

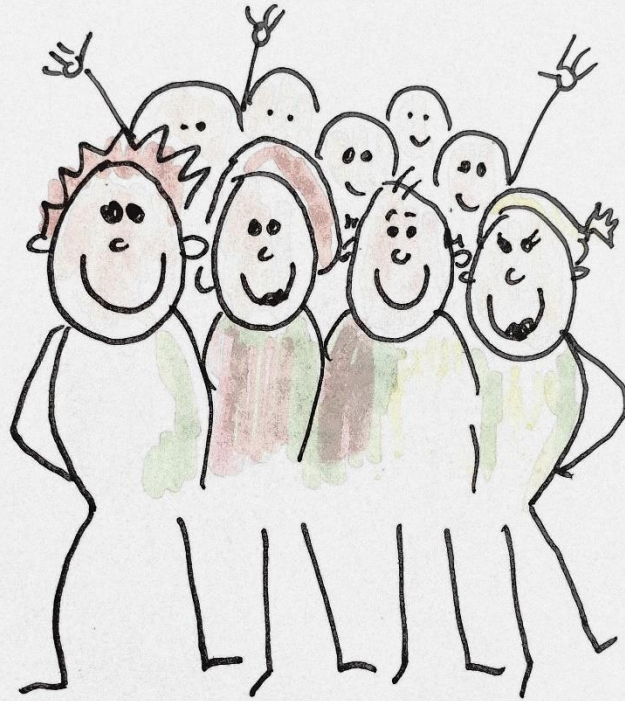
My Feros

"Giving people back control"

Who can't wait
to go into Aged care?



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Building The Aged Care
we expect to go into

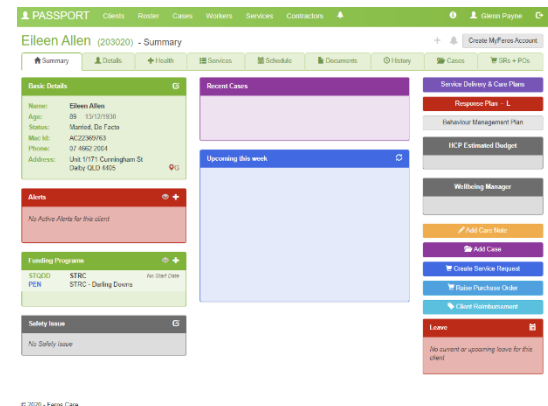
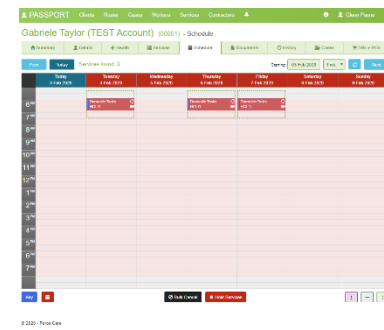


The Previous Experience

- Clunky experience
- Loss of control
- Loss of visibility over what's going on
- Traditional ways of communicating

Passport

- Client Management Software
- Service Data
- Calendaring
- Health Record
- Case Management
- Forms management
- Purchase Orders
- Contractor Management
- Contractor Portal
- Lifelink Equipment Management
- Telehealth and Video Conferencing





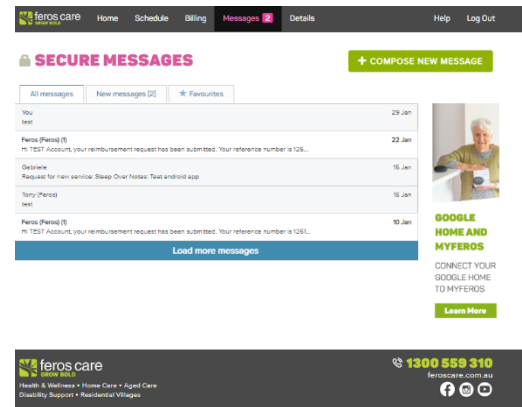
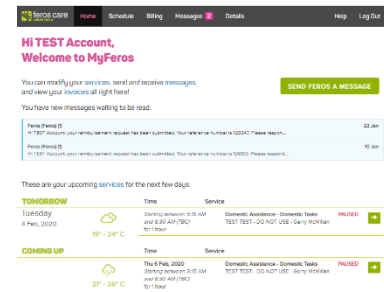
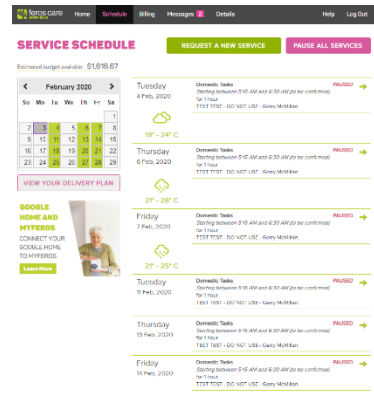
The Aged Care That Our Clients Want

- Mobile/App Ready
- Self Managed
- Respectful of time
- Secure information

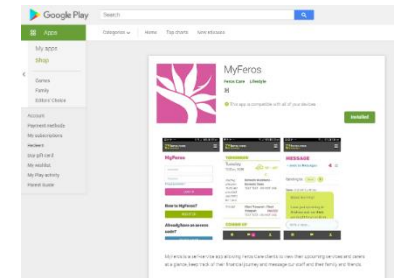
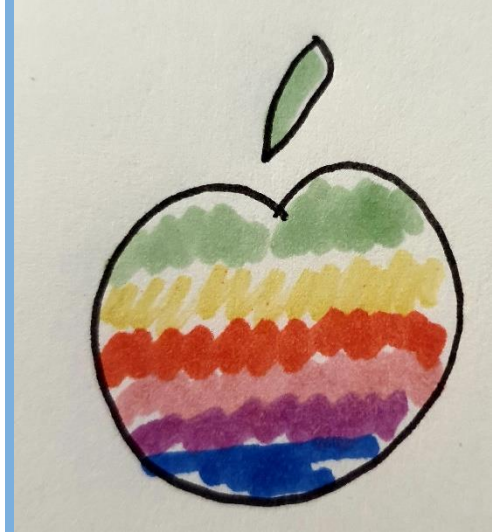
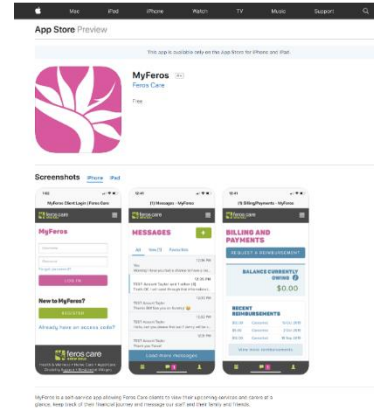


My Feros – Self Service

- Apple app and Android App
- Dashboard of upcoming Services and Calendaring
- Self service of adding, removing of services and social events
- Client statements – op out of paper
- Messaging to Feros and Family
- Family Members can log in and have access to client's services, messaging, balances. Security locked to what the client wants the family member to see.
- Reimbursements of expenses
- Calendar of client's personal appointments
- Realtime Video Conferencing to Telehealth Nurses, care managers
- Real time Budget balances
- Dual access for two people living in same house
- Ability to enquire and change service
- Interface with Google Home and voice services
- Marketing of upcoming events
- Client details and NOK updating
- Push notifications
- Alerts for weather and other emergencies.



My Feros APPS





The Light Bulb Moment



Will, 76

Parkinson's Disease
Google Home User


- Mobility Issues
- Sight Impairment
- Dexterity Issues

“It’s a better way to communicate than the phone, I have got so much time back.”
BARBARA, PORTAL USER



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* You can access the MyFeros Care Action on the Google Assistant through a range of devices, like Google Nest and Android TV.



Pamela Hanley

73 years young

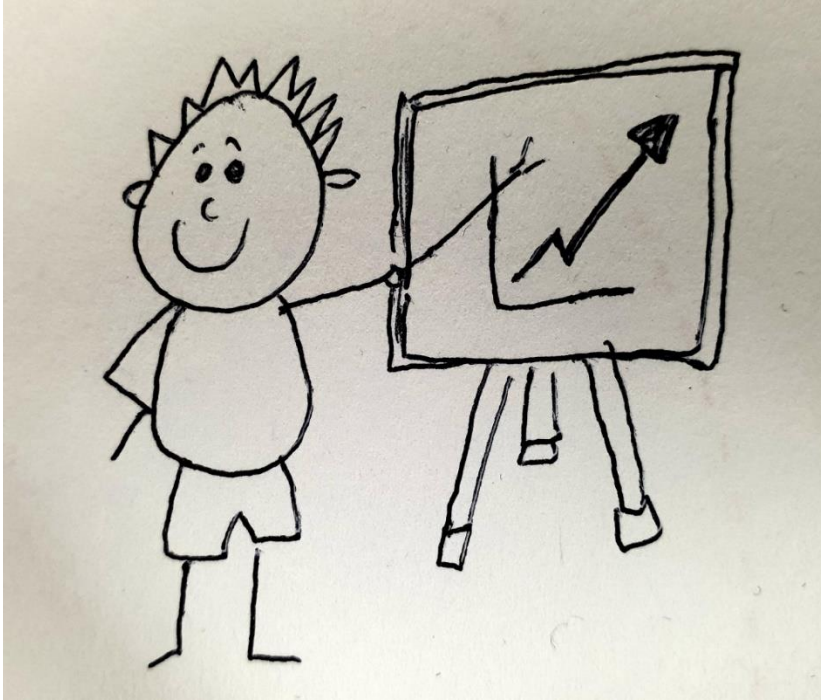


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Insights



92% Satisfaction of people using MyFeros

826 users (Self Registrations) **682** Clients, **146** Contacts

Avg **8** Registrations per night

71% reduction in Phone calls to the contact centre

Clients that are on MyFeros are less likely to leave us

HCP level 2 our highest users



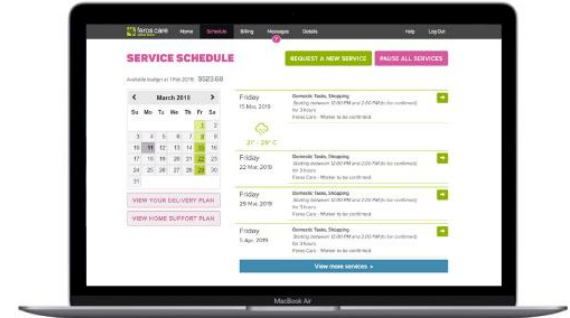
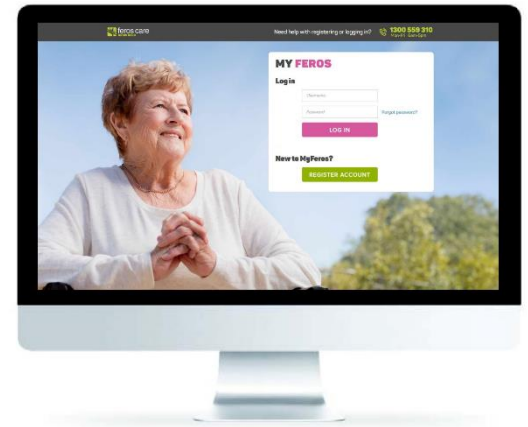
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So now what?

- Continue pushing boundaries in smart home automation
- Allow seniors to live safe & comfortably in their own home for longer

“ I have more control, I don't need to ring anymore and wait. When you get old it's important to do things straight away before I forget, the portal has enabled me to do this.

ELIZABETH, PORTAL USER



Thank You

www.glennpayne.com.au/ITAC2020



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