



# S2S Wait List

## A Service-to-Service module

S2S Wait List is a convenient and affordable tool created to respond to the demand for health, welfare and community services.

S2S Wait List is a coordinated online database of client requests for services that is easily accessible from any computer connected to the internet. It enables straightforward and equitable responses across the full range of service sectors.

Password protected and secure data storage, as well as stringent client privacy, makes Wait List the most reliable communication means for agencies dealing with sensitive client information.

S2S Wait List is a web-based system, so it is quick to deploy and can be upgraded centrally with minimal effort. This means all community service providers now have the opportunity to achieve cost-effective and seamless service coordination.



Infoxchange  
Australia helps  
community  
service workers  
deliver value to  
their clients in  
new ways

## Why S2S?

Infoxchange Australia has a profound understanding of the needs and constraints of community service provision as a result of our long involvement with the health, welfare and government sectors.

We know that efficiency means timely and appropriate responses for clients in need, and that value for money is paramount.

S2S Wait List facilitates a fast and targeted response to client demand for diverse human services. Clients requiring support can be entered into Wait List's interactive database to make the request available to all relevant service providers.

Wait List centralises administration and case-related communication on a secure online portal that eliminates time consuming procedures and significantly decreases overheads. Communicating via S2S Wait List is as smooth and simple as to speaking face-to-face.

Innovative and affordable, Wait List is a vital alternative for health and community service providers striving to maximise their reach and capacity.



### At a glance:

- Easy to use
- Diminishes administration
- Saves time and money
- Always up to date
- Accessible and affordable
- Practise-lead work flows
- Protects client privacy
- Authorised access only
- Fits with existing protocols
- Generates reports
- Enables follow up
- Embedded service directory
- Transparent
- User customisable interface

## Features

### Economical and uncomplicated

Wait List's web-based software is easy to deploy and maintain. As part of the S2S Suite, there are no hidden costs for additional software installation or computer hardware upgrades. Just an internet connected computer is all that is required.

### Cost effective and efficient

Using Wait List, referring agencies simply add client details to a shared register that notifies all associated services of a client's needs. Service providers then use filtering options to match clients to appropriate services, resulting in better-coordinated outcomes for their clients.

### Accurate and equitable

Wait List can be updated instantly by any authorised user, so client details are always current. This centralised information minimises duplicates and loss of data. It also allows numerous agencies to view the same client details simultaneously, ensuring waiting clients have equal access to services.

### Targeted and relevant

Wait List's 'preferred provider' option and sensitive data fields facilitate ideal service outcomes for clients with specific preferences or needs. Clients who wish to receive services in a particular area or from a known provider can opt to make their case available only to relevant services. In this way, they are sure to receive the most suitable assistance.

### Strategic and reportable

Wait List has powerful reporting capabilities that yield a system-wide picture essential for service planning. Reports can be generated at service or region level, and inter-agency, multi-service summaries are available.

### Intuitive and logical

Wait List is easy to use and has been carefully designed following extensive consultation to step users through a process that complements existing workflow.

Advanced users can personalise Wait List's interface according to their preferences, so when they log in to the system it shows them exactly what they need. Helpful additions such as email notification of new clients and the ability to attach documents blend Wait List easily into normal work procedures.

### Practice-lead and protocol-friendly

Wait List procedures are informed by the requirements of inter-agency protocols, internal operations and sector-wide service standards. Wait List's existing work processes are therefore a natural fit.

### Secure and compliant

Wait List adheres fully to legislation that protects consumer privacy – the Victorian Information Privacy Act 2000 and Health Records Act 2001. Prior to the use of the system, consumer consent is obtained and various approval levels apply. Access to the system is achieved with password authorisation while data is transferred at the same security level as used for online banking.

### Linked and coordinated

Wait List can be integrated with S2S eReferral – a module of the S2S Suite – to provide access to complete case records and service coordination tools.



### The S2S suite

- S2S eReferral
- S2S Client & Case Manager
- Infoexchange Service Seeker
- S2S Accommodation Seeker
- S2S Resource Seeker
- S2S People Seeker
- S2S Wait List

## The S2S Network

Infoexchange Australia customers form an advanced network of community and government organisations using Service-to-Service modules to streamline and integrate their delivery of health and welfare services.

Thousands of service providers are connected by our carefully constructed tools, placing S2S at the heart of Australia's most extensive and broad-ranging community network.

S2S Wait List currently benefits these users:

- Local Government (HACC, aged and disability services)
- Community health services
- Allied health
- Hospital - discharge, outpatients, emergency
- Aged Care Assessment Services
- Service providers of individualised care
- Disability services
- Targeted welfare organisations.

The following examples detail how S2S Wait List can be seamlessly packaged with other S2S modules to meet broader information and business requirements.

### The S2S equation



#### S2S eReferral

A comprehensive search and referral system that streamlines service coordination.

- Manage demand for services and case-by-case service delivery from a single online location.
- Move clients from the waiting list to active service provision at the click of a button.



#### S2S Accommodation Seeker

An online location for identifying accommodation vacancies and affiliated community services.

- Match a waiting client to available accommodation through a consistent web-based interface.



#### S2S Client & Case Manager

A secure online database for managing client records, referrals and cases.

- Waiting clients become active cases through one smooth transition.
- No duplicate files or data entry.



## How it Works

S2S Wait List is used by a range of different service providers to coordinate their responses to consumer or patient needs. The following scenarios describe typical uses of the system.

### Providing timely help

As she ages, Maisy finds it increasingly difficult to do things around the house – cooking, cleaning and even putting out the rubbish are much harder than they used to be. Her grandson is currently staying with her to help out, but he will soon go away to university and Maisy is worried about what will happen then.

Her GP refers her to her local aged care assessment service (ACAS). The ACAS worker who visits Maisy enters her information into the local aged care Wait List, and attaches the documentation required under the funded community program. Maisy is put in line for a care package that will provide meals on wheels plus help around the house once a week. Because her grandson is staying three more months, Maisy's record is flagged to be dormant until he leaves.

In due course, Maisy appears on Wait List and a Community Aged Care Package (CACP) provider with an appropriate package identifies her case. The CACP worker places her 'under consideration' within Wait List while they check on her current situation, so that other providers know that her case has been tentatively taken on. Once Maisy has agreed to receive her service, the CACP provider accepts her case and Maisy is removed from the waiting list.

Her record is archived so that it can be included in overall reporting. It is also available as a history, should Maisy ever go back on the waiting list for further services.

### Step by step



1. Client assessed and placed on Wait List.

2. Case flagged to become active only when care required.



3. Once case active, service provider placed client under consideration.

4. Verified case details and suitable service response and accepted case in Wait List.



5. Details archived for future reference and reporting.



### Step by step



1. Client needs and preferences assessed.

2. Record on Wait List created.



3. Client details, including special requirements, noted.

4. Preferred provider' option used to place client on waiting list for services from a specific provider only.



5. Case accepted by a provider and service provision arranged.

### Accessing targeted services

Giordana is a social worker who assists families caring for people with disabilities. She pays a call to some new arrivals to the area, a Sudanese single mother of three, including one teenage girl with cerebral palsy.

The mother cares full time for her daughter Acai, and Giordana suggests that she takes advantage of in-home respite care that is available.

Giordana creates a record for Acai in the Wait List used by disability service providers in the region. Acai's mother would prefer to receive help from a Sudanese person, for both language and cultural reasons so Giordana makes note of these special requirements in Acai's record.

Giordana also uses Wait List's 'preferred provider' option to make Acai's details accessible only to a specialist agency that works with Horn of Africa communities in the area.

The agency receives notification that a client is waiting specifically for their services, and accepts the case, arranging to provide regular respite for Acai's mother.

### Prioritised service delivery

Manuel is experiencing pain as a result of his wisdom teeth growing through. He visits his dentist for an annual tooth examination. Looking at Manuel's teeth X-Ray, his dentist finds out that one of the wisdom teeth is growing incorrectly and requires extraction.

Rebecca, a dental nurse, takes Manuel's details and adds a new record to S2S Wait List. She also describes results of the examination and adds information on the wisdom tooth that requires extraction to the system. Now Manuel's request is put in the queue for dental surgery and is available online for authorised service providers to take on.

A week later Manuel rings up Rebecca to complain about acute tooth pain that has been caused by infection.

Rebecca logs in to S2S Wait list. She finds Manuel's case details and changes his status to 'critical'. Manuel's service request has now moved to the beginning of the queue. He is given an appointment with a dentist for a tooth extraction for the next week.

### Step by step



1. Details of required dental procedure added to S2S Wait List.

2. Client request put in a waiting queue.



3. Service request priority changed according to circumstances.

4. Client's request moved up in a queue.



5. Client received service sooner.



Since S2S Wait List provides a high level of information security, I feel confident about putting sensitive client details online

## System Requirements

S2S Wait List has been developed using an SQL database in an open source environment. Infoxchange provides full infrastructure to support S2S modules: all data is stored and hosted securely on Infoxchange servers.

S2S information is transferred using Secure Socket Layer (SSL) 128-bit PKI encryption – the same security level as used for online banking.

Wait List can be accessed from any standard internet-enabled computer and functions in all common and up-to-date internet browser types. This means no costly software installation, upgrades or maintenance is necessary.

Users are required to provide Infoxchange Australia with basic details, including an email address, in order to obtain a username and secure password to access S2S Wait List.

### Minimum requirements

- Web Browser: Internet Explorer 6.0, Netscape 7.0, Mozilla 1.2 or higher. (Including all recent updates and security patches.)
- Screen Resolution: 800x600 pixels or higher (1024x768 pixels is recommended).
- Internet connection: 56 kps modem or higher.
- Computer: PC or MAC running Microsoft Windows 98 or higher.

## Implementation

Infoxchange Australia provides more than just software development. Our staff draws on years of human services experience to help clients incorporate S2S Wait List into daily work procedures.

Through a comprehensive project management process, Infoxchange will:

- Conduct high-level stakeholder consultation
- Facilitate establishment of inter-agency electronic referral protocols
- Collect user feedback
- Work with agencies to help users assume new referral procedures
- Manage communication network-wide about S2S Wait List development and implementation
- Support users with manuals, training and helpdesk.

Infoxchange's trainers were very helpful and friendly and I felt comfortable about asking questions and asking for extra help.

## Support for users

Infoxchange Australia's experienced help desk team supports S2S Wait List users by email or phone from 8.30am to 5.30pm, Monday to Friday. Our friendly staff will happily answer the smallest query from a long-term user, or talk new users through their first time on the system.

Our ongoing support means knowledge of processes and procedures is not lost with a customer's staff turnover.

Targeted S2S Wait List training is available on request from Infoxchange Australia's accredited trainers. The Training Unit can meet all training needs, from S2S modules to basic computer operation to more advanced training in common software packages.

Infoxchange accredited trainers run courses at customer offices or in our dedicated Training Centre in Abbotsford, Melbourne. Training can be integrated into your S2S quote and more course details are available at [www.training.infoxchange.net.au](http://www.training.infoxchange.net.au).

## Find out more

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