

PointClickCare is the leading provider of cloud-based software solutions for the long-term and post-acute care (LTPAC) industry.



Our customers – including over 10,000 skilled nursing, senior living, and continuing care retirement communities – rely on PointClickCare to enable them to deliver the highest quality of care, optimize financial performance, and simplify their regulatory burden.

www.PointClickCare.com

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PointClickCare



Big or small. Independently owned or part of a national enterprise, PointClickCare has spent over a decade working alongside the industry's leading LTPAC providers to build its award-winning electronic health record (EHR) Platform.

Addressing the global challenge of senior care.

The senior care industry is in a period of transition. Global trends in senior care are drawing attention to the challenges facing providers, their network of supporting organizations, governments and even families.

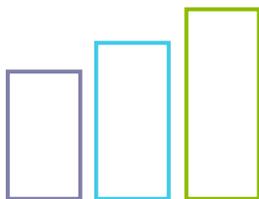
Just as the numbers of the aging population are on the rise, so are the associated costs for providing senior care.

Changes to reimbursement models and payment landscapes are adding more pressure. Knowing not just the business of care, but the value of care being delivered, and how to demonstrate it, is pivotal for providers. Additionally, as acuity levels rise among seniors in formal care settings, providers need to better manage transitions across the care continuum.

Technology that enables healthcare providers to more easily manage and coordinate care, throughout the lifecycle of a resident and regardless of care setting, represents a key to solving these challenges.

Technology that enables healthcare providers to more easily manage and coordinate care.

Built for senior care professionals by senior care professionals.



Increase in Aging Populations and Life Expectancy



Rising Healthcare Expenditures



Elevating Acuity Levels Across Senior Care Settings

How PointClickCare Can Help.

Empower person-centered care.

Built by design to map to the shifting trends in senior care, our person-centered platform provides a holistic view to all involved in the care of the resident. Direct connections enable you to share information across care settings and access the most current resident data that is searchable and accurate, ensuring that the intelligence of the health record flows with the resident – with all care partners having access to the right information when they need it, anytime and anyplace. It's your work done smarter, faster, with better oversight.

A focus on both quality and financial performance.

Quality of care shouldn't be realized at the expense of profitability, and an attractive bottom line cannot sustain itself without focused attention on resident outcomes. PointClickCare is designed to unite the care delivery and business operations of your organization in order to optimize both. Ensuring care services are accurately documented and automatically connected to billing; maximizing reimbursement through best practices

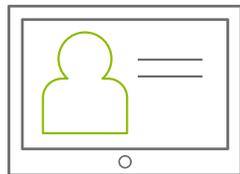
and intuitive workflows; optimizing resident safety and outcomes to mitigate risk; accessing and analyzing quality reports to market your business performance to industry stakeholders (ie. hospital referral partners, physician groups or ACOs) – it's all built in to the PointClickCare platform. Because we understand that you can't have healthy seniors without a healthy business.

Future-proof your technology investment.

In today's healthcare environment, Health Information Technology (HIT) is no longer a luxury but a necessity. Decisions you make today can impact you for years to come. With PointClickCare's integrated one platform model, you are assured that your investment today comes with the flexibility to grow your system in the future, as you need it, at your own pace. Whether it's new regulatory requirements, breakthrough mobile device options, or other 3rd party solutions that you want to leverage, there's comfort knowing that the PointClickCare platform gives you an adaptable, modern infrastructure that will fully support your business as you evolve, not hold you back.



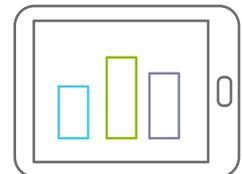
10,000 Senior Care Providers



Serving 750,000 residents each day



99% Customer Retention Rate

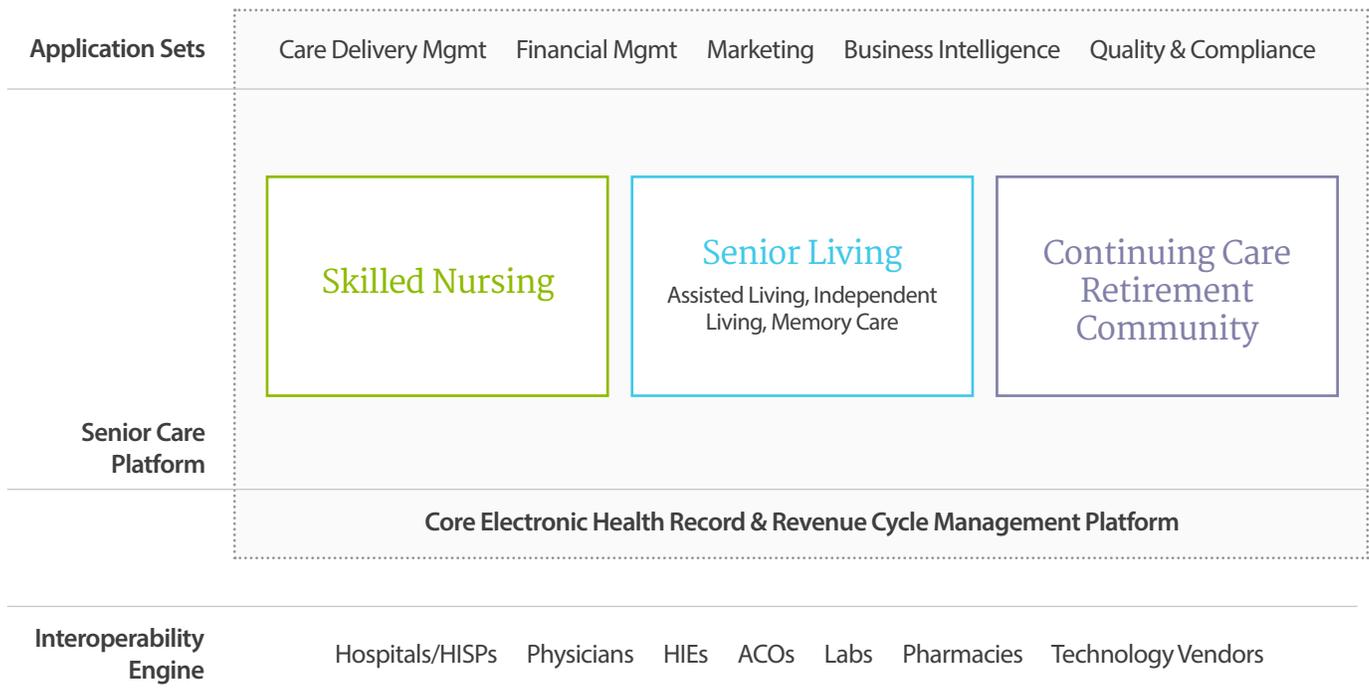


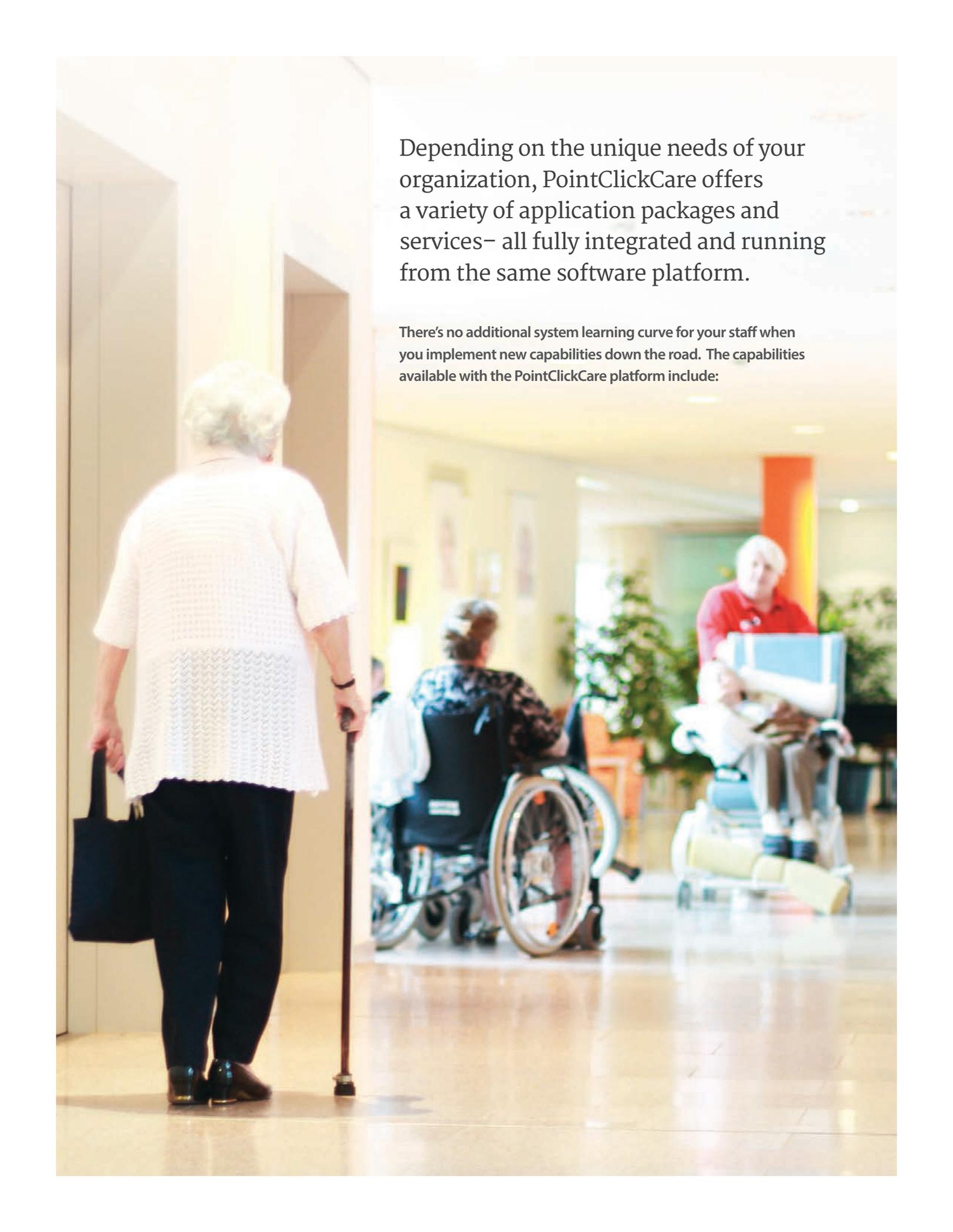
Over 1.1 million hours in dedicated R&D

Deliver care, manage your business, from one platform.

At its core is a robust electronic health record (EHR) and revenue cycle management (RCM) platform that enables senior care providers to manage the complete lifecycle of resident care – from pre-admission to discharge. Our integrated approach to connecting care services, billing,

and administrative processes across a single, cloud-based platform gives you real-time visibility into your entire operations, empowering you to intervene promptly, improve billing accuracy, and enhance your decision-making capabilities.





Depending on the unique needs of your organization, PointClickCare offers a variety of application packages and services– all fully integrated and running from the same software platform.

There's no additional system learning curve for your staff when you implement new capabilities down the road. The capabilities available with the PointClickCare platform include:

Care Delivery Management



PointClickCare enables the entire multi-disciplinary care team to work collaboratively by streamlining clinical workflow and documentation while accelerating and improving the care delivery decision-making process, reducing workload and maximizing the amount of time your team spend with residents. PointClickCare's adaptable design gives your staff ultimate flexibility in terms of how and where they want to work. From – workstations and kiosks or smartphones and tablets – your team becomes empowered to deliver a consistent practice of connected, collaborative care.

Financial Management



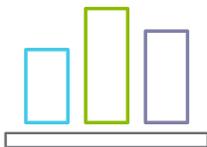
In today's economic climate, every dollar counts. Senior care providers cannot afford to miss out on opportunities to improve revenue and cash flow due to inaccurate documentation or inefficient billing processes. With full integration of clinical and billing components, PointClickCare enables business office teams to easily manage census, accounts receivable, accounts payable, claims, collections and trust account activities, regardless of the size of your organization.

Marketing



The referral and evaluation process is critical to maintaining a healthy census and working to maintain the ideal case mix. PointClickCare improves and expedites this cycle by enabling staff to manage prospective resident leads more effectively, maximize your occupancy rates, validate insurance eligibility in real-time, and more closely manage relationships with family members and referral partners.

Business Intelligence and Analytics



Data has become the new currency in today's quality focused healthcare environment. PointClickCare not only gives you full visibility into your business operations to easily identify trends and find opportunities for improvement, but our standard and custom reports give you the power of information at your fingertips to demonstrate your outcomes to critical stakeholders, such as referral partners, hospitals, ACOs, and families, who have a keen interest in your performance.

Quality & Compliance

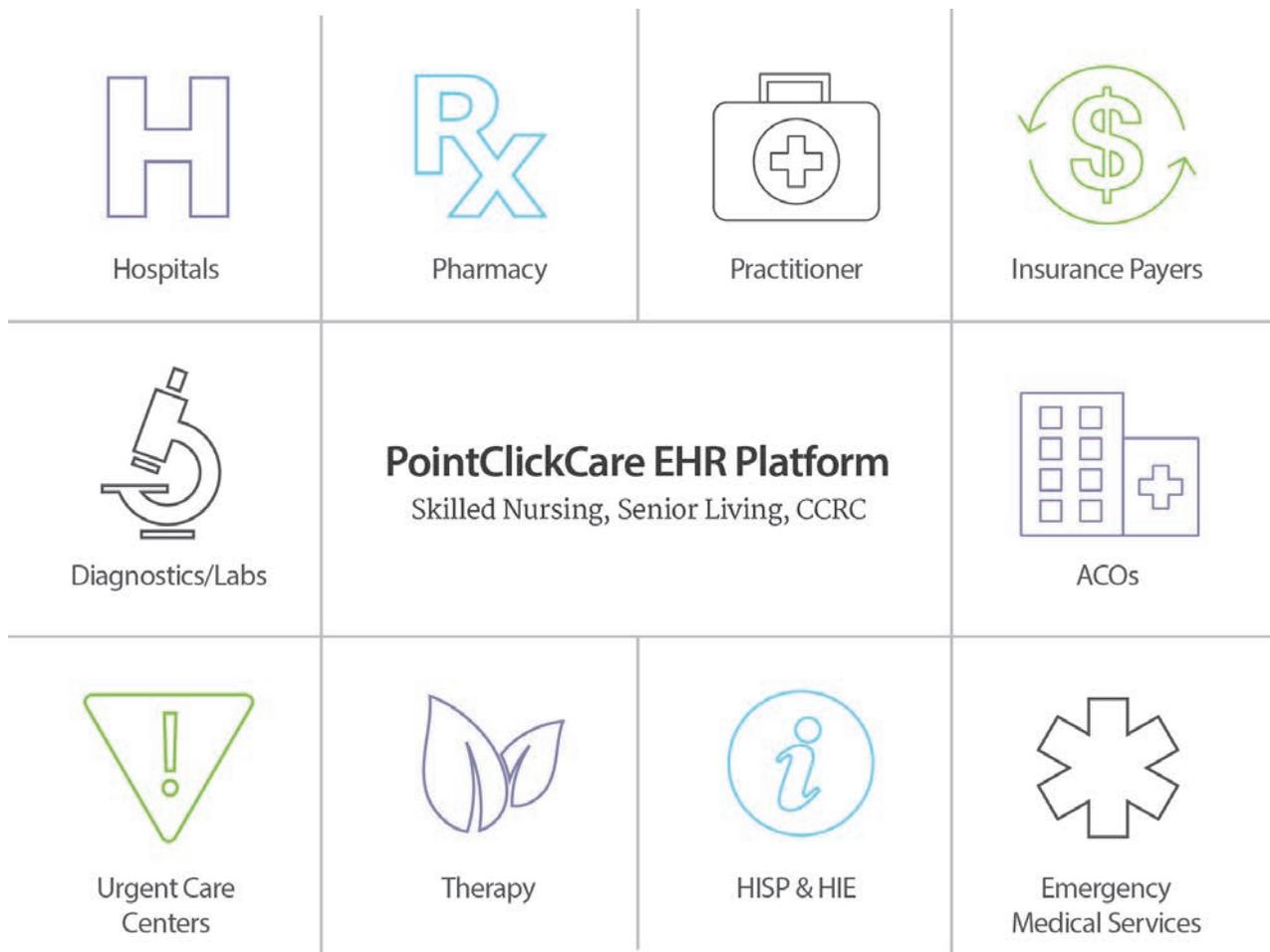


PointClickCare ensures regular updates to the platform to remain compliant with federal and state or provincial regulations. Further, you will benefit from comprehensive risk management, incident reporting and quality improvement tools directly embedded within the workflow of the PointClickCare platform, such as eINTERACT™.

Connecting you to your partners in care.

The PointClickCare platform is supported by a powerful interoperability engine that connects you to other providers within your network who contribute to the health and wellbeing of your residents, establishing a truly coordinated and collaborative approach to healthcare services across the senior care continuum. Teams are connected to the people and information they need, when and where they need to work in collaboration for the best results.

Enabling connected, person-centered care



Commitment to your ongoing success.

Selecting the right technology platform for your organization's needs is only the beginning.

Our job is to be your partner with a proven formula for success.

Ensuring that your team has all the necessary support they need to navigate the initial rollout and ongoing use of your solution is as important as what technology you've put in your users' hands. Our job is to be your partner with a proven formula for success – from day one onwards.



SmartPath – Enhancing the Learning Experience

Experience has taught us that organizations need training options to help them maximize their investment. SmartPath is a unique, subscription-based training program, offering unlimited access to online courses designed to develop and enhance your teams' skills with PointClickCare. SmartPath is an excellent solution for training new staff and for deploying refresher courses to maintain maximum utilization.



PointClickCare Pulse – Online Customer Community

All PointClickCare customers have complimentary access to an exclusive online community where the largest network of LTPAC providers gather to share best practices, learn about new trends in senior care, access the latest tips and tricks from PointClickCare experts, and develop meaningful relationships with peers.



Dedicated Account Manager -- Because your success is important to us.

Our dedicated Account Manager gives you a clear view of your utilization of the PointClickCare platform — where you're excelling and where you might need some help.

Pictured: **Kristine O'Hara**, Account Manager, PointClickCare

The PointClickCare Advantage

No long term contracts. Instead, our commitment to you.

We don't believe in forcing our customers into lengthy contracts – we prefer to earn our customers' business by delivering value that contributes to their success. Our monthly subscription model is designed with you in mind. In the words of our founder and CEO, Mike Wessinger:

"We will provide the best technology platform to improve your business performance, increase your quality of care delivery, and simplify your regulatory burden, or you can leave us anytime."

Designed to be easy for staff to learn, a pleasure to use. Change management is a key concern for many organizations.

Technology is useless if staff don't adopt it.

That's why PointClickCare takes extra care in design to provide an easy and comfortable user experience that intuitively guides users through their daily tasks, regardless of their level of computer literacy.

"Despite the initial resistance by nurses who were unfamiliar and uncomfortable with technology, nurses came on board when they no longer had to search endlessly for paper files."

Jean McGill, Clinical Services Director
American Baptist Homes of the West (ABHOW)





Pictured: Mike & Dave Wessinger, PointClickCare

“It was a very smooth implementation, a very easy to use process, from the nurses managing assessments down to the nursing assistants.”

Teresa Martinez, Regional Director of Clinical Services Franciscan Living Communities.

Technology backed by the power of more than 10,000 senior care providers.

Large enterprise or independently owned provider, skilled nursing or assisted living focused, the same version of our core platform is used by every PointClickCare customer— all 10,000 of them. Because we’re cloud-based, if an issue is discovered with one customer, or a regulatory change is required, we can easily apply the software update to all customers simultaneously. We have also built our platform based on over a decade of feedback and contributions from the industry’s leading senior care providers. These combined experiences and best practices drive the evolution of our solutions, enabling every customer to leverage the collective knowledge of a network of thought leaders in senior care.

A platform you can build your business on.

With over 15 years of R&D and 10,000 EHR implementations behind us, no one understands how health information technology can support the changing LTPAC market better than PointClickCare. Delivering solutions to meet the need for collaborative, connected, people-centered care, with a deep emphasis on quality and financial optimization— that’s PointClickCare. We built our business on it, so you can build yours.



Pictured: Trina Martin, Client Experience Specialist, PointClickCare

PointClickCare

PointClickCare is the leading provider of cloud-based software solutions for skilled nursing and senior living facilities. Our solutions help facilities meet the challenges of senior care by enabling them to achieve the business results that matter – enriching the lives of their residents, improving financial and operational health, and mitigating risk.

PointClickCare's cloud-based software platform takes a person-centered approach to managing senior care, connecting healthcare providers across the senior care continuum with easy to use, regulatory compliant solutions for improved resident outcomes, enhanced financial performance, and staff optimization.

For more information on PointClickCare's ONC certified software solutions, please visit www.pointclickcare.com

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