

Helping Hand Uses Red Oxygen to **Communicate** with On-the-Go Care Workers



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Red Oxygen is great. It makes my job easier. I take calls from clients and do cancellations and reschedules, and Red Oxygen is a very convenient way to update a care worker on the road.

—Nicole French, Service Support Officer, Helping Hand New Aged Care”

Customer

Helping Hand New Aged Care

Location

Adelaide, Australia

Industry

Healthcare

Highlights

- Ensures documentation of every interaction
- Improves communication with employees on the road

Website

helpinghand.org.au

THE CUSTOMER

Based in Adelaide, Helping Hand New Aged Care supports older adults with high-quality home care, residential care homes, and health services. The organization's dedicated care workers are often on the road, traveling to and from clients' homes. Helping Hand uses Red Oxygen to keep in touch with approximately 190 traveling workers and provide important updates.

THE CHALLENGE

Helping Hand provides home care across the Adelaide metropolitan area, as well as four additional districts. Scheduling employees for these home care visits is no small task, and cancellations and reschedules complicate things further. Communicating with traveling employees via SMS is not only more efficient than calling, but it also has an added bonus: documentation. “SMS is a quick and easy form of communication,” notes Nicole French, Service Support Officer at Helping Hand. “And it provides a written response we can copy into a client file—it gives us efficiency and documentation.”