Non-Emergency Patient Transport Access

Phone

1300 889 533

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Contents

For the Executive Types

NEPTA has received high acclaim from users, dispatchers, and management, alike.

- Users particularly like the ease and speed with which they can make bookings and receive booking confirmations.

- Dispatchers like not having to spend all day on the phone chasing the booking requesters for information that they skipped.

- Managers like the instant up-to-date reports allowing them to adjust budgets on a whim.

"NEPTA has actually made coming to work enjoyable." … a NEPTA user

The Boring but Important Details

Non-Emergency Patient Transport Access (NEPTA) is a software application for Windows computers that records and manages non-emergency patient transport bookings. Bookings can be allocated to vehicles easily by drag and drop.

Bookings can be entered centrally, or individual departments may enter (request) a booking.

Optionally, NEPTA can perform cost recovery functions.

NEPTA features powerful, up to the minute organisation-wide reporting. NEPTA has an extensive range of built-in reports, including KPI monthly breakdowns. All reports can be drilled down to open the source data.

NEPTA can be customised to meet the needs of your organisation.

NEPTA was created by I.T. Guaranteed, a Tasmanian GITC accredited supplier which has been operating for 24 years. I.T. Guaranteed's vehicle fleet clients include Tasmania Health Service (formerly DHHS), Ambulance Tasmania, and University of Tasmania.

Quick to learn, Easy to use
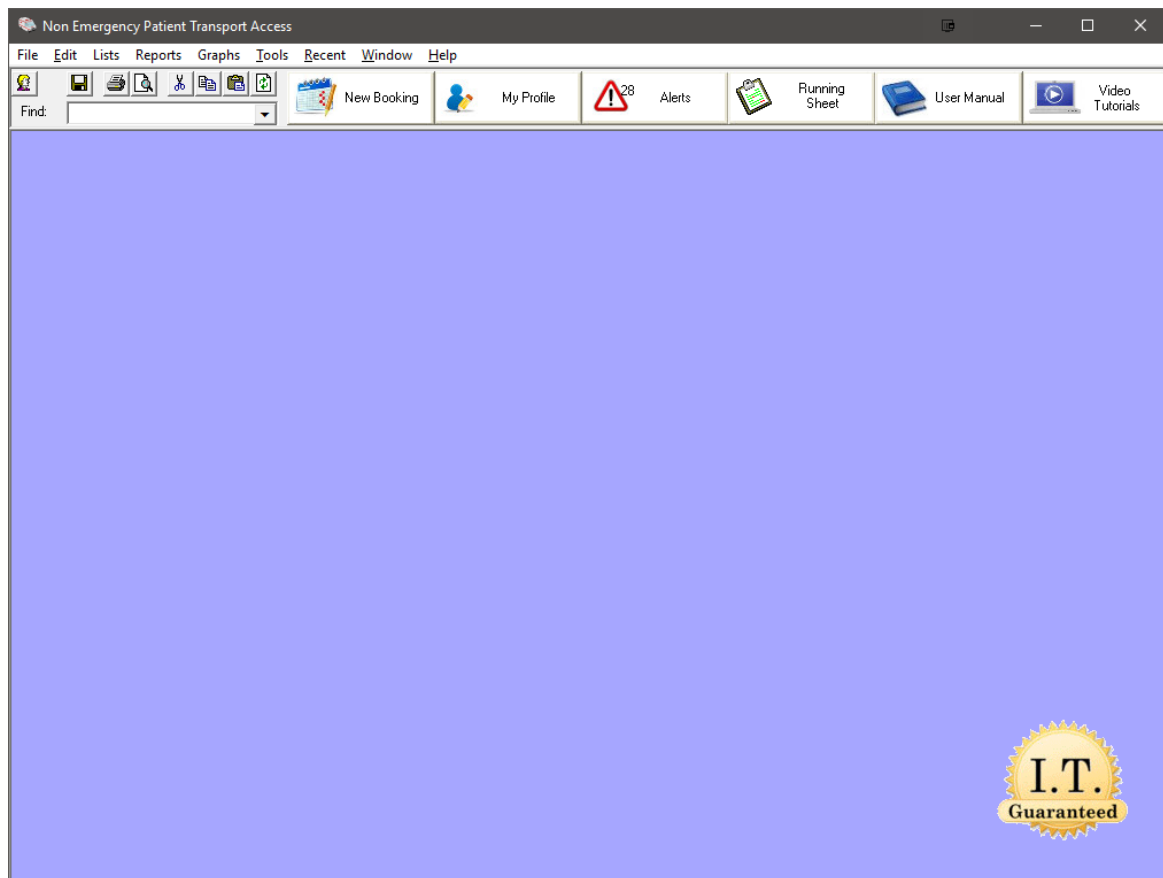

✓ The software is quick to learn due to a traditional menu and tool bar structure with which users are familiar.

✓ Quick access buttons to effortlessly open the most frequently used program functions.

✓ Get help from within any screen, as the help options are always available.

✓ The vast majority of users require no training at all.
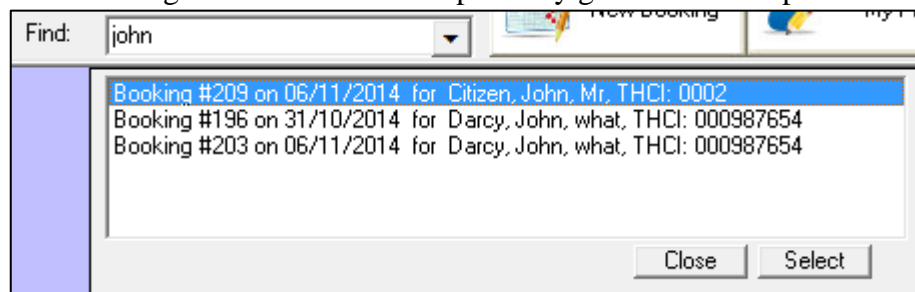
Intuitive Searching
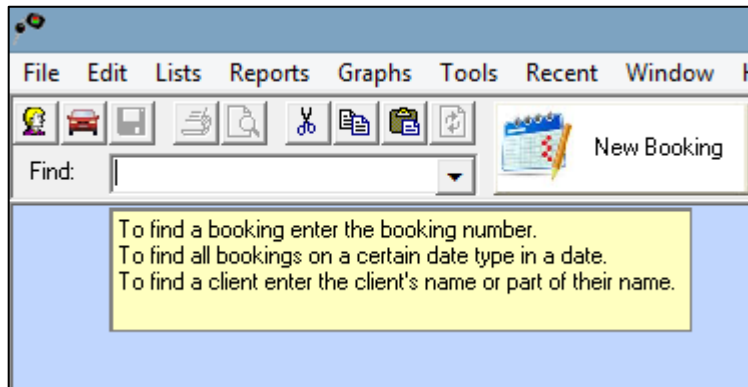
A prominent 'Find Box' can be used to instantly search for and open almost any data.
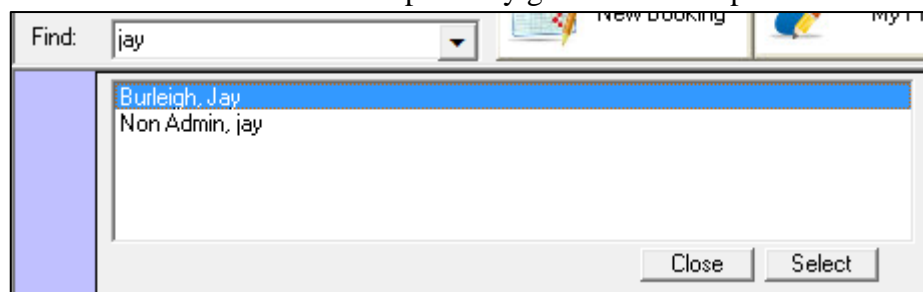
- o   Find bookings from dates, names, booking or reference numbers.
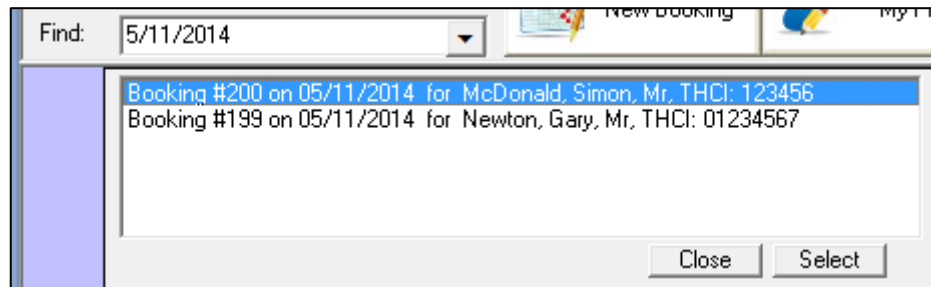
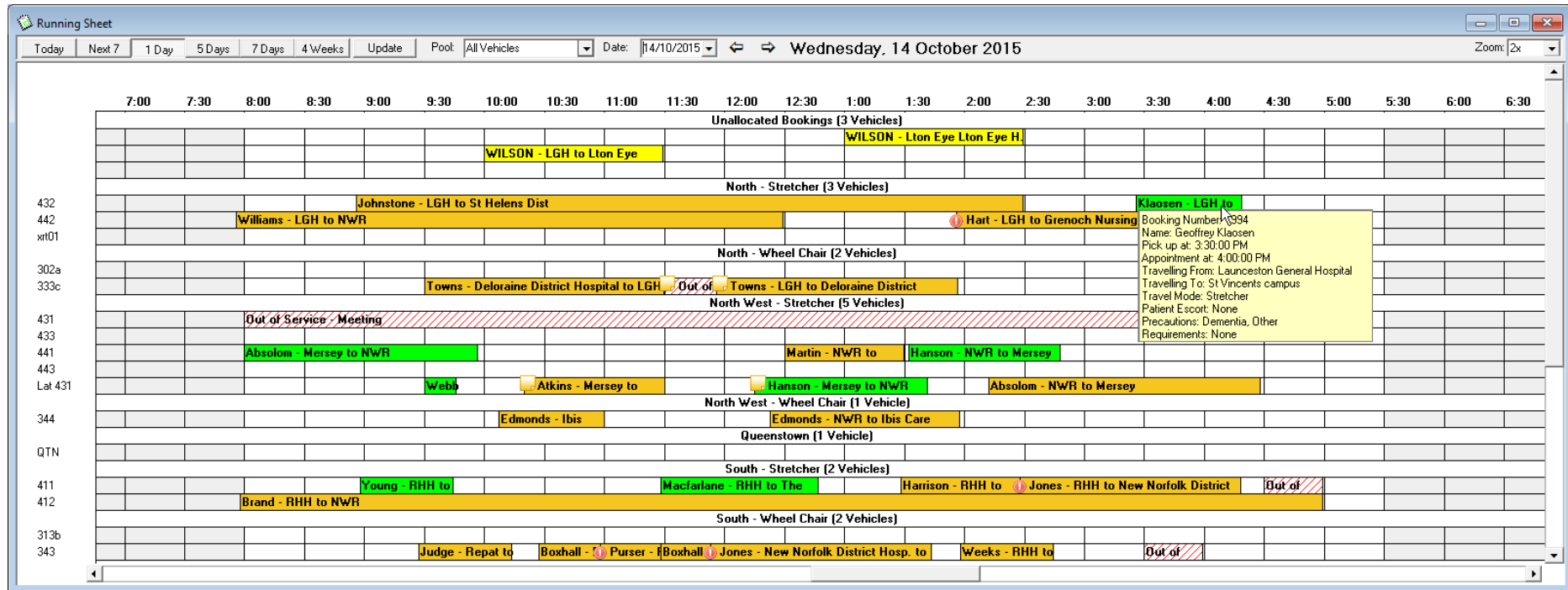- o   Find bookings from surname and optionally given names or partial names.

- o   Find users from surname and optionally given names or partial names.

Take control of your fleet and your bookings

- ✓ Large mouse-over pop-up boxes display detailed information about each booking, saving the user from having to open the booking to search for information.
- ✓ Clear colour-coded bookings (colours can be customised)
   - o Yellow = unallocated bookings (no vehicle); Green = vehicle allocated
- ✓ To allocate a vehicle to a booking, simply drag it to the vehicle's row.
- ✓ Vehicle Pools are separated for easy allocation.
- ✓ Multiple display options
   - o Single day, 5 days, 7 days and 4 weeks view; Zoom in for those busy days; View all pools at once, just one pool, or a selection
- ✓ Indicators for notes for special bookings
- ✓ Indicators for overlapping bookings
- ✓ Double click to open a booking or a trip.

Collect all the information once

- ✓ **No more chasing up the information that the requesters skip** as all fields are mandatory. Prevent telephone tennis and email follow ups!

- ✓ **Save time** when making the next booking for a patient as all patient information is recalled.

- ✓ **Distance calculated automatically.**

- ✓ Recurring bookings can be made for almost any combination.

- ✓ Bookings may be duplicated.

- ✓ Return bookings can be created at the click of a button with the pickup and destination locations swapped and a default time gap between the two bookings.

- ✓ Completely customisable to your requirements.

Save time by making Recurring Bookings

For clients that require regularly scheduled trips, recurring bookings can quickly be created.

DAILY

WEEKLY

MONTHLY

Information for dispatchers only

Some organisations require certain information to be for internal eyes only. The dispatch information is only available, when a booking is opened by a dispatcher.

- ✓ Automatically calculate trip time
- ✓ Space for dispatcher notes which display on running sheet.

Keeping everyone in the loop
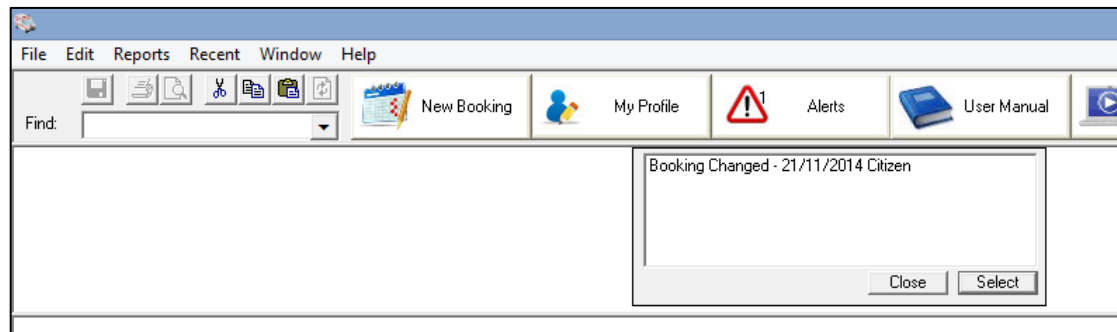
Alerts keep all users informed about changes to bookings. Alerts are displayed prominantly on the main toolbar. Clicking the alerts button shows the list of current alerts.

Booking Requester Alerts

- ✓ Alert triggered when a change is made to the booking by a dispatcher.
- ✓ Alert triggered when a booking is scheduled and ready for confirmation.
- ✓ Double clicking the alert notice will open the booking.

Dispatcher Alerts

- ✓ Alert triggered when a new booking is requested.
- ✓ Alert triggered when a booking is made without the minimum notice period.
- ✓ Alert triggered when a booking is modified.

All Alerts

- ✓ Can be configured to play a custom sound, flash, and / or display in Windows system tray.
- ✓ Completely customisable to your requirements.

Reporting

NEPTA includes a plethora of reports, allowing users to report on drivers, bookings, financials, KPIs, and utilisation. Reports have customisable themes which allow changes of colours, fonts, sizes ,etc to be saved. All reports are drillable All reports can be drilled down to their source data by simply double clicking on the figure to be drilled. Reports can be copied, emailed, or sent to excel with a single click for easy transfer to other applications.

Report Samples

KPI REPORT

The KPI report displays at a glance how your organisation is faring against your Key Performance Indicators.

TOP 10 REPORTS

Top ten reports quickly show who are your most valuable clients and popular destinations. These reports enable your organisation to allocate resources where they are most needed.

Export buttons (single click to copy, send to Excel, or email reports)

Reporting

Date Boxes
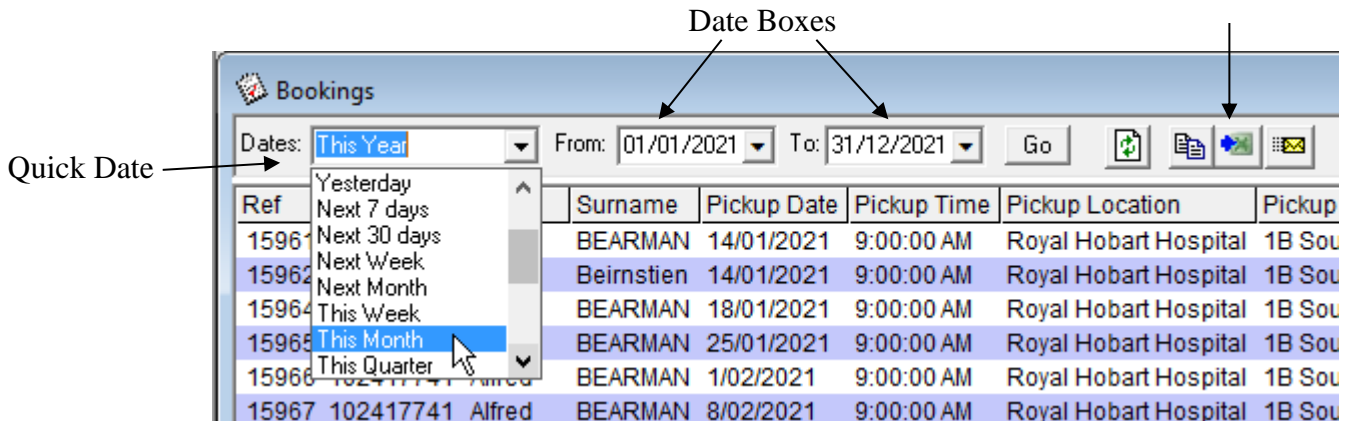
Quick Date

Reports that are date sensitive feature the above tool bar. Each report is programmed with its own default Quick Date such as "This Week".

In addition, all date boxes in the software allow a number of entry options such as from a right click menu, calendar drop downs or simply pressing T for today's date and + (plus) to advance one day and – (minus) to go to the previous day. There are also many other shortcuts available which make for fast data entry.
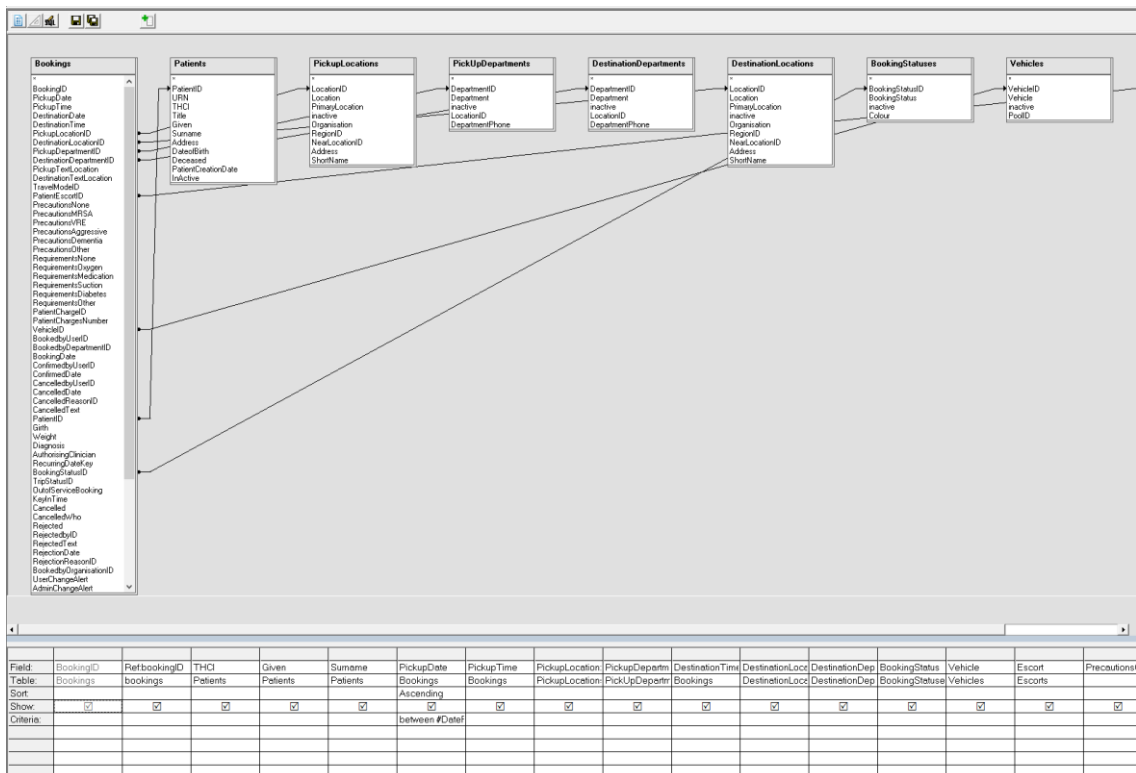
Report Customisation

Reports can be customised, including adding fields, or filters, or sort order.

- ✓ Create your own reports by customising built-in reports and saving them
- ✓ Allow us to create customised reports for your organisation.

Billing (optional)

Surname	Given	From	To	Tariff	Distance	Cost
Campbell-Smith	Graeme	Ellendale	St. Lukes Hospital	Health Care Card	219	$30.00
Bezette	Kevan	Crabtree	Launceston General Hospital	Health Care Card	233	$30.00
Hilder	Clavell	Don	St. Lukes Hospital	Health Care Card	123	$30.00
Berger	Clarence	Lindisfarne	Royal Hobart Hospital	Health Care Card	7	$9.00
Felmingham	Margot	Sisters Creek	Launceston General Hospital	DVA	183	$40.00
O'Brien	Philomena	Paradise	NEMS Hospital Scotsdale	Health Care Card	152	$30.00
Piubello	Percival	Rokeby	Launceston General Hospital	Standard	205	$60.00
Jordan	Gerald	Swan Bay	Launceston General Hospital	Health Care Card	39	$9.00
Jordan	Gerald	Launceston General Hospital	Swan Bay	Health Care Card	39	$9.00
Clayton	Leonard	Nunamara	St. JOHNS Hospital	Health Care Card	217	$30.00
HUTTON	John	Hawley Beach	St. Vincents Hospital	MAIB	86	$28.00
Cowell	Shirley	White Beach	Royal Hobart Hospital	MAIB	108	$28.00
Brown	Dorothy	Hobart Private Hospital	West Hobart	MAIB	1	$12.00
Campbell	Neil	Ravenswood	Royal Hobart Hospital	Health Care Card	204	$30.00
Brown	Dorothy	West Hobart	Hobart Private Hospital	MAIB	1	$12.00
Plaza	Shirley	Lawitta	MERSEY Hospital	Health Care Card	271	$50.00
Smith	Dorothy	Fern Tree	St. Lukes Hospital	Health Care Card	211	$30.00
Barnard	Marie	Meander	Hobart Private Hospital	Health Care Card	245	$50.00
Cowell	Shirley	White Beach	St. Vincents Hospital	MAIB	266	$90.00

- ✓ Automatic cost calculation.
- ✓ Journaling export function for your accounting system, ready for billing.
- ✓ Complete Invoicing, Accounts Receivable option can be added.
- ✓ Completely customisable to your requirements.

Tariffs

Tariff	Rate1	Rate2	Rate3	Rate4	Rate5	inactive
DVA	$9.00	$15.00	$23.00	$40.00	$75.00	☐
Health Care Card	$6.00	$9.00	$14.00	$30.00	$50.00	☐
MAIB	$12.00	$18.00	$28.00	$60.00	$90.00	☐
Standard	$12.00	$18.00	$28.00	$60.00	$90.00	☐
						☐

- ✓ Multiple tariffs can be configured
- ✓ Don't bill by distance? We can code your current billing methodology into NEPTA.

Configuration

Your organisation's database can be configured to your unique requirements.

Single database backend

- ✓ Bookings may be taken centrally, increasing efficiency.
- ✓ Vehicles and drivers can also be allocated centrally,
  or
  Each local site is able to independently take and manage their own bookings.
- ✓ Up to the minute, organisation-wide reports may be generated instantly.
- ✓ The database may be **self-hosted on your organisation's computers** or hosted by us.

Or multiple databases at each local site

- ✓ Each local site is autonomous, taking their own bookings, and generating their own reports. This option suits organisations that do not have an organisation-wide network, nor wish to utilise I.T. Guaranteed's cloud storage options.

I.T. Guaranteed

Some of our enterprise clients have been relying on our software daily for the last 24 years. In I.T. years that's like ... forever.

Such longevity cannot simply be attributed to any one trait alone. Reliability, support, responsiveness, knowledge and experience. Our clients rate us highly in all these qualities. In our annual client satisfaction surveys we continually achieve overall highly satisfied scores and we continually strive for improvement. We listen to our clients and work with them, at all levels, to deliver outstanding solutions.

Oh, and there is our guarantee

It is what we named our business, after all: I.T. Guaranteed. If our client isn't satisfied, then they can have their money back. You see, we prefer our clients to choose to remain with us rather than be forced to remain due to a contract that locks them in. Our licenses are renewable annually. On top of that, we offer 90 day trials on many products. Combine all that with highly competitive pricing plans and you can see why our clients stay with us.

GITC accredited supplier

We have been providing I.T. solutions to the government for 24 years. We have scalable solutions in health statistics, fleet management, client & document management, equipment hire and cost recovery systems. We are able to work with your I.T. department to store your data on your own servers, or you may choose to use ours.

Clients

- ✓ Tasmanian Health Service - Vehicle Fleet (formerly Department of Health and Human Services) has used our vehicle management solution for 22 years.

- ✓ University of Tasmania has used our vehicle management solution for 20 years.

- ✓ Ambulance Tasmania has implementing our non-emergency patient booking system. It is installed in all public hospitals and wards across Tasmania.

- ✓ Hospital Aged Liaison Team (THS) contracted us to create a health care, referral and statistical software database. It has now been in use for 10 years.

Testimonial

"I have been using I.T. Guaranteed's software for 21 years and have found the software is user-friendly and intuitive.

This has enabled our fleet management to be targeted to achieving our goals and efficiencies. The odd issue has been resolved rapidly with no fuss as the system has been robust with very minimal down time. Reporting is easy with the click of a button, and the online help is also easy to use.

I would recommend this company and the software it produces to other users."

Stephen Simmons

Transport Manager (retired) – Fleet Management North – Tasmanian Health Service

"I used I.T. Guaranteed's Fleet software for 16 years. It was easy to use, and reliable with little to no downtime. On the odd occasion when we needed help, it was prompt and friendly. I would recommend I.T. Guaranteed wholeheartedly."

Bruce Baudinette

Fleet Manager (retired) UTAS

Other Software

Open Fleet

I.T. Guaranteed's premier fleet software, Open Fleet has been in use for over 19 years, and in that time has managed in excess of 10,000 vehicles.

It is used by government departments and universities to manage

- ✓ Pool vehicle bookings.
- ✓ Vehicle Service scheduling compliance.
- ✓ Vehicle replacement.
- ✓ Repairs and Maintenance.
- ✓ Expense and pool booking internal cost recovery.
- ✓ Asset tracking.
- ✓ Driver licencing compliance and infringement tracking.

Other Software

Pricing

We would love to be able to present you with a quotation for our service. In order to do so we need to know

- the number of vehicles in your fleet
- the number of users who will be using the software
- the number of databases you require
- if you will be self-hosting the databases and doing your own backups
- the details of any custom reports that you would like built–in
- the details of any alterations that you require

Now it's your turn

You can try it right now. Just plug this USB stick into your Windows computer and double click the **NEPTA.exe** program

- Try the demo then,

- If you are happy, start using our software immediately with our 90-day trial.

- If you have any questions or would like more information, please call our support number 1300 889 533 or email support@itguaranteed.com.au

No USB Stick?

Please email support@itguaranteed.com.au and we will send you a link to download our software.