myCOMMUNICATIONS

Increase Communication Effectiveness Throughout Your Agency

myCommunications for Agencies

STREAMLINE TWO-WAY EMPLOYEE COMMUNICATIONS

Designed to help providers dramatically increase communication effectiveness and productivity, myCommunications delivers an easy, affordable, two-way messaging solution that replaces email and is accessible from any web-enabled device. With benefits like integrated audit reporting, file attachment capabilities, and color-coding, myCommunications includes every tool your agency needs to streamline incident reporting, group messaging, urgent communications and so much more!

Benefits of Using myCommunications

- Provides an easy, secure, and auditable way for employees and managers to communicate

- HIPAA compliant

- No need to create/pay for email accounts for all employees

- Eliminates need for email groups – uses already defined database groups

- Streamlines the communication process

- Ensures all communications are within organization's approved systems

- Retains unlimited history

- Managers can audit communications at any time

- Automatically captures which job locations employees send messages from when they are clocked in (via GPS coordinates or IP address)

- Generates reports by employee, job, and communication type

- Managers can choose to allow employees to send messages to other employees who are scheduled to work at the same job

- Managers can use communication types to create purchase orders, incident reports, requisitions, reports, etc.

- Administration can produce reports for customer- defined purposes such supply requests, service requests, incidents, HR, and more

- Option to add pictures to messages

- Option to add quantity to messages for supplies, repair requests, etc.

- Priority and deleted messages are colored coded differently from regular messages

AGENCY WORKFORCE MANAGEMENT
by MITC

www.mitcagencies.com

301.228.2105

info@mitcsoftware.com

myCommunications is used for...

▸ Ordering supplies

▸ Reporting problems

▸ Communicating changes

▸ Incident reporting

▸ Classifying communications using user-defined communication types to extract certain messages for use as orders, requisitions, reports

▸ Sending groups of new communications to another person using communication types – for example, all communications for maintenance can go to the maintenance department
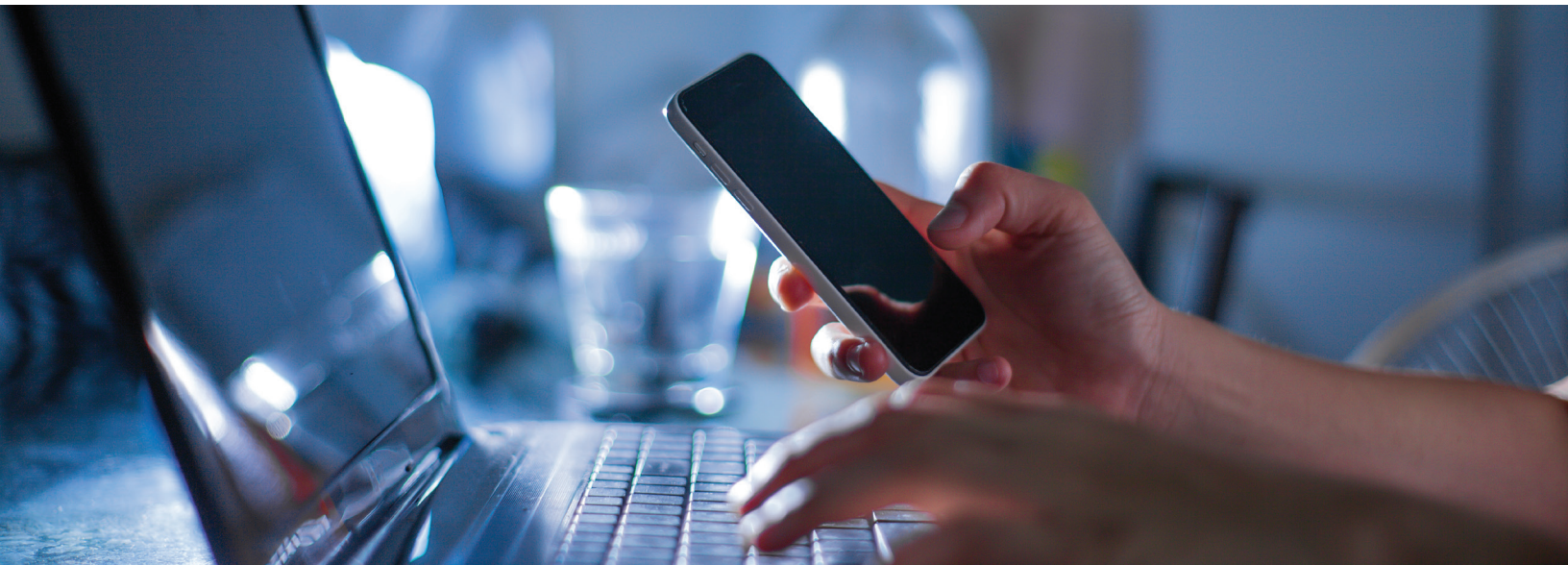
HR

▸ Send messages to all employees (closings, traffic alerts, special events)

▸ Send messages to groups of employees (all DSPs, all Therapists, all Administration, etc.)

Employees

▸ By default go to Employee Manager or Job Manager

▸ Employees can add a Communication Type employee to make special requests that can be included in reports

▸ Optional: The employee can enter a quantity for supply requests, for example

Managers

▸ Send messages to any employees

▸ Send messages to groups of employees using Location, Program, Department, Title, etc.

▸ Classify messages uses Communication Types to create reports

myCommunications is available in the Cloud or as an on-premises solution. For more information, contact info@mitcsoftware.com

AGENCY WORKFORCE MANAGEMENT by MITC

www.mitcagencies.com

301.228.2105

info@mitcsoftware.com