



## **ConektUp™ Incident Care**

**ConektUp Incident Care provides a comprehensive human centered secure online incident management system for any organisation that need to manage and control incidents, breaches, licenses and compliance. It records activities across multiple stake holders including insurance, mining, and Government compliance, ombudsman, licensing organisations, corporate governance, peak bodies and education.**

ConektUp Incident Care has been designed to deal with any type of data management such as breaches, workflow control, incidents and data tracking bringing information to a central point of truth to enable ease of management. It works for management of workplace injuries, insurance cases, compliance management, legal process and any organisation involved with processing data flow and incident related issues. Any field, form, workflow can be created with powerful online tools and a rich reporting capability and it connects all stakeholders who are involved in any incident.

ConektUp Incident Care will integrate with legacy systems to securely bring the right information to the right people at the right time. Our product suites are all created in a highly configurable manner which enables them to be easily adaptable and tailored for any sized organisation.

Whether you are the smallest business or charitable organisation, a government, or global enterprise, we simplify complexity intuitively, with the highest security, that is easy to learn and easy to use.



## Intake Management

Quickly define an end-to-end intake process from, electronic referrals, initial assessment, allocation to a team and/or clinician within a system that is fully configurable, fast, focused and includes clever automation for decisions. Any data can be defined, held and waitlists managed. It means that administration costs reduce significantly and you get control of your organisation's transactions and processes.



## Smart Forms

Imagine never having to fill in the same form or field more than once, being alerted when you need to review information, one form filling in another form, a form that creates outcomes, fills in notes or a form that populates legacy systems! What if you could create your own forms or select and edit from a range of forms specific to your industry and have them online in minutes, including all the above features and more? It really is that easy..

Smart Forms, are clever online forms which STOP the continual demand for completing information the software already has collected. They can be shared amongst team members with online collaboration and reports are generated automatically.



## Powerful Real Time Reporting

ConektUp reporting is in real time and fast. From Desktop reporting of staff performance through to Report Managers that allow you to devise Government based reporting in real time. You get all the tools you need to understand your organisation any time you like. Each ConektUp product comes with pre-set reports for the industry that can be changed in minutes to accommodate new rules and government compliance.

You can create your own reports too with online tools that automate your reporting process.

ConektUp reporting suite covers, desktop range reporting, board reporting, compliance reporting, mandatory Government reports, financial reporting, operational reporting, demographic and performance reporting. This ensures that the organisation's executives can monitor and manage the performance of their organisation.



## Incident/Client Associations

Every link to a client, including referrers, clinicians, practitioners, ancillary staff, neighbours, friends and family... in fact, anyone that has a role to play can be entered or automatically included.



## Front Desk

ConektUp FrontDesk is a powerhouse of tools that help you keep complete control of your organisation. Each of the tools can be assigned to your staff appropriately so they can manage areas that are part of their role.

In FrontDesk you will find a rich set of tools including Appointment Manager, Bookings, Financial Manager, service controls, SmartForm Manager, Field Designer, User Manager, Team Manager, Report Builder, Data Designer, Group Manager, Workflow Designer, Agency Manager, Compliance Manager, System Tools, System Administrators, Call Centre Operators, Team Managers, Group Meetings, Rostering and Asset Manager and many more. You only add what you need and give user access when needed. That way, training is light and responsibility is clear.



## Workflows

Tired of learning how a new system works? All those change management meetings to explain a complex interface, waiting months for an IT company to provide a simple button?

What if you could control every aspect of staff, team and management tasks by using clever workflows that create an interface that just makes sense. Staff members can focus on the tools they need, managers can define best practice and ensure work is complete full reporting is assured.

ConektUp Workflows bring together a rich set of clever workflow tools for industry verticals that you can use, edit and even create your own in minutes. This allows users to wiz around the ConektUp with virtually no training.

Workflows are designed to be fast to implement and simple to use. In minutes, you can set up complex processes with decision making capacity and automation and all of this can be created and operational in minutes without a call to an IT team.

The ConektUp workflow system brings an extensive range of purpose built tools so that you can design best practice, ensuring that staff training is virtually eliminated. You can maintain operation efficiency and cut costs dramatically. ConektUp already has a range of ready Industry Workflows for your selection to use or edit. You can create your own or we can make them for you.



## Shared Care Plans and Collaboration

ConektUp allows users to create outcome based care plans and to share those plans as well as client information (subject to consent) across users or teams in your organisation along with trusted practitioners in other organisations.



## Complete Clinical Workflow

Any information can be captured, including documents, videos, images, notes, emails, SMS, forms, fields and more to provide a rich set of reportable data tools to keep you in control. All this client data is kept, logged, comments can be recorded against each item, funding can be attributed and users can add expenses.



## Automated Processing and Decision Making

ConektUp reduces your workload and allows you to maintain best practice, automating both the mundane and the critical. From automated alerting based upon a response to a critical field in a form, waitlist overruns, client allocations and action alerts through to Workflow Smart Forms that make decisions with and for your team. ConektUp will lower your administration and operational costs.



## Alerts and Notifications

From relevant automated and critical alerts, ConektUp can create notifications for future events, system messaging, reminders, occupational, health & safety alerts, online chat and client specific alerts, ConektUp keeps you informed and maintains vital communication across your teams.



## Privacy, Security and Consent Assured

ConektUp contains configurable privacy algorithms directly related to legislative requirements, consent management and security settings aligned to the highest global standards, this means that your client information is fully secure. Contact us or see our Innovations area for more detail.



### **ConektLink Integration**

A best in Industry solution for data integration using our ConektLink toolkit including interfacing to multiple legacy systems without the pain of development or lengthy integration projects. Contact us or see our Innovations area for more detail.



### **Robust and Scalable**

No matter if you have one worker or a million clients and thousands of staff, ConektUp can manage the environment.

From the ground up ConektUp is robust at any size and was built from the ground up to be highly scalable so it can grow with you with the ability to be expanded in real time.

The software has been deployed for State and Federal Government Departments, Not for Profit NGOs, Primary Health Networks, Community Health, Insurance companies, police and others who have highly complex and diverse needs and mandate high availability.



### **Referral Management**

ConektUp manages the referrals process both, inward and outward, via fax, secure email, portal access, direct electronic input and via secure messaging. This means your organisation can track and report on every client and every referral action in real-time.

ConektUp can also share data across other ConektUp organisations where user information can be selectively linked and demographic data always up to date.



### **Staff Teams and Management**

Create your teams at any level. Attach them to the services and workflows and tasks they have permission to complete. All users will only have access to the processing flows and client information relevant to the roles and permissions you have assigned to each of them. This protects client data ensuring that you comply with all appropriate privacy legislation.

Staff can also have any field created or attributed to their documents so you can create a full picture of your team.



### **Location and Asset Management**

ConektUp allows you to have multiple sites for your teams, either locally, nationally or globally. You can add teams and individuals to these locations, they can work both autonomously and as a part of the whole Organisation.

ConektUp Locations Manager allows you to you add locations with additional data. Inside those locations you can build a structure including building, levels, rooms etc. Users can be related to location and Clients can be booked to the Location.

ConektUp Asset Management allows you to create any number of assets and to add assets to assets as well as adding assets to Locations. As an Asset is selected for booking, the location is automatically added. Users and Client can be linked and booked to Assets and Locations.and booked to Assets and Locations.



### **Full Incident Tracking and reporting functions**

Every recorded incident regardless of its cause can be tracked with its status and progress identified. In the case of an injured worker, the rehabilitation or return-to-work plan would clearly outline the current situation and any ongoing issues.



### **Relevant Complex Data out of the box**

The ConektUp reporting system identifies individual incidents but also higher-level statistics which might highlight systemic issues within a location or workplace. For an employer, this might identify work practices in need of a full review.

ConektUp can record and manage the complexity of multiple incidents which may be linked in some way. The legal aspects of an incident, where a court case is involved may require the use of Smart Forms and special workflows to facilitate a successful outcome.



### **Critical Automation**

ConektUp is workflow based ensuring that all internal operational processes are constructed to maximize an efficient and streamlined processing flow.



Data

Organisations

Thinking

Security

we **ConektUp**<sup>™</sup> the dots



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