

PointClickCare®

Solution Sheet

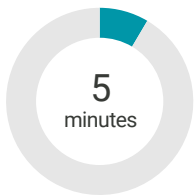
Automated Care Messaging

Automate communication workflows to enhance resident engagement, streamline operations, and increase time for care.



Automated Care Messaging delivers timely, meaningful communications to residents and their families, enhancing connections throughout their care journey. This solution eliminates the need for manual outreach by providing voice, text, and email notifications to key stakeholder groups.

Your organization can personalize the patient experience with automated workflows, and streamline HIPAA-compliant communication. The system adheres to your corporate branding and respects family contact preferences by delivering messages through voice, text, or email.



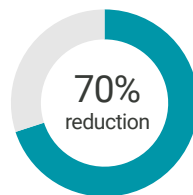
17 hours in manual outreach per event transformed into 5 minutes



1 million hours returned to direct care annually



200% ROI savings in cost and time dedicated to overtime and agency staff



70% reduction in time spent on communication and coordination

Key Use Cases



Streamline Care Coordination

Streamline labor-intensive tasks to boost efficiency, allowing your team to concentrate on what matters most: caring for residents.



Improve Satisfaction

Effective communication fosters trust among families, resulting in increased referrals and new residents. Achieving high Star Ratings has the potential to enhance revenue by 5–9%.



Increase Resident Engagement

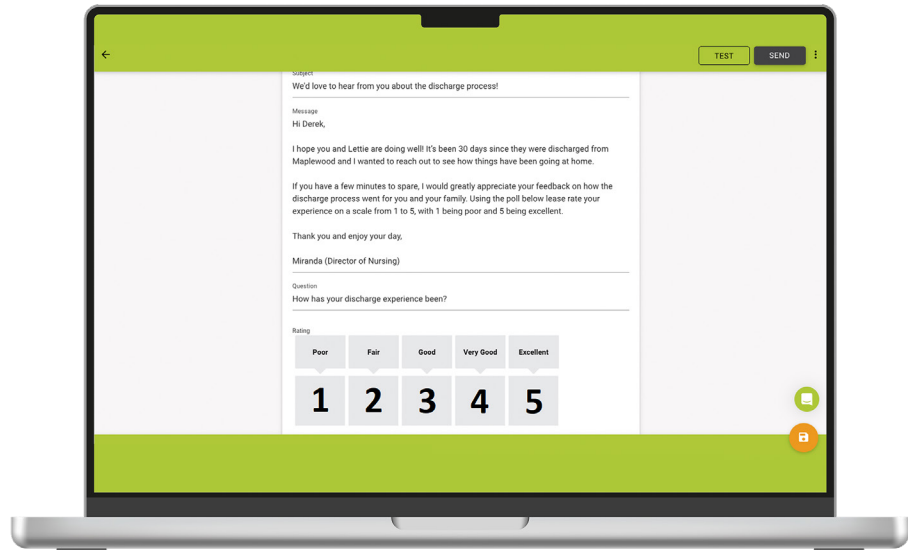
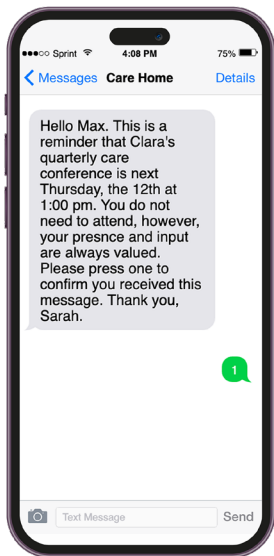
Maintain timely communication with resident contacts regarding upcoming medical appointments, care plan reviews, and social events. Keep residents and their contacts engaged and informed throughout their journey, increasing family confidence and overall experience.



Boost Compliance and Competitiveness

Comply with current regulations and increase organizational responsiveness to regulatory changes with effective communication tools. Boost reputation by sending check-in reminders and soliciting resident family feedback.

Key Features



Automated Care Messaging – Routine:

Increase family engagement with automatic reminders for upcoming medical appointments, care conferences, and care plan reviews. Synced with your EHR's Resident Event Calendar, this service makes it easy to keep residents' families updated with their loved ones' appointments.



In-app Template Library:

Use pre-written templates to expedite the delivery of routine processes such as intake forms, care plan coordination, and discharge planning.



Moderated Messages:

Reduce errors and increase security with in-app approval hierarchies that ensure that the right individuals review messages before they are sent.



Scheduled Messages:

Draft communications to be sent at a later date to stay proactive and work ahead.

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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.