

CASE STUDY

Hibernia

Exploring the effectiveness of the OneTouch system used by our partner, Hibernia.

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Hibernia is a Home Care provider based in the East of Ireland, which was founded in 2021.

We spoke to David Wallace, Director of Strategy and Operations at Hibernia about his experience with OneTouch Health. David advocates for utilising modern practices and technology tools to reduce administrative work and focus more on providing quality care for individuals.

The Plan

Hibernia aspired to raise the bar in the care industry. Their goal was to be pioneers, setting new standards and outperforming competitors with innovative practices.

Their vision? To lead the way in both efficiency and ethics.

To turn these aspirations into reality, Hibernia realised they needed a digital care management system that could not only meet but exceed their expectations. They were on a mission to bring about positive change and operate in a way that truly made a difference. And so, the journey towards innovation and excellence began.



Choosing a provider

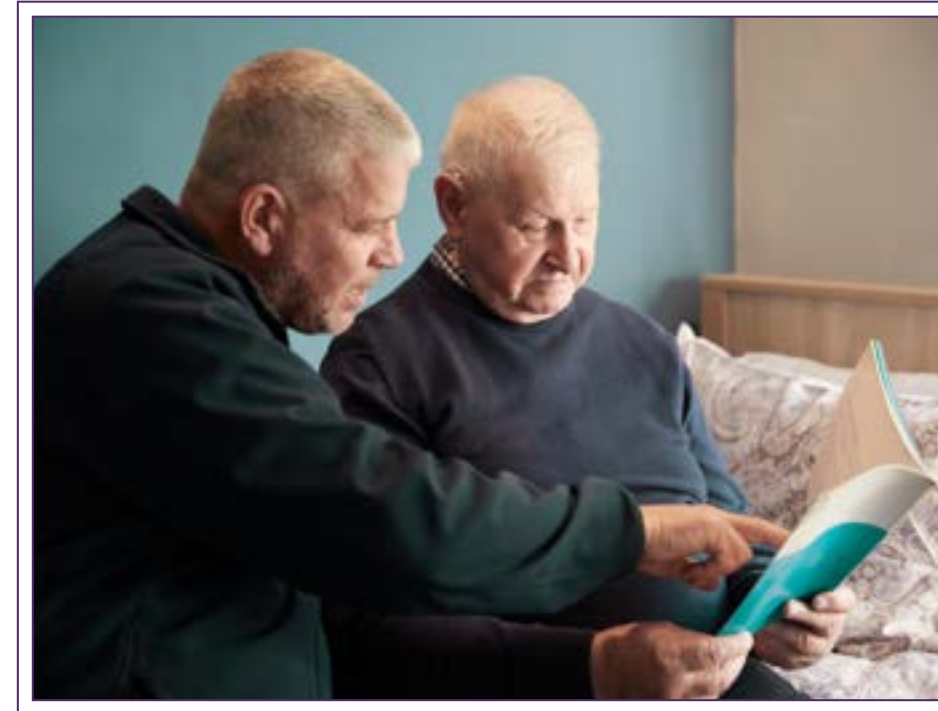
The Operations Manager at Hibernia already had experience with OneTouch from a previous job. After briefly exploring other options, they found that OneTouch was the clear favourite among the staff. Many team members had prior experience with it in their previous roles, and the system's features perfectly matched their criteria.

Benefits since implementing OneTouch

Since incorporating OneTouch, David and the team at Hibernia have observed a significant improvement. The system stands out by providing an integrated view of both carers and clients, consolidating information in one convenient place. This sets it apart from other care platforms that typically prioritise the client at the expense of staff.

OneTouch offers a structured approach to managing documents, demographic details, and reminders. The team appreciates the extensive flexibility it provides for care plans and electronic forms. The system's ability to allow care supervisors to input data directly via mobile devices enhances real-time accuracy and accessibility of information, making the overall experience smoother and more efficient for everyone involved.

Hibernia staff have said that the systems payroll functionality significantly reduces time spent on payroll, allowing quick and accurate payments for staff.



“We really like that the system provides a comprehensive view of both carers and clients. With the systems capability for immediate updates and managerial oversight, operations have become more efficient and accurate. This transition has minimized delays and enhanced the overall quality of care delivered to clients.”

**-David Wallace, Director of Strategy and Operations
Hibernia**

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