

The future of IT in aged care

How we can help manage your transformation



At The Missing Link we help businesses achieve their goals through IT transformation.

Clients in Aged Care choose us because we consistently deliver quality service, we have 23 years of experience and our Customer Satisfaction Score (CSAT) is near 100% every month!

We have expertise in the Health and Aged Care space, having worked with the likes of: Estia Health, Australian RedCross Lifeblood, AstraZeneca Pty Ltd and St Vincent's Hospital.



Time scarcity

Automation can ease the burden of understaffing, excessive workloads and extended shifts in Aged Care for workers and free up their time.

- Remove mundane tasks like My Aged Care data entry, coordinating supplier quotes and client record collection.
- Empower care workers to provide higher quality care.
- Ramp up fast to respond to big demand spikes or troughs.
- Reduce manual errors.



Outdated legacy systems

Remove bottlenecks, integration difficulties and security and productivity issues caused by legacy systems using automation.

- Quickly access the information for smarter business decisions.
- Deliver a high-quality customer experience.
- Synchronise data between legacy systems.
- Fast track transformation and ensure security automation.



Cost efficiency

Data quality, process latency and staff time can be enhanced using automation to improve cost efficiency in aged care.

- Improved data visibility to make better decisions.
- Save time and resources on labor-intensive tasks.
- Benefit from rapid deployment and cut costs quickly.
- Get the maximum return on your current infrastructure and minimise redevelopment.



Staff churn

Staff turnover in aged care can have a negative impact on patient safety, data accuracy and care quality. Automation and cyber security can help alleviate these issues.

- Increase face-to-face time with patients and standard of care from staff.
- Enhance employee engagement and satisfaction.
- Onboard/Offboard staff efficiently.
- Leverage expert Security Awareness Training.



Increased regulations

Insurance premiums continue to grow as more cyber security regulations emerge. Leveraging a network of cyber security partners can help tackle unnecessary expenses.

- Reduce the risk of not fulfilling legal and regulatory compliance.
- Ease mergers/acquisitions of smaller companies.
- Fulfill ASD Essential 8 / VPDSF
- Conduct Penetration Testing to reduce insurance premiums and attack surface.



Inadequate cyber hygiene

A managed cyber security service monitors, detects and manages security risks regularly so you're protected against the consequences of a cyber-attack.

- Access a multidisciplinary team who can conduct Penetration Testing, conduct risk assessments, deploy solutions and provide 24/7 security operations.
- Leverage our 30-minute response time to priority incidents.



Age Care and Health Care Automation Potential

There are a variety of tasks across multiple business functions in Aged Care which are perfect candidates for automation. Check out our heatmap detailing the automation potential of just some of these processes.

Document triage	Patient access	Pharmacy/ supply chain	Consultation & care	Revenue cycle management	Asset management
Channel intake	Patient enrollment	Fulfillment	Value based care	Billing/claim submission	Logistics
Data entry	Insurance verification	Patient profile	Case management	Cash application	Inventory management
Barcode/scan	Document intake	Compliance and controls	Utilization management	Denial/appeal management	Replacements
Indexing	Benefit verification	DUR review	Clinical analytics	Reconciliation	Service/repair
	Prior authorization	Order management	Health and wellness	Adjustments/write off	Nurse/Dr staffing
	Scheduling	Inventory management	Nutritional management	Adjudication	Scheduling
	Financial planning			Medical coding	Billing
				Patient Pay	Provider services
					EMR
					Referral management

Business management				
Financial management	Human resources management	Business analytics	Vendor management	IT management
Legal and compliance management	Enterprise performance management	Risk management	Change management	UX/CX
Enterprise planning	Business planning, design	External relationship management	Enterprise administrative services	Enterprise governance

Key Cognitive Robotic Automation Areas

Highest Automation Potential

Who we are

We provide the complete solution to managing any business's technology through our three core divisions:

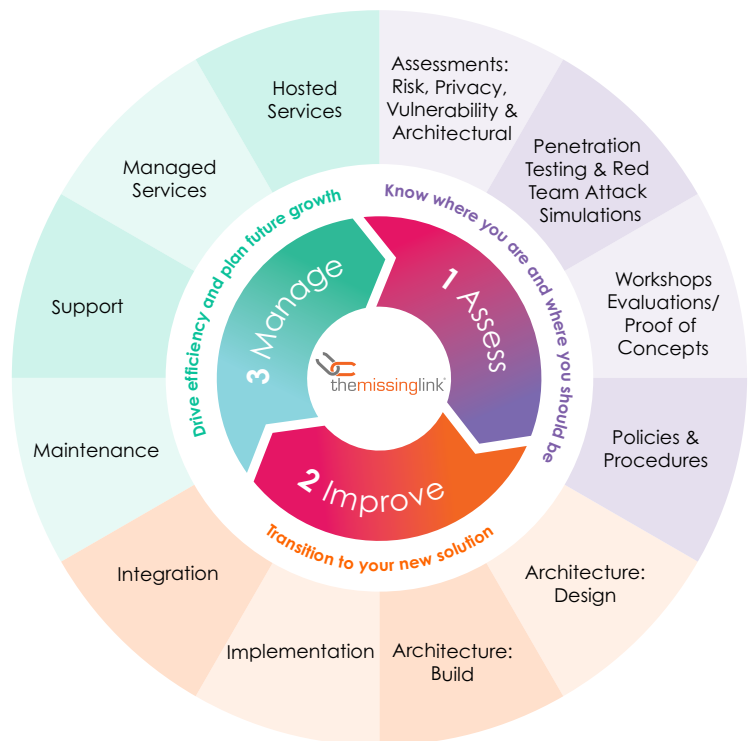
IT & Cloud – Our people, processes and technology ensure you have dependable IT Infrastructure and Cloud essential for everyday business.

Automation – We give you an edge by automating business processes, creating efficiencies, improving accuracy and boosting your business's productivity.

Cyber Security – Every business is a target. Our suite of Cyber Security solutions is designed to keep your business, data, systems, network and users secure.

Our Process

Our process leaves nothing to chance. On the right, you'll see how we approach each new project, from understanding where you are now, to delivering outstanding solutions to get you where you need to be.



Learn more about how Automation and Cyber Security can move the needle for your business, scan the QR code to get in touch with our team.

Email us: contactus@themissinglink.com.au
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