

Solution Sheet

Secure Conversations for Skilled Nursing Facilities

Empower staff to communicate effectively, helping prevent unnecessary rehospitalizations.



PointClickCare's Secure Conversations is an encrypted, real-time messaging platform that enables seamless communication between care team members. Through either their mobile device or the PointClickCare platform, staff can securely send and receive time-sensitive messages regarding a resident's care.

Facilitating effective communication and informed decision-making.

Secure Conversations offers real-time messaging that enables care team members to easily and securely stay connected using their mobile device.

Connecting Care Team Members

Skilled nursing facilities (SNFs) face many challenges when it comes to effective care collaboration and secure communication among their care teams. A major hurdle is the timely exchange of information between nurses and practitioners, where traditional methods like phone calls or paper-based systems often prove inefficient and error-prone.

To tackle these challenges, our solution promotes timely interventions, seamless care coordination, and shared decision-making, resulting in improved resident outcomes and reduced costs.

How does Secure Conversations help?



Improves healthcare delivery

Secure mobile messaging streamlines communication, allowing care team members to quickly respond to changes in a resident's condition.



Reduces time-intensive processes

Simplified communication reduces time spent on administrative processes, giving care team members more time to focus on resident care.



Integrates into the PointClickCare EHR

Messaging templates integrate vital resident information, while storing conversations as progress notes enables accurate documentation.

Enhance care collaboration and outcomes with secure messaging for real-time communication



Increase performance

Improve resident outcomes and reduce rehospitalizations by promoting real-time communication among care team members. Secure Conversations enables informed decision-making with readily available information and allows for timely interventions through text and image messages.



Enhance efficiency

Streamline care collaboration using your mobile device or through direct communication within the PointClickCare EHR. Secure Conversations enables organizations to optimize their communication processes, leading to reduced response times and increased operational efficiency.



Ensure compliance

Secure Conversations allows for uncompromised communication while prioritizing privacy and security. With HIPAA-compliant protocols and secure transmission methods, staff can communicate freely, effortlessly enhancing care quality while maintaining regulatory compliance.

To learn more about Secure Conversations, visit our [product page](#) or contact your PointClickCare Account Representative today.

North America's Most Comprehensive Care Collaboration Network

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PointClickCare[®]

PointClickCare is a leading healthcare technology platform enabling meaningful collaboration and access to real-time insights at every stage of the patient healthcare journey.