

# VoiceFriend

## Solutions for PACE



**A proven choice to improve participant and family engagement, eliminate missed appointments and comply with CMS emergency notification requirements**

VoiceFriend is a comprehensive notification solution that enables PACE providers to schedule and send one-time or recurring alerts and reminders using the phone, text messaging, and email.

VoiceFriend also works with any voice-activated Amazon Alexa-enabled device to allow participants and families to hear their latest schedule, reminders and alerts.

- **Typical programs can save over \$50K/year in operating expenses.**
- **Eliminate missed appointments by up to 46%.**
- **Solve staff coverage issues quickly.**

## Easy to learn, easy to use

VoiceFriend's notification solution was developed for ease of use. With just 30 minutes of training, you can begin to reap the benefits of the VoiceFriend solution. A step-by-step guide walks you through the setup and sending of messages—including appointment reminders, emergency alerts and staff notifications.

## VoiceFriend gets results

Full implementations of the VoiceFriend solution have generated impressive measurable results, including:

- **Up to 25% decreases in overtime expenses**
- **Significant decreases in appointment no-shows**
- **Up to 20% improvement in satisfaction survey scores**

“With VoiceFriend, staff are more productive, appointment confusion is a thing of the past, and families have been so appreciative of the timely messages.”

—Kirsten Cone, Operations Director, CarePartners PACE

“The system is working very well for us and has definitely enhanced our communications flow!”

—Wanda Cooper, VP and Executive Director, Lutheran Senior LIFE

## Sample VoiceFriend Customers



To learn more or schedule a demo:

[inquiry@VoiceFriend.net](mailto:inquiry@voicefriend.net), 781.996.3123

or visit [www.voicefriend.net](http://www.voicefriend.net)

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