

inVentive Therapeutics Institute  
Somerset, New Jersey

Scheduling Solution for:  
15+ Therapeutic Areas / 1,000+ Nurses



*inVentiv Therapeutics Institute (iTI) supports pharmaceutical and biotech companies' educational efforts in patients' homes, hospitals, healthcare professionals' offices, and patient advocacy groups. To train patients and family members on how to administer therapy, a health professional visits the patient in his home and if needed provides follow-up.*

## SCHEDULING CHALLENGE

To ensure a rapid response, iTI coordinates the daily scheduling of thousands of "on-call" home health professionals. Largely a phone call and email process, the scheduling of these employees was a costly and inefficient exercise.

iTI asked Schedule 360™ to configure a scheduling solution that would:

- Manage national scheduling of on-call nurses for hospital in-service and home-health patient training for use of prescribed medications
- Communicate and connect qualified on-call nurses and providers by geography for in-service/patient teach
- Track and reimburse the on-call provider for education and travel expenses
- Capture feedback from hospital/patient for quality of in-service

## Schedule360™ Solution

### FEATURE 1 – Capture and Match Requirements

Configure Schedule 360™ to capture each client requirements for scheduling and match them to on-call provider profiles

### FEATURE 2 – Transparent View of Service Details

Provide a transparent view of all details related to in-service to on-call providers: address, phone numbers, key contacts.

### FEATURE 3 – Web-based Solution

Provide online access as well as an automated dispatch mechanism to alert on-call providers of new opportunities.

### FEATURE 4 – Aggregated Enterprise Reporting

Individual company reports were compiled to allow an aggregated seamless "macro-view" as well as integration to granular (facility/employee) labor information, in real time, 24x7x365.

### FEATURE 5 – Survey Mechanism

Provides a survey mechanism for patients to complete, post-visit, to provide feedback to iTI for quality of teach.

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### Outcome

- iTI utilizes Schedule 360<sup>™</sup> for all scheduling, communication, reimbursement, billing and post-visit customer surveys
- Complete transparency of information and communication between the requestor, on-call nurse and client/company
- All processes are HIPAA compliant
- All back-office processes for billing, payroll and expense reimbursement have been streamlined

*“The insight of the Schedule360<sup>™</sup> team was instrumental in finding the most efficient means to accomplish our goals, record all of our staff activity and effectively report team payroll,” said Mary Robinson, iTI Senior Director of Operations. “Their team has exceeded our expectations by providing a mechanism to fill assignments for our nurses within 72 hours. The greatest strengths of Schedule 360 are: flexibility from customer to customer; response time that is quick, personal and solution-oriented; and accurate and real time reporting capabilities.”*



Web-based Schedule360<sup>™</sup> offers the most configurable 24x7 scheduling application available and is designed to automate the labor management processes of employee scheduling. Contact us anytime to learn more how Schedule360<sup>™</sup> can help your facility. Call 877.441.5251 or email [info@schedule360.com](mailto:info@schedule360.com).