

VoiceFriend

INTEGRATED MESSAGING AND
ENGAGEMENT SOLUTION

- More engaged and satisfied residents and families
- More informed, efficient and satisfied staff
- Stronger and more profitable community



The easiest, most effective way to ensure your residents, families and staff are engaged and satisfied

Every day, thousands of community professionals use VoiceFriend's Integrated Messaging and Engagement (IME) solution to easily and effectively:



Boost resident and family engagement—
Increase participation in activities by 40%.



Increase staff productivity—Fill open shifts
in just 5–10 minutes; cut overtime by 25%.



Improve prospect attendance at events—
Boost prospect conversion rates resulting in
up to 4–6 additional new residents yearly.



Boost satisfaction—Raise satisfaction
survey results by 20% or more.



Reduce costs—Save more than \$50K
per year in operating expenses.



**Enhance occupancy and
boost revenues.**

Collect the vital feedback you need to build a stronger community

VoiceFriend also allows you to survey your residents and families to ensure their wellness and satisfaction—and to identify preferences and valuable feedback.

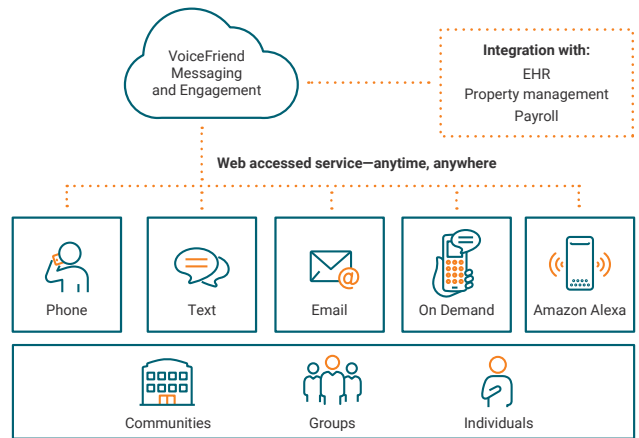


VoiceFriend Integrated Messaging and Engagement (IME) solution

In use in thousands of successful communities, VoiceFriend is a highly intuitive, simple solution that provides vital two-way communications with individuals, groups or multiple communities.

VoiceFriend integrates seamlessly with popular EHR, property management and payroll systems to save time and reduce frustrating errors.

VoiceFriend is also a very affordable solution that requires just 10 minutes to set up and only 30 minutes of training to use.



Automated messaging and effective engagement all in one integrated solution

Feature/module	Staff	Residents	Patients	Participants	Families
Communication					
Community messaging —to individuals, groups or multiple communities	•	•	•	•	•
Recipient preferred communications —choice of text, voice or email	•	•	•	•	•
On-demand call-in number —to listen to messages/reminders	•	•	•	•	•
Amazon Alexa support —to ask Alexa to play messages/reminders	•	•	•	•	•
Automated language conversion —in each person’s preferred language	•	•	•	•	•
Anniversary, birthday, and other life event greetings	•	•	•	•	•
Surveys —for collecting wellness, feedback or preferences	•	•	•	•	•
Corporate					
Multisite messaging —to groups, regions or chain-wide via simple dashboard	•	•	•	•	•
Multisite reporting —view delivery reports for regulatory reporting/review	•	•	•	•	•
Data sharing —integration with popular EHR, property management, payroll and other key systems to boost productivity and reduce errors	•	•	•	•	•
Health and wellness					
Health screening surveys —to enhance safety and compliance	•	•	•	•	•
Automated reminders and concierge service —for events, activities, appointments and wake-up calls	•	•	•	•	•
Activity attendance tracking —to focus on non-participatory residents	•	•	•	•	•
Automated safety check-ins —to boost effectiveness and productivity and to better identify at-risk or isolated residents	•	•	•	•	•
StaffAlert™ assistance alerting (via Amazon Alexa) —to boost safety and wellness	•	•	•	•	•
Discharged patient engagement —to ensure care plans are being followed, reducing the risk of hospital readmittance and increasing hospital referrals	•	•	•	•	•
Automated appointment reminders —for medical or transportation appointments	•	•	•	•	•
Staff management					
Staff call-out and open shift coverage	•	•	•	•	•
Compliance management —for easy management of certification, license and training schedules (including reminder notifications)	•	•	•	•	•

VoiceFriend has enabled us to increase our resident engagement and staff productivity. Attendance at activities, a key driver of resident satisfaction, has increased as a result of VoiceFriend. Additionally, staff and residents are updated consistently and timely with vital community communications. VoiceFriend has been a critical component of our success, and I would recommend that all Five Star communities learn more about the positive impact VoiceFriend could have at their communities.

Debbie Davis, Executive Director, Five Star Senior Living

Learn how VoiceFriend can help you build a happier, stronger community today.

Talk to one of our senior living IME experts for a brief demonstration of VoiceFriend today. Email us at inquiry@voicefriend.net, call us at 781.996.3123 x1, or visit our website at voicefriend.net.