

## Caregiver Asia launches new management service

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**Care management programme designed to provide customised and holistic health plan.**



Caregiver Asia Pte Ltd, an online aggregator of trusted on-demand health and caregiving services, has announced the launch of Caregiver Plus Pte Ltd. CaregiverPlus will provide comprehensive and personalised triage and care management services that will address the complex care and healthcare needs of patients. In addition, all Caregivers, with the exception of doctors, signed up with CaregiverAsia as employees or freelancers, will be covered by insurance which covers amongst others medical malpractice, professional indemnity, loss of documents and breach of professional confidentiality.

The key differentiator of CaregiverPlus from CaregiverAsia's platform, [www.caregiverasia.com](http://www.caregiverasia.com), is that services ordered on the platform are based on self-management and self-service. CaregiverPlus, on the other hand, provides suitable care options to those who are either unfamiliar of the care options available or need professionals to recommend a course of care for their loved ones. CaregiverPlus' care management and triage offerings are service extensions of the online platform which deepen CaregiverAsia's service offerings as a home care and health care aggregator.

People who need triage include, amongst others, families who face medical emergencies, patients who have just been discharged from hospitals, careseekers on subvention referred by Voluntary Welfare Organisations (VWOs) and families facing complicated medical situations.

CaregiverPlus is formed as a Social Enterprise, where in addition to creating a sustainable business structure for all stakeholders, the service's focus is also on promoting and supporting aging in place. Through working with both in-house and an augmented pool of specially trained freelance Caregivers, the service aims to transform the way care is delivered to homes, by providing on-demand and high-quality care.

CaregiverPlus starts from a systematic and holistic assessment of the Careseeker's different health and wellness needs. The assessment covers the physical, medical, social, emotional aspects of a Careseeker that is required to maintain the best quality of life. The assessment will only be conducted by Senior Nursing Professionals who are specifically trained for the CaregiverPlus service which is developed in-house to deliver the best possible care and service standards. After the

assessment, the Senior Nursing Professional will develop a care management plan that will cover one or more of the following services:

- Nursing Care (Long Term Care)
- Nursing Procedures (Ad-Hoc)
- Medical Services
- Allied Health Services
- Counselling Services
- Caregiver Training (Home Based)
- Dementia Care

The care services will come with reports for the family and/or client so that they are updated on the care rendered and the progress of their health. Apart from the above listed services, the CaregiverPlus service will also assist in arranging the following services to help manage the client's other needs:

- Cleaning Services
- Babysitting Services
- Nanny Services
- Wellness Services
- Support Groups for Caregivers

Ms Yeo Wan Ling, CEO of CaregiverAsia said, "I am pleased to introduce CaregiverPlus. In the course of our work, we have been increasingly getting requests from Careseekers who want to leave the care management to our expert advice. When we first started CaregiverAsia, the intention was to build an online aggregator of health and caregiving services based on convenience, transparency and trust. Now that we are one of the largest in this space, we have the expertise and the numbers to start this programme, and deepen our service offerings to a larger group of Careseekers. This customised care management programme will provide relief to those who know that their needs are being well taken care of and in a holistic manner."