



Information management solutions for retirement homes, retirement communities and long-term care facilities.

MRC offers retirement homes, retirement communities and long-term care facilities an integrated suite of information management applications OMS-R that cover all aspect of residences' operations.

MRC's OMS-R Suite:

- enhances the quality of resident services
- effectively manages resources and business operations
- improves business processes and enables opportunities for additional revenues
- increases productivity
- helps eliminate errors in care and services provided



MRC's application suite OMS-R is intended to help owners, managers and their staff meet the challenges of delivering high quality services while managing the growth and competitiveness of their business.

OMS-R Suite comprises 4 application groups:

- Residence & Human Resources Administration
- Resident Care Management
- Resources Management.
- Medications Management

MRC's OMS-R application suite provides residence administrators and owners the necessary tools to facilitate certification processes, conformance with internal procedures and compliance with government regulations.

OMS-R Applications Group Functions

A fully integrated suite of applications modules that cover all aspects of residence operations

Residence & HR Administration

- Admissions, Transfers & Discharge
- Human resources information systems (HRIS)
- Time & Attendance
- Standard Operating Procedures (SOP)
- Training
- Interfaces to property & asset management systems
- Interfaces to accounting, billing and payroll systems
- Reporting & audit trails

Resources Management

- General manager's workstation
- Resource planning & management
- Work order system
- Work orders audits & follow-up
- Department tasking
- Interdepartmental tasking
- Messaging
- Communications – internal & external (clinics, pharmacies, laboratories...)

Resident Care Management

- Resident medical history & medical records
 - coded using SNOMED-CT standard
 - non-coded
- Medical – appointments, encounters & treatment
- Care planning & procedures
- Resident evaluations and assessments (AVQ, Folstein, falls risks and aggressive behaviour)
- Therapeutic plan – nursing (PTI)
- Nursing workstation
- Care resource planning
- Daily living assistance planning and management
- Daily care therapeutic planning and management
- Reporting & audit trails

Medications Management

- Flexible medication prescription management
- Virtual pharmacy
- Manage the preparation of medications distribution carts & cabarets per event
- Controlled distribution of medications
- Biometric identification of resident & medication confirmation
- Identification & inclusion of omitted medication
- Exception management
- Reporting & audit trails

Residence & HR Administration

The Residence Administration application group provides residence owners and administrators a tool which adds to the operational efficiency and security of their business. The group of program modules are focused on the need to manage a Residences' basic operations, staffing resources, resident (client) information and accounting needs (billing) and interfaces to property and asset management systems.

Resident Care Management

This applications group is "Resident Centric", relating to the planning, management and assignment of "resident care". As well, strategic modules that address assessments, daily living, treatment, physician and nursing scheduling, medication management and interfaces to: medical / medication databases, government, pharmaceutical and other health providers / professional

Resources Management

These application modules provide care management with a set of tools that allow them to plan and assign resources in an interactive task and work-order system. Sometimes called tasking and communications, management has the ability to work in real-time and communicate directly to the care staff.

Medications Management

Medications Management and the Virtual Pharmacy provide planning and administration of medications to residents. It incorporates the novel concept of the Virtual Pharmacy. Prescriptions and their updates are entered directly into the system, using secure services and are accessed by the designated pharmacies. It also provides the necessary tools to the pharmacist to prepare the medications and their catalogues. Once received, managing the dispensing of the medications to residents is provided. The system allows for biometric identification of residents and virtually eliminates all dispensing errors.



OMS – R Applications Suite

OMS-R Product Packages

Residence & HR Administration

- Human Resources Information System (HRIS)
- Standard Operating Procedures (SOP)
- Training
- Time and attendance
- Interface – property & asset management systems
- Interface – accounting, billing, payroll
- Reporting and audit trails
- Admissions, Transfers & Discharge (ATD-100)
- Human Resources Information System (HRIS)
- Standard Operating Procedures (SOP)
- Training
- Time and attendance
- Interface – property & asset management systems
- Interface – accounting, billing, payroll
- Reporting and audit trails
- Admissions, Transfers & Discharge (ATD-200)
- Human Resources Information System (HRIS)
- Standard Operating Procedures (SOP)
- Training
- Time and attendance
- Interface – property & asset management systems
- Interface – accounting, billing, payroll
- Reporting and audit trails

OMS-50

- General Manager's Workstation (version 50 – certification toolset)

OMS-100

- Nursing workstation
- Therapeutic plan – nursing (PTI)
- Medical history – non-coded
- Resident evaluations (ADL-I, Folstein, Fall Risk & Aggressive Behavior)

- General Manager's Workstation (version 100 – certification toolset)

OMS-200

- Care plans & directives
- Nursing workstation
- Therapeutic plan – nursing (PTI)
- Medical history – non-coded
- Resident Evaluations (ADL-I, Folstein, Fall Risk & Aggressive Behavior)
- Care resource planning
- Daily assistance
- Therapeutic health care
- Reporting and audit trails
- General Manager's Workstation (version 200 – certification toolset)
- Resource Planning and Management
- Work Order System
- Work Order History, Audit & Verification
- Work Assignments within a department
- Work Assignments – Interdepartment
- Messaging
- Communication with External Resources (clinics, pharmacies, laboratories...)

OMS-300

- Admissions, Transfers & Discharge (ATD-300)
- Human Resources Information System (HRIS)
- Standard Operating Procedures (SOP)
- Training
- Time and attendance
- Interface – property & asset management systems
- Interface – accounting, billing, payroll
- Reporting and audit trails
- Medical history & medical records – Coded- SNOMED CT
- Appointments, Encounters & Treatment
- Care plans & directives
- Nursing workstation
- Therapeutic plan – nursing (PTI)
- Resident Evaluations (ADL-I, Folstein, Fall Risk & Aggressive Behavior)
- Care resource planning
- Daily assistance
- Therapeutic health care
- Reporting and audit trails
- General Manager's Workstation (version 300 – certification toolset)
- Resource Planning and Management
- Work Order System
- Work Order History, Audit & Verification
- Work Assignments within a department
- Work Assignments – Interdepartment
- Messaging
- Communication with External Resources (clinics, pharmacies, laboratories...)

Resident Care Management

Resources Management

Optional Applications

Medications Management with OMS-300 *

- Scheduling and Preparation of Carts and Dispensing trays
- Automatic Verification and Dispensing of Medications
- Biometric Resident Identification and Medication Confirmation
- Virtual Pharmacy
- Flexible Medications Change Management
- Medication Omissions Management
- Elimination of Distribution Errors

* Medications Management Applications are available in a standalone version for Medical Services Providers



MRC 's OMS-R applications suite offers integrated management solutions that improve the quality of services provided while controlling current and future operational costs.

OMS-R Highlights:

Instant access to current (continually updated) important Resident data – Whether for emergency purposes, for Resident status (insurance, financial, important notes...etc), or for government / insurance compliance, information is always there, secure and accessible.

Instant access to non-coded Medical History– MRC's version of its OMS-R package OMS-100 and OMS-200 contains a managed database of each Resident's medical history manually entered via the "nursing workstation" and being a non-coded reference version. OMS-100, along with ATD-200 and the nursing workstation can provide the Residence the opportunity to become Government compliant to current regulations.

Instant access to Fully Coded Medical History and Medical Records – MRC's coded version of its Residence Administration package OMS-300 contains a fully coded managed database (as per SNOMED CT) of each Resident's medical history and medical records.

Fully automated distribution of Medications - Medication Management: from the creation of the prescription, virtual pharmacy, reception of the medications, preparation of both the carts and cabarets by event, this system provides a fully automated distribution process. The process eliminates errors in the administration of medication, eliminates transposition errors, save costs and includes a complete audit trail.

Employee SOP – The "Standard Operating Procedures" is kept on-line and accessible to all employees who have the responsibility to provide services. On-line training and tracking of employee status is kept current.

HRIS application contains a detail of staff resources – HRIS is a complete source of human resource information concerning the residence's staffing resources. Planning information such as employment history, time & attendance, payroll, education, skills and training. HRIS provides a key advantage to the operations management. Data in the HRIS is used for resource allocation (as in daily care and medical care), work scheduling and resource requirements planning.

Time & Attendance – The time & attendance system uses biometric identification that captures employee activity and by each internal department. This provides management an accurate, error free attendance record. Data can be used by management as a planning and analysis tool.

Eliminate errors in billing with automated contract management – Contract information along with the charges are kept in the ATD and feed directly to the accounting billing system eliminating any missed charges and transposition errors.

Better resource planning using ATD's Resident personal requirements – The ATD (Admissions, Transfers, Discharge) allows management to plan support personnel to fulfill contractual obligations and the special needs of the resident. A paper trail is kept through OMS-R's Work Order system.

Capture of a-la-carte services billing – Often services are provided by third parties or staff members and either billing is manual and or some services are provided without a billing consideration. This can be eliminated by capturing this information directly to the ATD at the source.

Reporting – The reporting system is a tool that provides management a set decision making and analysis reports. These reports can be scheduled, adhoc or customized. This allows management to efficiently manage the operations and residences resources.

For additional information...

Contact: Jean-Pierre Amberg jpamberg@mrcnetworks.com
Barry Simcoe barry.simcoe@mrcnetworks.com

MRC Networks Inc.
6500 route Transcanadienne, bureau 204
St-Laurent (Québec) Canada H4T 1X4

t. 514.344.3400
f. 514.344.3415

www.mrcnetworks.com