

Customer Relationship Management (CRM)

Start a relationship with your residents as you plan to continue with a friendly and efficient approach that encourages them to take the next step. This software organizes your facility's interactions with prospects, sales activities, and referrals and it provides data for evaluation. Customer information flows to NetSolutions at admission, avoiding errors and duplication.

Making a Great First Impression

Collect and maintain detailed information on prospective residents from the first contact with NetSolutions CRM. Information categories include preferences for room type and location, payer, and contacts. CRM offers opportunities to customize data collection.

CMR automates customer information for many purposes in Long-Term and Post-Acute Care:

- » Lead generation and follow up
- » Referral source tracking
- » Inquiry and prospect management
- » Marketing programs and campaigns
- » Management of sales process activity
- » Waitlist management
- » Initiation of customer contracts
- » Sales forecasts and analysis
- » Customer experience, service, and retention
- » Donor development

CRM Dashboard gives instant access to client data and indicators



Your CRM Dashboard provides at-a-glance information on opportunities and is a central point for reaching your CRM tools and prospect data.

The NetSolutions System

- Revenue Cycle Management
 - » AR-Billing
 - » Resident Funds
 - » General Ledger, Accounts Payable
- Electronic Medical Record
 - » MDS 3.0
 - » Care Plan
 - » Progress Notes
 - » Therapy
 - » User-Defined Assessments
 - » Wound Management
- Medication Management
 - » eCharting, eMAR
 - » Drug Interactions
 - » Physician Orders
 - » ePrescribing
- Documentation Management
 - » Incident Reporting, Infection Control
 - » eDocuments
 - » Test Results
- Communications
 - » Insight Dashboards
 - » Point of Care
 - » Constant Care Technology
 - » Customer Relationship Management
 - » SNFOAPI
 - » Resident & Resource Scheduling
 - » eAssignment & Messaging



Long Term Post Acute Care
+Skilled Nursing Facility

CCHIT® certification gives you an objective way to select LTPAC software that is secure, complete, and ready for Electronic Health Records.

Sales Tools

The NetSolutions CRM Dashboard keeps you current with important indicators such as Opportunities by Referral Type, by Payor, Sales and Trends. Sort the data for different views. Open a prospect's record or a report from your Dashboard.

Standardize best practices set by your facility with custom to-do lists and a document library that align sales activities with organizational strategies.

Sales and marketing staff maintain a to-do list and personalized record of each marketing activity for maximum sales efficiency. The lists are also used to track follow-up activities and lost leads.

Maintain wait lists for certain facilities, room, type, and other preferences.

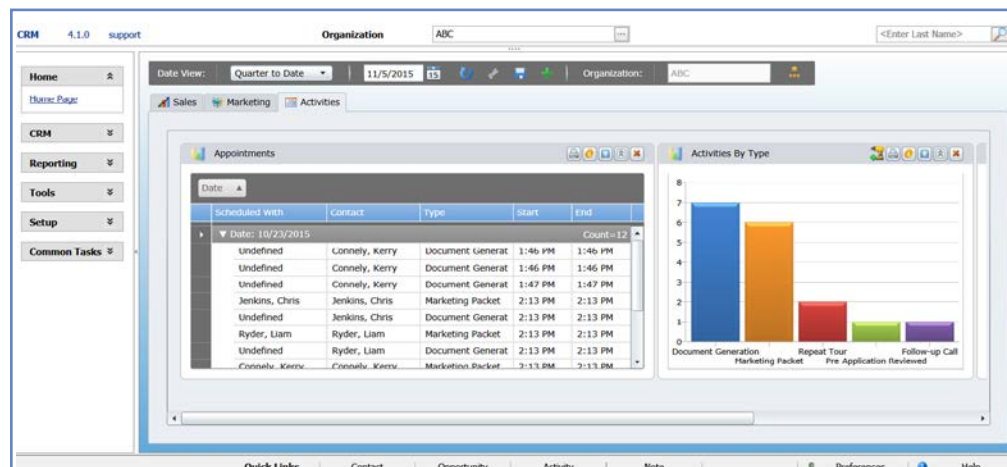
Send and track emails to prospects. A document library provides correspondence templates, as well as mail merge and label capability to streamline communications with prospects.

You can upload documents, such as pdfs and photos, to the prospect's files.

Reporting

Measure the success of marketing campaigns and track referrals by source with on-demand reports from CRM. Oversee multi-facility staff and track performance with management information from the reports. Reports can be exported to Excel spreadsheets.

Keeping Track of Appointments was Never Easier



Organize appointments with prospects and make the information available to all who have authorization to view.

NetSolutions Integration

When the prospect is ready to register, data collected in CRM flows to NetSolutions Admit Discharge Transfer software where it is used for billing and the EMR (Electronic Medical Records).

Please let your sales representative know if you are interested in our converting data from your current CRM systems for use in NetSolutions CRM.

Detailed customer data maintained and exported to NetSolutions ADT

Demographics	Inquiry/Opportunities	Activities	Associated Contacts	Profiles	Notes
ID	Prospect	Address	936 Grove St	Display Name	Gardner, John
Last Name	Gardner	City	Cockeysville	Email	jjg@gmail.com
First Name	John	State	MARYLAND	Marital Status	Never Married
Middle Name		Zip	21030	Spouse	
Pref. Name		County	BALTIMORE	Anniversary	
Salutation		Home Phone	(410) 397-2341 x	Birthday	10/13/1954 Age: 61
Business Name		Work Phone	() - - - - x	Age Range	Age 55 to 64
Title		Cell Phone	() - - - -	MSA/CBSA	
Department		Fax Phone	() - - - -	Resource	Support, NTT
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female	Account	ABC	OK to Contact via	<input checked="" type="checkbox"/> Mail? <input checked="" type="checkbox"/> Email? <input checked="" type="checkbox"/> Call?
Status	Active	Census Status/Date		Religion	Catholic
Medical Record #		Discharge Type		Ethnicity	Caucasian
MHABadge:				Social Security #	- -

Maintain comprehensive information on prospects. Drop-down lists of choices can be customized for your facility's preferences.

To Learn More
Contact an NTT DATA LTC Solutions representative to discuss how our offerings would work for your organization.
Contact us at
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About NTT DATA

NTT DATA is your Innovation Partner anywhere around the world. With business operations in more than 40 countries, we put emphasis on long-term commitment and combine global reach and local intimacy to provide healthcare technologies and premier professional services varying from consulting and system development, to business process and IT outsourcing.

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