



Family Engagement Solutions for Senior Living, Home Health & Skilled Nursing Facilities



Family Portal

POWERED BY  INTELICHART

A young woman with curly hair is hugging an elderly woman with grey hair. The young woman is smiling and has her eyes closed, while the elderly woman has a gentle expression. They are both wearing light-colored tops. The background is softly blurred, suggesting an indoor setting with natural light.

Keep Families Updated and Informed with Family Portal

Communication is the key to building strong relationships with residents and their families. However, communicating with loved ones can quickly preoccupy your staff, taking precious time away from providing the direct care your residents need.

Senior Care Support Services has partnered with IntelliChart to provide an all-in-one solution to help senior care organizations modernize their approach to keeping families informed. Through our combined solution we enable organizations to effectively roll out Family Portal with:

- Minimal IT involvement.
- No additional staffing needs.
- 24/7/365 user/portal support provided by our experienced support agents.
- Integration to many EHR platforms, including PointClickCare.

Efficiently Communicate via a Central Time-Saving Portal



Broadcast Messaging

The broadcast messaging feature empowers caregivers and healthcare professionals to efficiently communicate important updates, announcements, and reminders to the entire care team and patient families simultaneously, ensuring effective and timely information dissemination through one way messaging.

Instant communication: Communicate critical updates, general announcements, and emergency notifications to everyone simultaneously, eliminating delays and confusion.

Consistent messaging: Deliver the same information to all care team members, mitigating the risk of miscommunication and promoting a unified approach to patient care.



Family Messaging

The family messaging feature empowers caregivers, healthcare professionals, and family members to communicate and collaborate efficiently within designated groups, fostering enhanced communication and support within the care team. Portal access is not limited and can be granted to as many staff and family members as needed.

Streamlined communication: Provide a centralized platform for sharing information and updates within designated groups.

Customizable groups: Users can customize group composition, facilitating focused discussions and minimizing unnecessary communications.

Real-time notifications: Enable instant communication with notifications for new messages, fostering timely collaboration and response.



Care Information

In addition to streamlined communication, designated family members can access patient information 24/7 via Family Portal, eliminating the need to contact staff for questions.

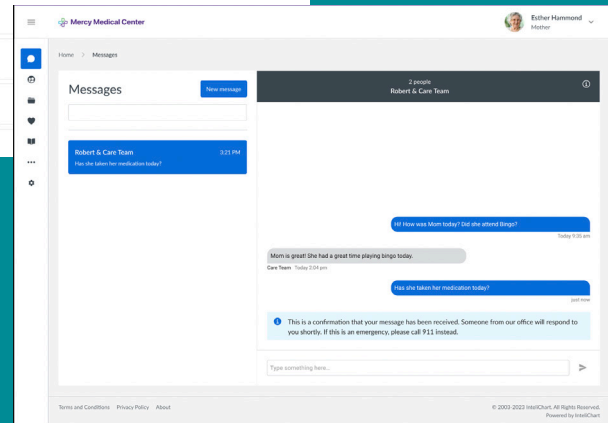
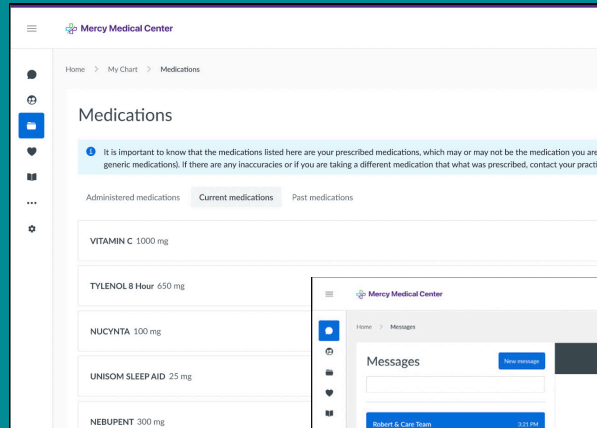
Information available to family members can include:

- Healthcare provider information
- Patient demographic information
- Problem list
- Medications
- Vitals . . . and more!

The communication *and* support solution you've been looking for.

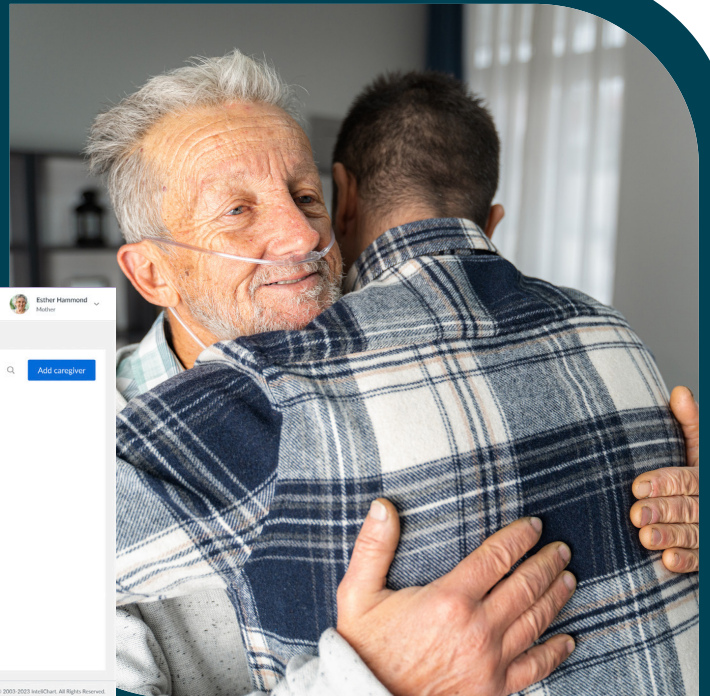
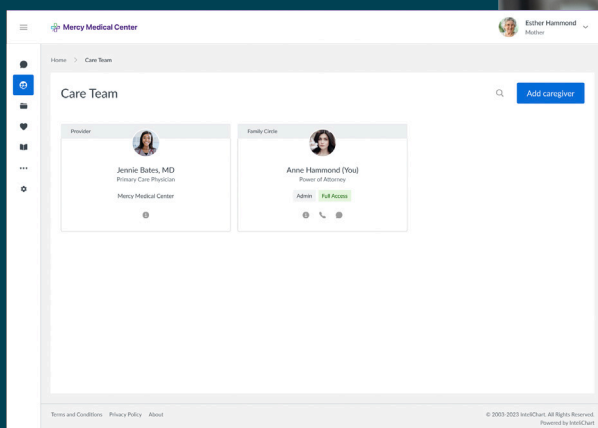
Enhance the overall quality of care

Prompt responses to inquiries, along with real-time access to data, not only eases family members' anxieties but also provides them with the peace of mind that their loved ones are receiving the best care possible.



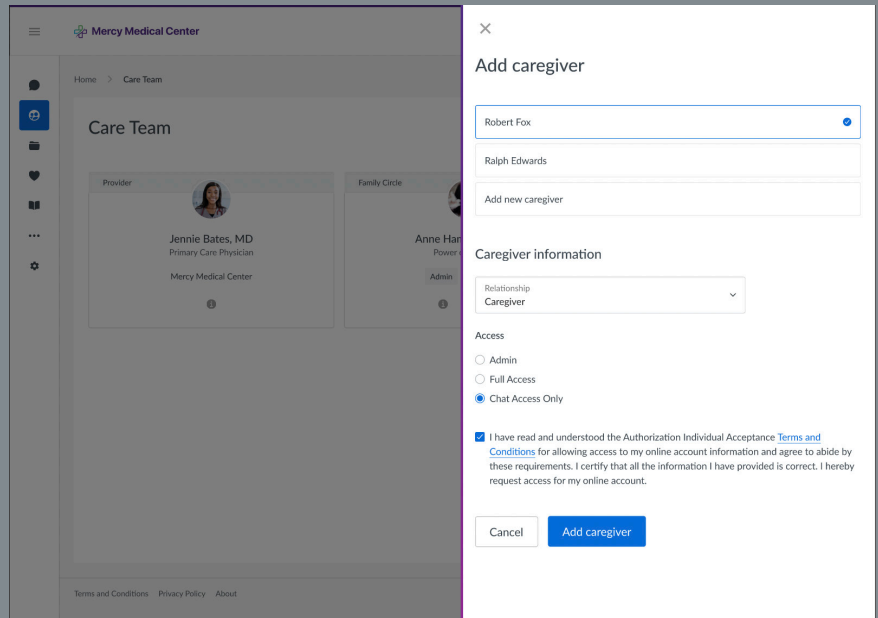
Create trust with transparency

Increased family involvement creates a more collaborative and supportive environment which leads to a higher quality of life and improved health outcomes.



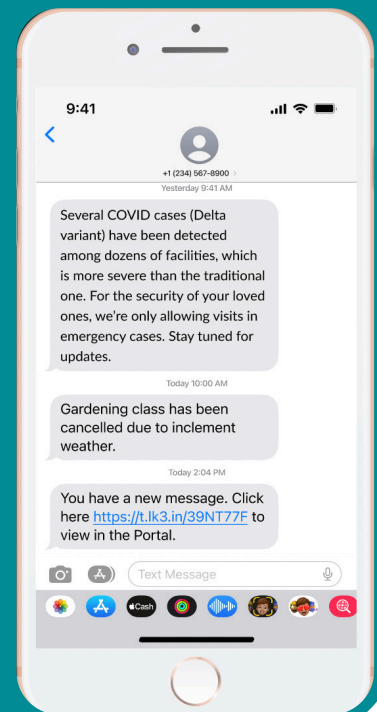
24/7 Portal Access & User Support

The experienced team at Senior Care Support Services will manage user access to the portal, provide tutorials on features/functionality and help with any troubleshooting needs.



Keep the focus on care

Streamlined communication mitigates inbound phone calls, voicemails, and callbacks to family inquiring about their loved ones, allowing staff to focus on care.



Let the Family Portal help your organization provide a tailored approach to personalized communications with your resident's loved ones.

The Senior Care Support Services team will help create a customized portal that includes:

- Your logo and all branding guidelines.
- Communication configurations for the type of and timing of information going out to users.
- Oversight of inbound messages to ensure they are routed to the correct community team member for timely responses.