caremerge

It's our mission to ensure the aging experience is filled with **peace of mind** and **joy**.

GARDANT MANAGEMENT SOLUTIONS

COUNTRY MEADOWS RETIREMENT COMMUNITIES

BENCHMARK SENIOR LIVING

LCS®

Who Is Caremerge?

Everything we do is driven by doing what is best for the resident. This impacts not only our solutions we bring to market, but how we sell, interact, and engage with the communities that choose to use our technology. Our company was built on a passion to help senior living communities help bring peace of mind and joy throughout the aging experience.

Reducing errors. Capturing revenue. **Improving wellness.**

"*Reduces paperwork between staff.*"

"*Caremerge creates a faster way of sending information and messages throughout the staff for **better care.***"

"*Finally, a comprehensive assessment that **really works**.*"

"*Caremerge has helped the organization to **meet regulatory requirements** in a timely and concise manner.*"

"*Their **intuitive software** is exactly what we needed for our communities!*"

Caremerge Solutions

Senior Living EHR

Reduce billing errors and organizational inefficiencies with our intuitive EHR system that was built from the ground up for Assisted Living & Memory Care communities.

Family Engagement

Increase family trust through consistent communication about resident participation in events and activities. Empower staff to effectively manage daily communication from one central tool.

Community Engagement

Expand resident engagement with simple technology that quickly and efficiently delivers key community, event and activity information via lobby touchscreens, web and mobile devices. All with minimal effort from staff.

Calendar Central

Easily maintain a real-time digital and printed calendar. Make organizing, scheduling and tracking resident wellness trends painless and efficient, giving everyone more time to focus on residents.

Chronic Care Management

Primary Care physicians can connect more effectively with patients to enhance care coordination and communication for those with chronic conditions.

Caremerge Core Solution
Features

Alerts and Reminders

Alerts provide caregivers with key information about all residents in their community by broadly sharing real-time updates on Critical Notes, To-Dos, Triggered Workflows & Rules (if Workflow Automation Professional Services are enabled), and Family Engagement Message and NPS updates.

Authorized Contacts

The Authorized Contacts application provides staff with a means of adding and associating physicians, family members, and nurses to a resident.

Batch Printouts (eMAR, Emergency Printout, Facesheet, Notes, Vitals)

Printouts is a tool that allows caregivers to efficiently create up to one year of printouts for eMAR, Emergency Printout, Facesheets, Comm Log and Vitals.

Dashboards (Active Residents, Staff, Archive)

Communities, residents and caregivers are organized into multiple Dashboards, and each Dashboard provides an intuitive means of navigating all community information.

Facesheet

The Facesheet provides a snapshot view of a resident's current demographic and contact information. This includes their basic information, demographic info, and authorized contacts.

Forms & Documents

The Forms & Document module enables caregivers to complete & edit digital forms, upload and manage documents, as well as associate those forms & documents to a resident profile.

Groups

The Groups module enables caregivers to create custom groupings of residents and staff, and then to use those Groups throughout Caremerge to filter, view and manage a subset of residents and staff.

Insurance

In the Insurance/Payer module staff can upload insurance cards and other documents, and capture insurance/payer type, designation, contact information, and member/group IDs.

Intelligence Reports

The Intelligence section of Caremerge provides staff with a set of community-level reports for tracking key resident data. These reports can be filtered to see specific timelines, trends or types of data, and the reports can be exported into csv, excel and printable formats.

Preferred/Care Locations

The Preferred Location module allows caregivers to associate a variety of care locations (such as hospitals, dentists, pharmacies, etc) to a resident profile, making contact information and address readily available.

Resident Profile

The Resident Profile provides caregivers with a detailed view of a Resident's personal information, including demographic, health, and preference/good to know information.

Transition (ADT) Timeline

The Transitions module captures a resident's current and historical status and location (Admission, Discharge, Transition, Service Level/Room Transfers) during their stay at a community.

Caremerge Core Solution
Adminstrative Tools

Configurations

Caremerge enables each community administrator to configure and customize the Caremerge experience for their users. During implementation, specific fields and sections within the community can be enabled or disabled depending the needs of that community.

Help

The Help section of Caremerge provides a comprehensive library of Caremerge applications, training videos, new features, and FAQs.

Imports

Caremerge Import utility provides sample xls and csv files for customers to format their data to map and import to Caremerge solutions.

- Family Contact Import

- Physicians Import

- Resident Import

- Staff Import

Roles & Permissions management

Caremerge provides staff administrators with a self-service user set-up workflow, an administrator dashboard, and the ability manage to staff member access and permissions.

Terms and Conditions

All users of Caremerge must agree to the Terms and Conditions, as well as a configurable Acceptable Use policy that can be specified by each community.

Users, Login and Password management

Caremerge provides staff administrators with a self-service user set-up workflow, an administrator dashboard, predefined roles/permissions, and the ability manage to staff member access and permissions. Caremerge staff, residents, and members are able to manage and update their passwords using a self-service Forgot Password feature from the Caremerge login screen.

Caremerge Solution
Community Engagement

Community Engagement web app

The Community Engagement solution is designed to connect seniors to their community, no matter where they are, through a secure, web application. Empower residents to manage their active lives - reduce dependency and time on staff to coordinate activities and distribute information.

- Share menus, calendars, and other community information

- Have residents access all community information from their personal device or from a shared community device via a website portal

- Track and analyze lifestyle activities via reports and data analytics

- Separate public and secure resident views provide flexibility and control over the content that is viewed

Caremerge Solutions

Caremerge Solution
Family Engagement

Family Engagement desktop and mobile application

Caremerge Family Engagement Solution provides staff management tools to capture resident/responsible party consent, invite families to join the family app, and share messages, photos, community announcements, ADLs, activity attendance, calendars, and more with families.

- Net Promoter Score (NPS) Survey feature adds an additional level of communication by creating a regular feedback loop between family members and staff.
- Share photos, messages or updates about residents to family members via the Caremerge application
- Share community-wide announcements, photos, and newsletters with all family members
- Notifications for family members when they receive messages or updates regarding their loved one
- Share the community calendar and resident participation in activities with families
- HIPAA compliant communication
- Intelligence Reports and Data Analytics

Caremerge Solution
Calendar Central

Calendar Central web app

Calendar Central provides activities staff (Activity Manager, Life Enrichment Directors) with a digital means of planning and tracking their activity programming.

- Staff can access the Calendar Central web app through a web browser, and can view and print the - Calendar by service level, department, location, and more.
- Activities staff can create individual or repeating events, set Dimensions of Wellness for each event, and track resident attendance for use in Intelligence Reports that provide insight into the effectiveness of activity programming and resident engagement.
- Calendar Central configurations allow communities to manage Dimensions of Wellness names, Department names, event locations, and service levels.

Caremerge Solution
Senior Living EHR

Web modules:

Assessments 2.0

The Assessments 2.0 module provides caregivers with a digital tool to sign and complete resident assessments, track assessment schedules, and print finalized documentation.

ToDo's

The ToDos module streamlines the creation, scheduling, and assignment of care tasks and ADLs.

Care Plan

The Care Plan module (also called the Resident Service Plan module) is a digital version of the resident care plan. Caremerge supports care planning in 2 formats: 1) In a Needs / Services / Outcomes template, and 2) in a Outcomes / Strengths / Needs / Steps to Achieve template.

Communication Log

The Communication Log allows for viewing and printing all Notes across all residents in the community. Communication Log entries are displayed with the latest entries at the top, and a complete list of historical entries below.

Caremerge Solution
Senior Living EHR (continued)

Web modules:

eMAR
The eMAR is a comprehensive application that supports the full lifecycle of medication passes. Communities can easily maintain a medication list that is updated in real-time via a pharmacy interface, ensure medication compliance and reporting, capture exceptions, and gain insights.

Incident Reports
The Incident Report module captures caregiver information when an adverse resident event occurs, such as a fall.

Notes
The Notes module allows the capture and printing of narrative documentation across the care spectrum.

Emergency Printout
The Emergency Printout provides a snapshot view of a resident's current demographic and medical information. This includes their basic information, demographic info, medical history, and authorized contacts.

Medications
The Medications module contains a set of applications that collects the most critical clinical elements of a resident.

Quality Measures
The Quality Measures module triggers reminders for a specific set of tests for all residents, or specific residents, that meet diagnosis criteria.

Vitals
The Vitals app is the repository of vital signs captured in the platform, which can be input in the Vitals module itself and the eMAR.

Point of Care iOS App
The Point of Care Application is an iOS-based native application that supports caregivers that do not have access to a desktop computer. With permissions, users may access:
- Resident Contact Info
- Vitals
- eMAR
- To-Do's
- Notes
- Communication Log

VoiceFriend

INTEGRATED MESSAGING AND ENGAGEMENT SOLUTION

- More engaged and satisfied residents and families
- More informed, efficient and satisfied staff
- Stronger and more profitable community

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

Every day, thousands of community professionals use VoiceFriend's Integrated Messaging and Engagement (IME) solution to easily and effectively:

Boost resident and family engagement—Increase participation in activities by 40%.

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

Improve prospect attendance at events—Boost prospect conversion rates resulting in up to 4–6 additional new residents yearly.

Boost satisfaction—Raise satisfaction survey results by 20% or more.

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

Enhance occupancy and boost revenues.

Collect the vital feedback you need to build a stronger community

VoiceFriend also allows you to survey your residents and families to ensure their wellness and satisfaction—and to identify preferences and valuable feedback.

2020 McKnight's
EXCELLENCE in
TECHNOLOGY
AWARD

VoiceFriend.net

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.
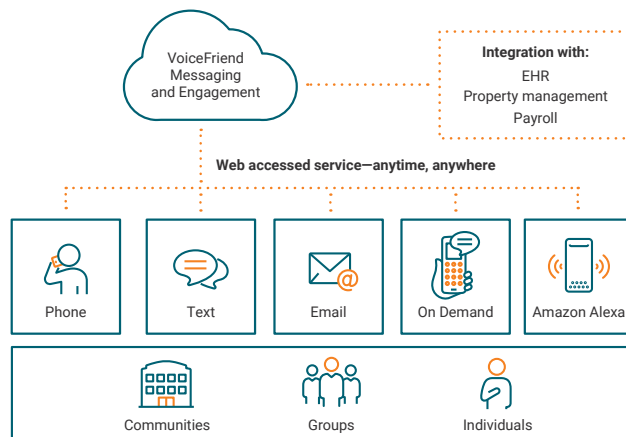
Automated messaging and effective engagement all in one integrated solution

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

"VoiceFriend has enabled us to increase our resident engagement and staff productivity. Attendance at activities, a key driver of resident satisfaction, has increased as a result of VoiceFriend. Additionally, staff and residents are updated consistently and timely with vital community communications. VoiceFriend has been a critical component of our success, and I would recommend that all Five Star communities learn more about the positive impact VoiceFriend could have at their communities.

Debbie Davis, Executive Director, Five Star Senior Living

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

Talk to one of our senior living IME experts for a brief demonstration of VoiceFriend today. Email us at inquiry@voicefriend.net, call us at 781.996.3123 x1, or visit our website at voicefriend.net.