MyHelpa

Automated scheduling software

Driven by artificial intelligence (AI) to support extraordinary people who deliver outstanding care

Transform your ability to successfully schedule care visits, save time and money, stay in control and fuel growth to meet the demand for home care.

Home care is about people

The recruitment and retention of more extraordinary people continues to be a major challenge for home care providers; it prevents growth and restricts the supply of care services to the community. We have designed MyHelpa to help tackle the key challenges:

Missed visits | With potential catastrophic results, missing a care visit is one of the most significant concerns. They can lead to a safeguarding being raised, leave a vulnerable person without care, and can impact on your provision's reputation.

High turnover | From too many (or too few) hours, mileage, wait times between visits, and the type of work, to pay queries, training needs and supervisions, care teams can experience stress, anxiety, and frustration and feel disconnected. When the internal state of a care team suffers from fatigue and negativity, it often results in high turnover rates, impacting on the continuity of care, which can drive customer turnover too.

Cancelled care visits | Unplanned absences or last-minute care visit cancellations can drain resources and have a negative impact on your team, your customers and affects the quality of your service.

Losing money | Visit cancellations, and long wait times between visits, can lead to losing revenue, and a care professional could make a net loss in take home pay. This level of stress and cost can also drive staff turnover.

Too much time on admin | Admin can quickly eat into your time with hours spent on a computer and phone scheduling care visits, calculating pay, raising (and chasing) invoices, and resolving queries.

Creating new rounds | New packages need qualified care teams that can travel to their location without making a monetary loss. The ability to successfully staff a new package is fundamental to achieving sustainable growth.

Evidence for regulators | To perform well in inspections, providers need to evidence responsiveness and leadership to demonstrate how the care team is responding to any change in people's needs.

Bring AI to your home care service; save time and money and help recruit and retain more outstanding people.

We make it easy to build complex home care schedules and help keep care teams engaged and productive.

AI algorithm computes your data to create real time solutions

Productivity

Cutting edge AI algorithm minimises travel and wait times

Customise

Versatile shift pattern creation to suit your team's availability

Data management

Manage client and team information in one location

Automated EVV

GPS authenticated visit verification and vehicle routing

How MyHelpa works

By harnessing AI MyHelpa provides automated care coordination with human oversight. Our powerful algorithm has been trained and developed in home care settings to match multiple criteria that exist between the people you care for and your care team. The AI algorithm works quickly to help ensure your qualified and experienced care professional(s) arrives at the right time. It is super easy to use, simply click the button.

Our algorithm looks for patterns in your data to help you and your team make the best possible decisions for scheduling care, including ensuring travel and waiting time between visits are appropriate to support your care teams to deliver outstanding care without losing money and making the best use of their time.

Care teams confirm their visits on the MyHelpa app which are authenticated using GPS coordinates, and shift patterns are easily customised in the easy-to-use shift pattern tool. The AI algorithm stays up to date with your team's availability so it can help select the best available alternative care professional should any of your team call in sick or are absent.

MyHelpa operates on Amazon Web Services in the UK, providing world leading cloud performance and data security.

Enjoy growing your care provision

MyHelpa enables you to enjoy transformational capabilities:

- Quickly re-schedule specific care visits at the click of a button without causing disruption to your whole care team
- Easily identify people from your team who could create a new round and take on more care packages
- Analyse key operational data and automatically schedule care visits, calculate pay, and raise invoices
- Use AI to engage your care teams and help avoid missing a scheduled visit
- Ensure every care package is sustainable and everyone in your team takes home the pay they expect
- Create more time to care, continuity of care and arrive on time

How does MyHelpa's AI work?

We have an exceptional team of passionate home care professionals and software developers working tirelessly to write, train and develop our unique code. This code analyses your data and, by quickly performing large computational calculations, it is designed to provide you with transformational insights and solutions to real time scheduling challenges, supporting your care team to consistently deliver outstanding care.

How do I start and enjoy the benefits of MyHelpa?

1. Let's connect and discuss your specific needs and goals
2. We provide support, guidance, and training so your team can immediately enjoy every aspect of MyHelpa's value
3. Always here to help! Just drop us a message or give us a call

MyHelpa is intuitive and easy to use, and we will do everything we can to help ensure a seamless implementation.

Okay, let's talk!

We are flexible and happy to work around your diary

Email: hello@myhelpa.com
Connect with us on LinkedIn

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