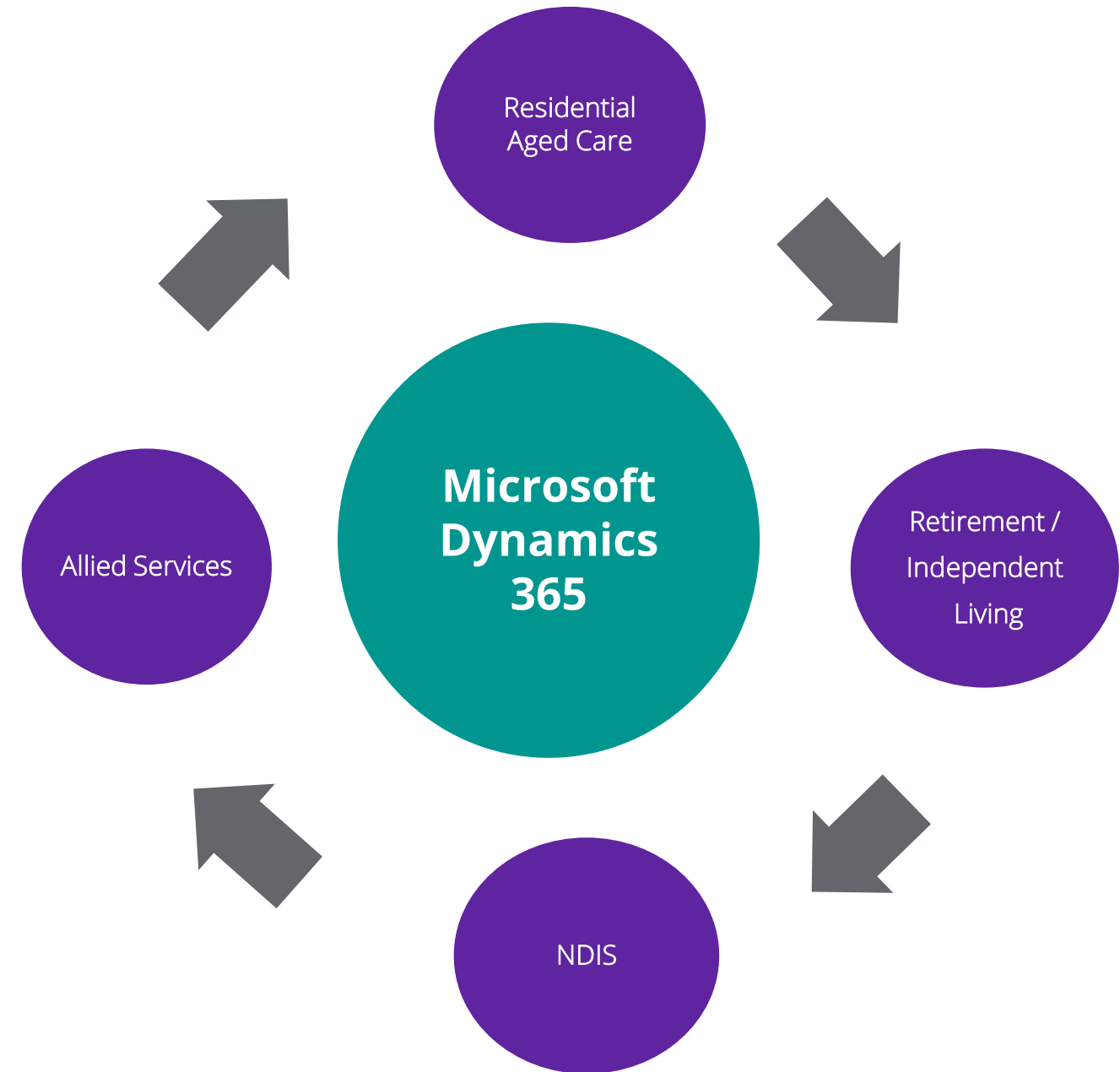
Delivering the circle of care

Purpose-built aged care functionality

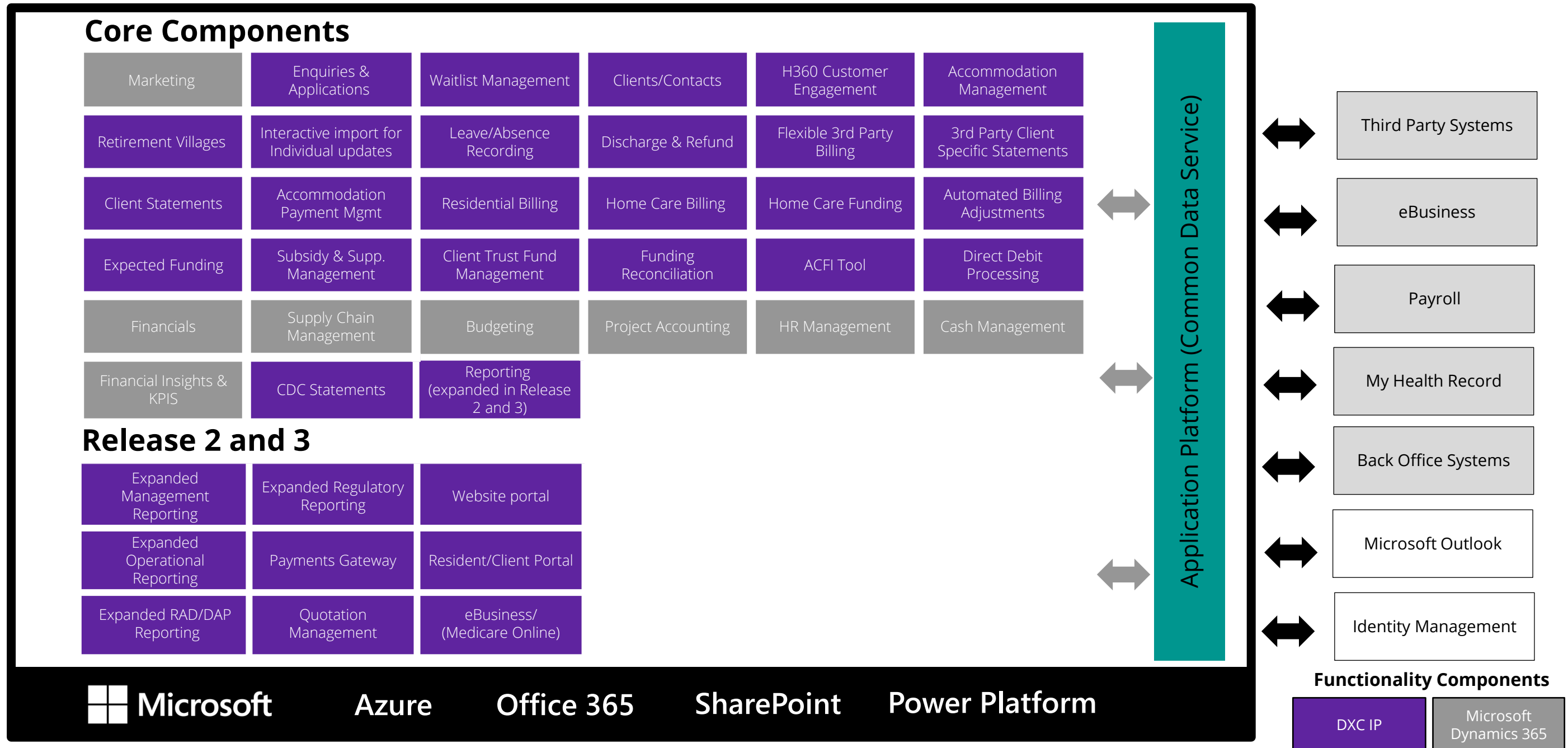
DXC Health360 brings together the functional completeness of the Dynamics 365 solution, embedded with purpose-built, industry specific functionality to connect your people and processes, in a single enterprise solution.

The solution can also integrate with existing third-party applications and data sources, providing you with a single source of truth.

Unlike older platforms, with Dynamics 365 implemented on your site, staying current on the latest version is simple. Microsoft's One Version program keeps Dynamics 365 cloud customers running on recent releases of the applications. It is designed to ease the cost and complexity of upgrades, with new functionality and a range of improvements added in each automated Dynamics 365 release and is delivered in the cloud.



DXC Health360™ Aged Care Solution Map

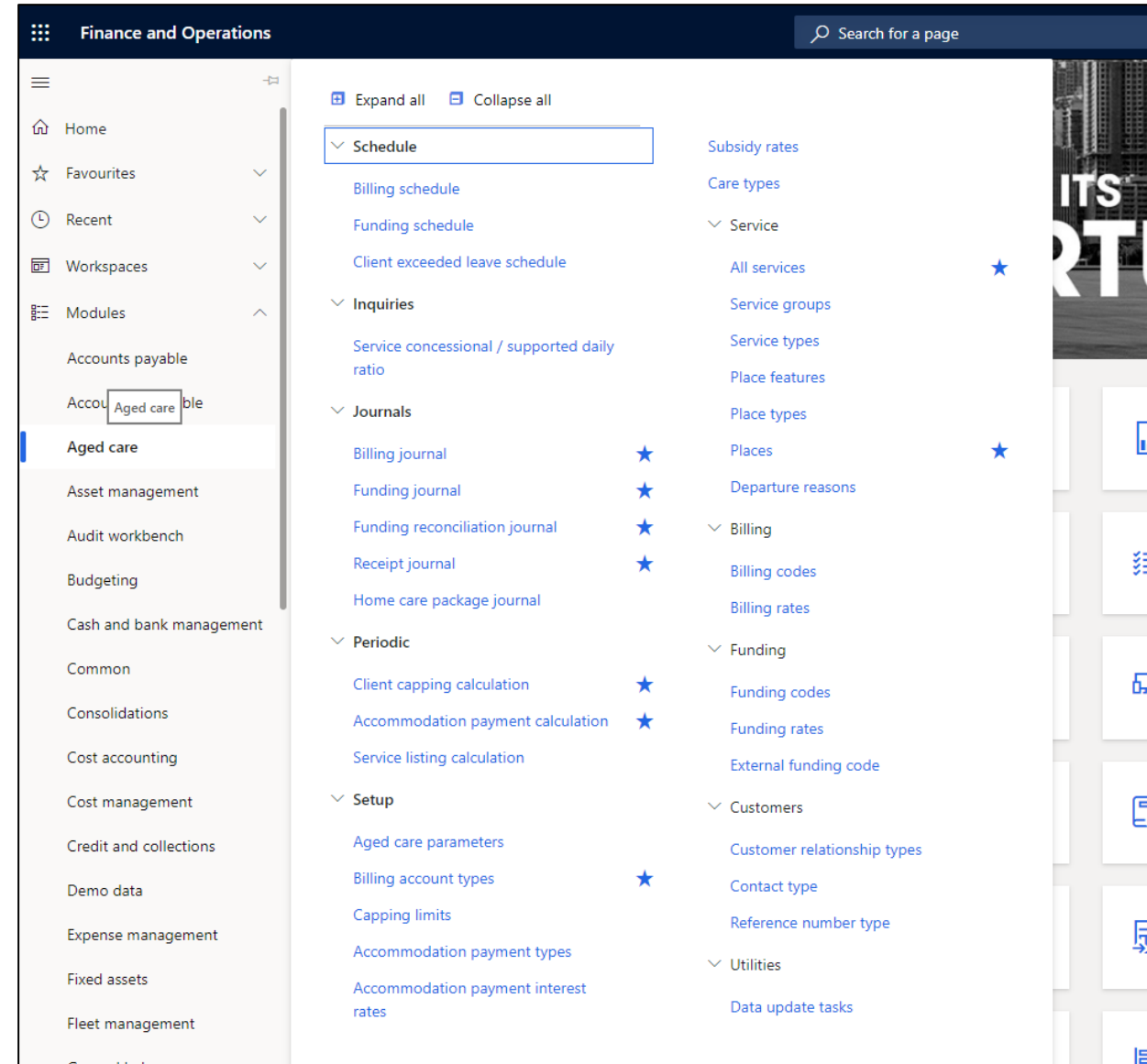


Extending Dynamics 365

Taking the right approach

DXC has listened to our aged and healthcare customers to deliver new embedded functionality to enhance and extend the out-of-the-box capabilities of Dynamics 365 and manage the full circle of care required by residential aged care facilities, including:

- Marketing
- Enquiry and Waitlist
- Admission and Departure
- Service Administration
- Financial Administration
- Client Management – between Admission and Service Administration
- Billing Management – between Financial Administration and Departure
- Funding Management – between Financial Administration and Departure
- Accommodation Payment Management – between Financial Administration & Departure
- Ingoing Contribution Management – between Financial Administration and Departure
- Means Tested Capping Management – between Financial Administration and Departure.



DXC Health360™ Aged Care Finance and Operations module

The benefits

More reasons to choose DXC Health360™ Aged Care

- Intuitive, familiar and easy-to-use Microsoft user experience with one point of entry for all client information – no duplicating data entry
- No discrepancies between systems with differing information.
- Full Client journey across Independent Living, NDIS or Residential Care is captured in a single system
- Depending on Security Setups all users can access all the information they need without the need to complete forms or send emails etc. to pass on information
- Client Portal to allow clients to access & update live information, pay accounts and lodge queries
- Alerts indicates when a response is needed for information entered in the system.
- In system data upload of information provided by Medicare/Centrelink utilising Care Recipient ID
- Automated billing adjustments for backdated client specific rate changes with no restriction on the timeframe or the number of rate changes that have occurred
- Room price recording (including dates and histories) and management along with room types and special features
- Easy export, update and reimport of data for bulky updates of selected data with multiple or varied data changes
- BI (Business Information) tool to allow users access to a wide range of predesigned reports plus ad-hoc report writing capacity.



Why it's different

A special purpose solution

Most importantly, choosing DXC and DXC Health360 on the Microsoft platform offers a secure, compliant, risk-free and cost-effective way to approach your digital transformation.

DXC developed DXC Health360 in conjunction with industry specific accountants (CPAs), passionate clinicians, Microsoft certified technologists and customer advocates from inside and outside the aged care industry.

The only aged care solution on the market that is purpose-built in the very latest Dynamics 365 platform.

The screenshot displays the 'Finance and Operations' interface for 'AC1-002 : HARBOURSIDE RESIDENTIAL AGED CARE'. It features a table with columns for Service entry, Customer account, Name, Entry date, Departure date, Active status, Care type, Service, Place, Funded?, and Supported / Accommodation. The table lists 15 service entries, with the first entry for James Bond highlighted in blue.

Service entry	Customer account	Name	Entry date	Departure date	Active	Care type	Service	Place	Funded?	Supported / Accommodation ...
ACSE000000026	AC1000000027	James Bond	11/03/2020		✓	HomeCare	AC1-002	PL-001		Partially supported-RAC/D...
ACSE000000039	AC1000000036	Kelly Clarkson	1/08/2020	1/10/2020	✓	ResiCare	AC1-002	PL-001		Ingoing contribution
ACSE000000059	AC1000000040	Pierce James Brosn...	7/04/2020	17/07/2020	✓	ResiCare	AC1-002	PL-006	✓	Partially supported-RAC/D...
ACSE000000065	AC1000000042	Daniel James Craig	9/04/2020	4/06/2020	✓	ResiCare	AC1-002	SEA002	✓	Partially supported-RAC/D...
ACSE000000069	AC1000000044	Roger James Moore	21/03/2020	25/07/2020	✓	ResiCare	AC1-002	SEA003	✓	RAD/DAP
ACSE000000079	AC1000000049	Timothy James Dalt...	4/06/2020		✓	ResiCare	AC1-002	SEA005	✓	RAD/DAP
ACSE000000081	AC1000000023	Jessica McGill	1/08/2020		✓	ResiCare	AC1-002	SEA001	✓	Ingoing contribution
ACSE000000086	AC1000000054	Melinda Smith	2/04/2020	28/06/2020	✓	ResiCare	AC1-002	SEA006	✓	Partially supported-assisted
ACSE000000088	AC1000000056	Melinda Jones	2/05/2020		✓	ResiCare	AC1-002	SEA009	✓	Fully supported
ACSE000000090	AC1000000058	Melinda Ng	9/05/2020		✓	ResiCare	AC1-002	SEA003	✓	Concessional
ACSE000000092	AC1000000060	Melinda Shoe	3/05/2020		✓	ResiCare	AC1-002	SEA004	✓	RAD/DAP
ACSE000000100	AC1000000070	Chris Brown	2/04/2020	31/12/2021	✓	ResiCare	AC1-002	HRB001	✓	Partially supported-RAC/D...
ACSE000000122	AC1000000062	Melinda Chang	5/05/2020	2/07/2020	✓	ResiCare	AC1-002	SEA008	✓	RAD/DAP
ACSE000000159	AC1000000088	Melinda Testy	6/06/2020		✓	ResiCare	AC1-002	SEA008	✓	RAD/DAP
ACSE000000160	AC1000000042	Daniel James Craig	16/06/2020		✓	ResiCare	AC1-002	SEA006	✓	RAD/DAP

DXC Health360™ Aged Care Finance and Operations module

Bringing the operation together

Integrated system for operational and financial control

The activities of the contact centre, the front office and the back office are supported. A comprehensive “single view” of the client (addressing the following aspects) is built up and maintained over time:

- Client (personal particulars)
- Address(es)
- Consent(s)
- Relationships/Contacts
- Assessments
- Progress Notes/Observations
- ACAT Details
- Disabilities / Diagnoses
- Allergies
- Income Sources
- Care Plan(s)
- Service Delivery Plan(s)
- Interaction History
- Financial Transaction History
- RAD/DAP or Ingoing Contributions
- Funding Management (including Reconciliation)
- Means Tested Capping Management

Service code	Description	Service type	Service status	Funded?	Active	Current clients	Funded clients	Private clients	Places
AC1-001	Sutton Park Aged Care	Resi	New	✓	✓	7	7	0	8
AC1-002	Harbourside Residential aged ca...	Resi	New	✓	✓	9	8	1	11
AC1-003	Parramatta Supported Accom...	IndL	New	✓	✓	0	0	0	2
AC1-004	Macquarie park aged care	ResiAdd	New	✓	✓	0	0	0	0
AC1-005	Cherry brooke aged care	Resi	New	✓	✓	1	0	1	0
AC1-006	Milsons point aged care	Resi	Open	✓	✓	1	1	0	2
AC1-007	Mascot aged care	Resi	New	✓	✓	0	0	0	0
AC1-008	Sunny days retirement village	RVL	New	✓	✓	5	0	5	7
AC1-009	Beachside Aged Care	Resi	New	✓	✓	0	0	0	0

Start date	End date	Price
1/07/2020		425,000.00
1/01/2020	30/06/2020	400,000.00

Customer account	Accommodation payment status	Effective date	Departure date	Service code	Drawdown a...	Lum
AC100000054	Partially supported-assisted	2/04/2020	28/06/2020	AC1-002		0.00

Client account	Date	Txn.	Service code	Billing code	Billing Code	Start date	End date	Description	Qty/Days	Rate	Recur.	Rate perc.	Amount in transaction cur...	Balance Currency
AC100000054	1/05/2020	Customer	AC1-002	INTUNPPAD		2/04/2020	31/05/2020	Interest on Unpaid Lump S...	60.00	5.78	D	0	406.80	406.80 AUD
AC100000054	1/05/2020	Customer	AC1-002	PERINT		2/04/2020	31/05/2020	Periodic Interest	60.00	14.40	D	0	865.80	865.80 AUD
AC100000054	1/05/2020	Customer	AC1-002	ADDSERV-D		2/04/2020	31/05/2020	Additional Services - Daily ...	60.00	50.00	D	100	3,000.00	3,000.00 AUD
AC100000054	1/05/2020	Customer	AC1-002	AROMATH		2/04/2020	31/05/2020	Aromatherapy	60.00	110.00	D	100	6,600.00	6,600.00 AUD
AC100000054	1/05/2020	Customer	AC1-002	BDCF		2/04/2020	31/05/2020	Basic Daily Care Fee	60.00	10.00	D	100	600.00	600.00 AUD
AC100000054	1/05/2020	Customer	AC1-002	DISCOUNT		2/04/2020	31/05/2020	Discount (daily) as negotiat...	60.00	-15.00	D	100	900.00	-900.00 AUD
AC100000054	1/05/2020	Customer	AC1-002	INTERNETWEEK		30/03/2020	31/05/2020	INTERNETWEEK	60.00	12.00	W	100	107.99	107.99 AUD
AC100000054	1/05/2020	Customer	AC1-002	TELEPHONE		1/04/2020	31/05/2020	Telephone charges	60.00	45.00	M	100	90.00	90.00 AUD

DXC Health360™ Aged Care – all functionality in one place

Transition Approach

For sites already using Dynamics AX, DXC had developed a comprehensive transition approach to make the move from AX09 or AX12 as smooth as possible. This staged approach will lower the impact to the team and increase user adoption, working at a pace that suits your team and your business objectives.

Dynamics AX09 /AX12 to Dynamics 365 for ERP Capabilities

- Solution familiarisation and business requirements workshops with your core project team and identified subject matter experts
- Discuss deployment strategy and plan timelines
- Generate security plan for each user role
- Define a licensing estimation based on the user profiles.

Existing Aged Care solution to DXC Aged Care

- Analysis and documentation of the fit/gaps to Dynamics 365 and DXC Health360 Aged Care against your business requirements via Microsoft DevOps
- Utilising the Evolve methodology we build - then you test, we take your feedback then build again repeating this process in an ongoing evolution that ensures your delivered product is exactly what your business requires.

Delivery of Dynamics 365 Full Implementation

- Full project deployment through to go live and beyond
- Your people are embedded in the process so when you go-live they know the system and are ready to drive your new improved business processes.

Migration to Aged Care solution

- Operate with one system of truth to meet all of your Aged Care individual client specific needs.

DXC Health360™ Aged Care

A compelling reason for action

DXC is the largest, independent Global Microsoft Dynamics partner, and here in the ANZ region we have a specialist DXC Eclipse Dynamics Health Centre of Excellence team, dedicated to DXC Health360 product development, healthcare transformation consulting, project implementation services and upgrades from earlier AX solutions to the latest Dynamics 365 cloud applications.

DXC is uniquely placed to help you shape your digital vision for aged care and embrace the Microsoft platform.

DXC Health360 modules for Aged Care, Retirement Living, Health Care Insurance, NDIS and Allied Services are currently available and deliver functionality for:

- Independent Living/Retirement Village
- Residential Aged Care
- National Disability Insurance Scheme and
- Allied Services.



About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at www.dxc.com.

For more information visit www.dxc.com/au/en/practices/microsoft

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