

# VoiceFriend

## INTEGRATED MESSAGING AND ENGAGEMENT SOLUTION

- More engaged patients and families
- More informed and efficient staff
- Stronger, better-connected communities



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

Every day, thousands of skilled nursing professionals use VoiceFriend's Integrated Messaging and Engagement solution to easily and effectively:



**Boost the engagement and satisfaction** of staff, families and discharged patients



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



**Meet CDC/CMS requirements** for emergency communications to stakeholders



**Improve the wellness** of discharged patients to reduce hospital readmissions and boost referrals



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



**Boost Five-Star Quality** and satisfaction ratings, and strengthen census

## Easily combine nurse calls with automated call scheduling to identify at-risk patients

Collect valuable wellness and satisfaction data, and use analytics reporting of patient responses to assure best possible outcomes—boosting census and hospital network referrals.

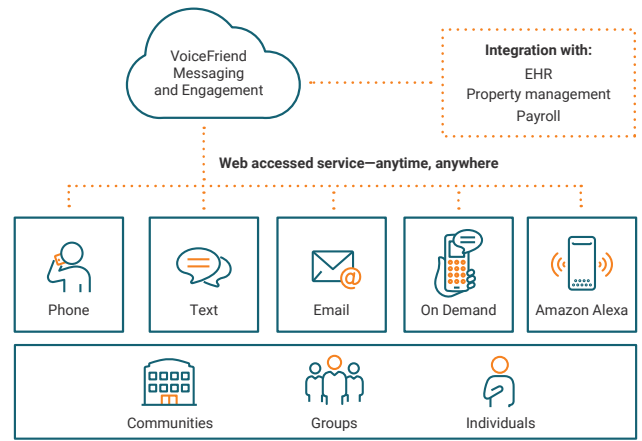


# VoiceFriend Integrated Messaging and Engagement (IME) solution

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

“We have been delighted by the results we have seen with VoiceFriend. It’s helping us maximize communication and engagement with our residents when they discharge home. Best yet, VoiceFriend’s simple analytics allow us to provide the reports needed to help us become the preferred care provider of hospital networks.”

Ronda Marsh, Director of Physician and Post-Acute Relationships, Nexion Health

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

Talk to one of our skilled nursing IME experts for a brief demonstration of VoiceFriend today. Email us at [inquiry@voicefriend.net](mailto:inquiry@voicefriend.net), call us at 781.996.3123 x1, or visit our website at [voicefriend.net](http://voicefriend.net).