PointClickCare®

Solution Sheet

Automated Care Messaging for Senior Care

Skilled Nursing, Senior Living & Continuing Care Retirement Communities

Reduce the burden on your care team by creating automated workflows using voice, text and email notifications to keep families and staff informed with Automated Care Messaging solution for PointClickCare's EHR powered by Cliniconex.

cliniconex®

Emergency information, such as power outages, outbreaks or evacuations, need to be conveyed as quickly as possible. Automated Care Messaging allows you to contact all affected resident families and staff within minutes, ensuring the timely delivery of critical information, with little to no staff effort required.

Emergency Situations & Daily Coordination

Keep resident families and staff apprised of outbreaks, emergency information and important community policy changes. The Cliniconex app enables community administrators to initiate one-to-many notifications within seconds to target resident family contacts of a specific unit and/or community. Cliniconex applies pre-established corporate branding and workflow rules to send messages to contacts stored in your EHR via voice, text or email (according to family contact preferences). The service also allows families to confirm receipt of the message and all communications are automatically logged in PointClickCare.

With Automated Care Messaging you can:

RETURN TIME TO CARE: Automate repetitive time-consuming tasks and allow your caregivers to focus on what matters most: caring for residents.

INCREASE FAMILY ENGAGEMENT: Keep resident families informed of their loved one's upcoming medical appointments, care plan reviews and social events with push notifications to their preferred devices.
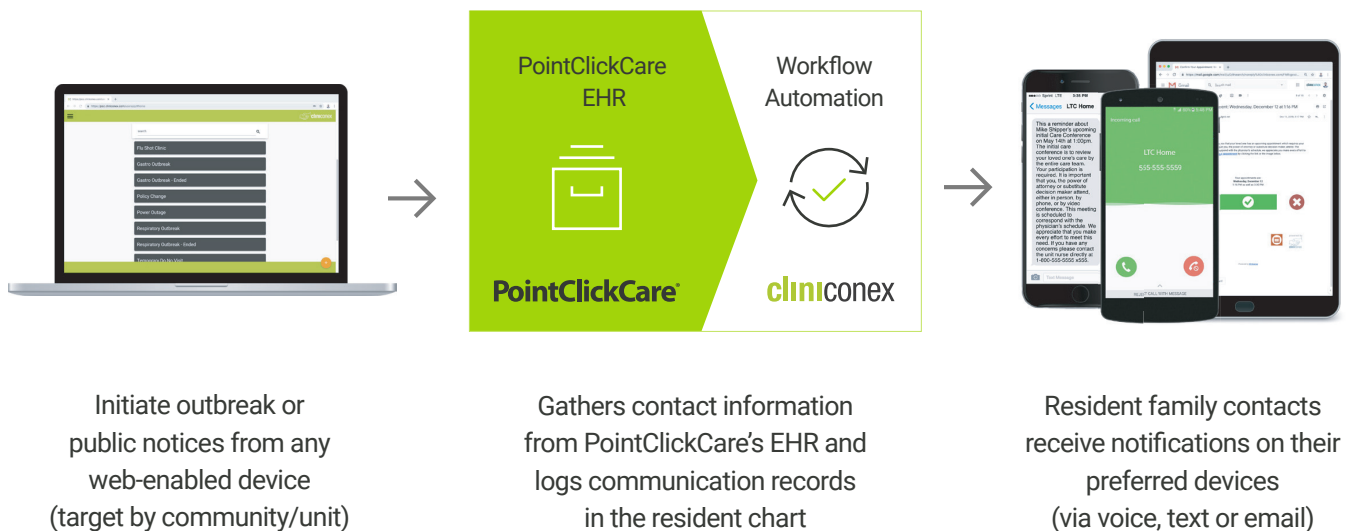
REDUCE OPERATIONAL COSTS: Your high-value resources are spending countless hours manually engaging with resident families. Reallocate resources towards meaningful tasks and improve cost predictability.
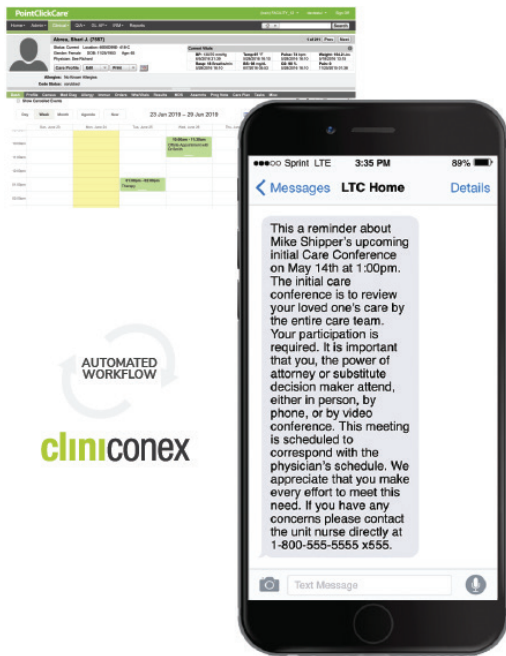
ENSURE REGULATORY COMPLIANCE & EMERGENCY PREPAREDNESS: Ensure compliance and keep your emergency preparedness plan up-to-date with effective communication tools. Push important updates to key stakeholders in a matter of minutes and access detailed logs for auditing requirements.

IMPROVE STAFF COMMUNICATION: Enhance communications, stay compliant and improve emergency preparedness with mass notifications to staff by voice, text or email.

PointClickCare EHR — Workflow Automation

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Initiate outbreak or public notices from any web-enabled device (target by community/unit)

Gathers contact information from PointClickCare's EHR and logs communication records in the resident chart

Resident family contacts receive notifications on their preferred devices (via voice, text or email)

Routine care coordination & care plan notices

Coordinate resident family attendance and better prepare them for upcoming medical appointments, care conferences and care plan reviews. Cliniconex's routine engagement service allows for the creation of a series of workflow rules triggered by events created in your EHR's resident calendar. Notifications are automatically sent to resident family contacts based on pre-established rules via their preferred method of communication (voice, text or email). Resident family members can confirm or deny attendance as well as request a callback directly from their device.

Care coordination for both internal and external resident appointments is time-consuming. Cliniconex allows you to automatically remind resident families of their loved one's appointments. Your staff needs to focus on direct care, not chase POAs. Best of all, you can even include special instructions based on the appointment type, ensuring families arrive on time, well-informed and prepared.

"I would recommend Cliniconex because it solves a sizable problem
in a remarkably simple way. They took a big problem and made an easy answer."

Charlie Anderson, *Vice President of Skilled Nursing Operations*
Brookdale Senior Living

To learn more about Cliniconex Automated Care Messaging
contact your PointClickCare representative.

Request a Demo

PointClickCare Technologies Inc., helps long-term and post-acute care (LTPAC) providers gain the confidence
they need to navigate the new realities of value-based healthcare.

For more information on PointClickCare's software solutions,
please visit pointclickcare.com/products/automated-care-messaging/