

Feature Overview

SognosCare is a comprehensive solution specifically designed for healthcare support providers in the Australian region, built on Microsoft Dynamics 365 Field Service. It streamlines participant care management, from initial enquiry to service delivery, helping organisations provide effective, personalised care.

1. Enquiry Management

With SognosCare's efficient enquiry management, your team can handle participant enquiries from start to finish, ensuring a smooth intake process. Automatic email notifications and detailed tracking enable your team to qualify participants, manage referrals, and disqualify those who don't meet the requirements, all within a single system.

2. Referral Management

With SognosCare's user-friendly referral management, you can easily handle participant referrals. The system provides in-depth tools to capture important information and recovery assessments and tracks participant progress through every step of the onboarding process. It ensures consent and safety appraisals are completed and generates Program Profiles for participants joining specific programs, aligning with their needs.

3. Waitlist Management

Managing capacity is crucial for ensuring participants receive timely support. With SognosCare's waitlist management, participants can be added to program-specific waitlists when resources are limited. This allows teams to manage intake effectively, notify participants when space becomes available, and onboard them seamlessly.

4. Service Agreement & Scheduling

Create service agreements that reflect your participants' goals and objectives. Automatically generate support activities from the agreement or create them on the fly. Schedule support based on participant preferences, ensuring the right resource is assigned.

5. Plan Management

Manage essential participant plans such as Emergency Preparedness and Health and Support Plans. Stay on top of participant needs and goals with built-in plan tracking and reporting.

6. Support Delivery & Invoicing

Once support activities are delivered, invoicing is automatically prepared for the accounts team, simplifying the billing process. Track service delivery and ensure financial transparency with our integrated invoicing tools.

With SognosCare, you can ensure seamless, efficient, and personalised care management. From enquiry to invoicing, we help you focus on delivering quality support while managing all essential aspects of participant care.

7. Bulk Invoicing

Simplify your billing process with SognosCare's Bulk Invoicing feature. Generate and manage multiple invoices in one go, saving time and reducing manual effort. The system allows for batch processing of invoices for various support activities, ensuring faster billing cycles and improved financial management.

8. Role-Based Security

SognosCare includes robust security features tailored to different user roles within the organisation. The platform is designed to provide role-specific access and control, ensuring that users only see and interact with the data relevant to their role. Key roles include:

- **Connections Team:** Manages enquiry intake and assigns referrals to appropriate teams or sites.
- **Manager:** Handles all aspects from referral management to service agreements, assessments, and plans, overseeing support scheduling.
- **Support Worker:** Delivers the scheduled support activities and logs the services provided.
- **Accounts Team:** Manages invoicing and financial aspects of participant care after support activities are delivered.