pitney bowes

100 years

Trinity Care keeps staff, residents and visitors safe with a digital visitor management system.

Client profile

Trinity Care
www.trinitycare.com.au

Trinity Care is a family-owned aged care organisation, founded in 1978, which operates three aged care homes in Melbourne. The aged care facilities have been carefully designed to ensure a comfortable lifestyle for the elderly residents.

Overview

Trinity Care had been using a paper-based book to log visitors to its aged care homes. These paper books needed to be archived and kept for seven years in line with government regulations. This meant inefficiencies and a lot of time spent whenever the team needed to research anything.

Trinity Care therefore wanted to move to a digital system. Following a demo of the technology, it decided to implement Pitney Bowes LobbyTrac™. A LobbyTrac desktop tidy was installed at its three facilities and the technology went live in February 2019.

Business challenge

When the Coronavirus pandemic hit in 2020, Trinity Care needed to take additional precautions to keep residents and staff safe. The existing LobbyTrac™ system was immediately updated with additional functionalities to ensure full compliance with new government regulations for the aged care sector.

"Trinity Care needed to move to a digital system to keep inline with government regulations, as well as take additional precautions to keep residents and staff safe."

Using a digital visitor management system provides Trinity Care with the following key benefits:

Traceability.
It is crucial to know who has visited the Trinity Care homes to assist with contact tracing if needed. The LobbyTrac systems were updated to ask visitors (COVID-19) health and safety questions and record flu vaccination information upon sign-in.

Compliance.
As the situation relating to COVID-19 remains fluid, site management requirements and government guidelines for the aged care sector can change rapidly. The LobbyTrac technology can be customised quickly as new measures are announced. For example, it was recently updated so Trinity Care can upload flu vaccination certificates and maintain compliance as new regulations come into force.

Contactless check-in.
LobbyTrac enables online pre-registration for barcode access to Trinity Care homes so staff don't need to physically check in visitors or contractors.

Positive visitor experience.
Trinity Care has several regular visitors, who have been given a key tag so they can check into the facilities faster and without any support from staff. This enables a smooth process and positive experience for those frequent visitors.

Digital and cloud-based.
Information captured within the LobbyTrac system is available in real-time. Reports can easily be run from the system, a PC or mobile. When visitors sign-in, they acknowledge the health and safety requirements online, rather than having to print hard-copies. Everything is recorded within the system so any information that needs to be researched at a later date can be found at a click.

Intuitive.
The LobbyTrac system is easy-to-use for visitors and staff alike. Once they've registered it will print the visitor's badge and automatically notify staff by email or SMS so they can be let into the home quickly.

"The LobbyTrac system was fully customised to fit with our requirements and is updated as needed in line with changing government regulations. Having digital access to all records of visitors, along with their contact details and health-related information gives us peace of mind that we have full control over the access to our homes. It helps us to keep residents, staff and visitors safe and secure."

—Trinity Care.

For more information, call
13 23 63 or visit us online:
pitneybowes.com/au/lobbytrac/care-security

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