

VoiceFriend

Solutions for skilled nursing



Proven to reduce operating costs, make staff more productive and meet the CMS regulations for emergency notifications

VoiceFriend enables skilled nursing communities to increase staff productivity, reduce the cost of care and increase family engagement.

The service includes solutions for staff coverage for open shifts, certification and training management, surveys, discharged patient wellness check-ins, and emergency alerts for staff and families.

- **Typical skilled nursing communities save more than \$50K per year in operating costs.**
- **Reduce time to fill open shifts from 2 – 3 hours to 5 – 10 minutes.**
- **Send emergency alerts to staff and families.**
- **Remind staff of in-service training to ensure compliance.**
- **Improve discharged patient compliance to care plans.**
- **Start seeing results in just 30 minutes.**

Reduce costs and increase staff productivity

Finding staff to fill an open shift or cover a staff call-out is often costly, time-consuming and frustrating. VoiceFriend enables you to easily alert staff members about open shifts. Each staff member can get personalized messages via their preferred mode of communication—phone, text message or email—and their preferred language. Send messages to individual staff members or staff groups—such as per diem, part time or full time. Quickly filled shifts free the scheduler and nursing supervisor for other tasks and patient interactions. Additionally, VoiceFriend's personalized messaging ensures staff and families receive emergency notifications about, for example, flu outbreaks, community maintenance or weather emergencies. In minutes, an individual, small group or whole community is informed.

Easy to learn, easy to use

VoiceFriend was developed for ease of use by all staff members—from scheduler to administrator. With just 30 minutes of training, communities can begin to reap the benefits of the VoiceFriend solution. A step-by-step message creation tool walks the user through the setup and sending of open-shift alerts and other vital staff alerts and reminders.

Keeping patients and families more engaged

Patients can easily listen to their daily schedules, meal specials and appointment reminders simply by saying “**Alexa, ask VoiceFriend**” to their Amazon Alexa-enabled device. This makes an ideal solution for those with visual or mild cognitive impairments. And because Alexa makes only the latest, relevant announcements, you'll reduce the risk of confusion.

In addition, family members can use their own Alexa-enabled device to keep up to date about their loved one's activities, meals or appointment reminders. And placing these devices in common areas means even visiting guests and prospects can hear all the daily events at your community.

“With VoiceFriend, Wingate reduced OT expenses by 25%! VoiceFriend has also streamlined the call-out process from hours to minutes.”

—Lisa Jacobs, VP of Clinical Services, Wingate Healthcare

VoiceFriend's impact at communities

Full implementations of the VoiceFriend solution in skilled nursing communities have generated impressive, measurable results, including:

- Up to 25% decreases in overtime expenses.
- 5 – 7 hours of additional staff time gained per day.

Sample VoiceFriend Customers



To learn more or schedule a demo:
inquiry@VoiceFriend.net, 781.996.3123
or visit www.voicefriend.net

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