SoftExpress*Plus*®

The business of outreach management in healthcare organizations has become increasingly competitive. SoftExpress*Plus*, SCC Soft Computer's courier tracking/customer relation management system, empowers laboratories with a user-friendly and sophisticated tool for overall courier tracking and ordering supply delivery. This software application ultimately promotes time- and cost-savings of facilities' overall operations by enabling managers to plan, document, monitor, and manage the movement of supplies and specimens, improving customer service.

SoftExpress*Plus* includes features and functionality that help service providers maintain tight control over the processes of Customer Relations Management (CRM), Courier/Phlebotomy Tracking and Dispatching, Data Quality, Inventory Management, Route Scheduling, and Fleet Management. With its flexibility, SoftExpress*Plus* can easily process highly complex customer requests by adapting to individual client workflows and is LIS agnostic.

FEATURES AND BENEFITS

Feature: Courier/Home Care and Nursing Home Phlebotomy Management
Benefit: SoftExpress*Plus* integrates cutting-edge technology like GPS tracking, real-time data transfer, barcode scanning, photo documentation, and voice/text notifications to provide seamless, real-time documentation of courier and phlebotomy operations. This system enhances accountability by accurately logging arrival and departure times at client offices, reducing missed pickups. It optimizes routes across various regions, ideal for organizations with multiple facilities, and supports designated pickups from specific sub-locations like freezers, refrigerators, and incubators. SoftExpress*Plus* integrates seamlessly with SoftWeb*Plus*®, SoftLab®, and SoftID®, enabling comprehensive order processing and specimen collection for home and nursing home services. The system efficiently dispatches phlebotomists to home locations and tracks specimens from order creation through delivery for testing, significantly boosting operational efficiency and accountability.

Feature: Case/Problem workflow process
Benefit: Allows documentation of all actions during the problem-solving process for better management of outreach accounts. Automated notifications of problem updates sent to CSR and Outreach Accounts provide more efficient communication between involved parties. Previously solved problems can be attached as a reference to assist with an existing issue. Statistical analysis of problems helps to show trends. This ability to identify trends enables users to reduce recurring events.

Feature: Call Registration
Benefit: CSR can access all account information including recent calls, pickup/delivery information, available routes, estimated arrival times, and all account details. These details are easily accessible from the Call Registration option, which improves customer service and assists CSR with registering incoming calls. The system captures call details with ability to find and review past events including customer complaints/problems, supply requests, supply deliveries, and stat/scheduled pickups. Call Registration data on management reports allows supervisors to monitor the enterprise, detect trends, and investigate details of the events.

Feature: Dispatcher dashboard
Benefit: Real-time monitoring of courier/phlebotomy routes enables users to view events at each site as they occur. Couriers are notified via the handheld devices when the dispatcher changes their routes eliminating the need for a phone call. Dispatcher receives requests as they are placed by the CSR and assigns requests to routes (including started routes) or creates stat routes as needed. System-assisted dispatching can recommend the best route for a given request based on the specified time constraints of the routes and requests. A CSR can designate a specific drop-off location for a request. When the request is dispatched, both locations will be added to the route. Route Gantt Chart graphically illustrates the progress of the routes to help plan, coordinate, and track couriers throughout the day allowing dispatchers to make adjustments when timely deliveries or pickups may become compromised.

Route Management

Dispatcher window displays courier and phlebotomy routes with their statuses, progress, vehicle, and personnel allocations. Dispatcher can display the details of a selected route and monitor events in real time at locations after they occur. Requests for pickups received by CSRs are displayed and can be selected and then assigned to routes (including started routes), or if needed, can be used to create stat routes for immediate assignment.
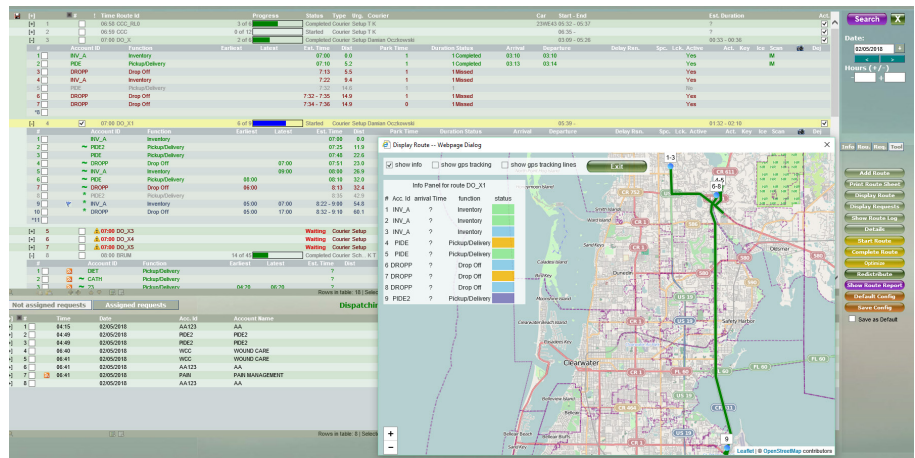
Call Registration

Call Registration window displays account information when account is selected. There are four call categories available (Supply, Courier/Phlebotomy, Case Problem, and Other Call Type); once a category is selected, the last call information for that category will display. A call description can be entered using free text, a canned message, or a combination of the two. Detailed account information and call history are easily accessible during call registration.

Supply Package Details

Supply packages are created from supply requests entered in Call Registration. Full information on the supply package is maintained by the system and is available at any time. Date and time of all events related to the package—from package creation to final delivery—is maintained and available, including intermediate statuses. The performer, status, date and time, location, and route involved are documented, along with the recipient's signature for better accountability. Information about supply items includes the amount requested and amount issued. Supply package invoices with bar codes and package details are created and placed on package for better tracking.

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