



6 measurable benefits of  
**penelope > on demand**  
for EAP/ EFAP providers



## how can penelope on demand **improve efficiencies** and **enhance client service** for your EAP practice??

1. paperless, real-time remote affiliate referrals/ assignment
2. paperless, real-time remote affiliate activity logging
3. online self-intake kiosk
4. increase affiliate accountability and make a powerful case to your EAP clients with outcomes evaluation processes
5. powerful on demand reports for EAP clients
6. earned revenue model allows for accurate EAP contract bidding



# 1. paperless, real-time remote affiliate referrals/ assignment

If you have remote affiliate providers (whether therapists or organizations) providing services to your EAP contract clients, penelope on demand can save you time and money by streamlining the referral and acceptance process.

Rather than faxing, emailing or calling the remote affiliate with the client/ case information and requesting that they accept the assignment and contact the client to arrange for the initial interview/ appointment, penelope on demand provides a model which revolutionizes the provision of EAP services.

**Step one** - Client (or referring body) can do their own basic intake securely online anytime 24/7 from anywhere on the internet; RESULTS:

- qualified workers at your organization can receive the intake in real time
- workers at your organization do not need to re-enter the data
- workers can decide to assign the client to the most appropriate remote affiliate therapist or organization with a couple simple clicks- NO faxing, emailing or phone calls required
- If the intake is done over the phone, the intake specialist at your organization can even schedule the initial appointment with their remote affiliate provider AT THE TIME OF THE INTAKE CALL thus dramatically speeding up the timeline for the provision of services

**Step two** - The intake specialist at your organization does not need to otherwise communicate with the remote affiliate. All the affiliates need to do is simply login to penelope on demand from anywhere on the net and they will see immediately in real time on their custom "home page" their newly assigned cases, messages notifying them of new cases and any scheduled appointments. Immediately, the affiliate has access to the case file assigned and can begin work!



## 2. paperless, real-time remote affiliate activity logging

If you have remote affiliate providers (whether therapists or organizations) providing services to your EAP contract clients, penelope on demand can save you time and money by streamlining the process by which affiliates report to you on their provision of client services.

If the remote affiliate logs their appointments, session/ progress notes and clinical documentation in penelope on demand, your organization will realize these benefits:

- affiliates do not need to provide month-end reports on who was seen and other activity logging as this data will already be directly in penelope
- as affiliates track client activities (billable services) directly in penelope, the hours you need to reimburse the workers are already captured in penelope in real time
- at any given point in time, your organization has a complete picture of the services provided or scheduled for any of your EAP contracts
- if they affiliates record their activities and flag their availability in penelope, then your office staff can update their schedules in real time - meaning the time lag between requests for service and actual service are measurably reduced - a powerful quality of service indicator for your EAP clients / prospects
- your office is always in complete possession of the entire up to date case file for any given client
- your sensitive client data is protected via powerful encryption and data protection services (not scattered in the harddrives and fle cabinets of affiliates across the world!



### 3. online self-intake kiosk

As outlined on page 3, penelope's online kiosk allows clients/ organizations to complete a basic intake profile securely from anywhere on the net. This feature provides added quality of service value for your EAP contracts as it provides another avenue of accessibility for your EAP-clients to request service. This 24/7 online method has been found to be effective in increasing service utilization as some individuals may be more likely to complete an online form than pick up the phone and call to request service.

To enable this kiosk mode, you simply need to provide / advertise to your EAP clients the availability of this option and provide a secure web address and simple userid and password (eg. the name of the company) for them to access the online kiosk. Once the client has entered their basic information, your intake staff will be able to view recently added intakes and either contact the client or further process their service request as appropriate.



## 4. increase affiliate accountability and make a powerful case to your EAP clients with outcomes evaluation processes

Penelope on demand provides a powerful means of ensuring that your affiliates are providing quality care for your referrals/ clients. By using our built-in surveys or your own custom evaluation and client satisfaction forms, not only can you provide your EAP clients / prospects with powerful statistics supporting the effectiveness of your services and their degree of satisfaction, you can also monitor affiliate performance and ensure that affiliate staff are accountable. Imagine being able to provide your EAP clients with reports that capture the degree of improvement during service for their specific clients!



## 5. powerful on demand reports for EAP clients

Penelope on demand provides your organization with a host of built-in and customizable reports for EAP clients that provide summary statistical information on:

- services provided (duration, type, status etc) by program
- presenting issues of clients
- referral sources
- indirect activities / services provided (eg. educational workshops)
- services provided by provider/ affiliate
- demographic attributes
- earned income / utilization



## 6. earned revenue model allows for accurate EAP contract bidding

One of the things that can really improve your bottom line is the ability to make accurate projections around utilization and costing for the purposes of preparing the numbers that you employ for utilization, unit cost and total contract bid determination. To ensure that your projections will be competitive for the bid and lucrative enough for your bottom line, you need accurate statistics from past EAPs of similar size and type. With penelope on demand, you can represent your “earned revenue” across time to see exactly how BOTH fee for service and global amount contracts are utilized.



interested in finding out more?

contact us at

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ask about our free 30-day  
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