

**Keep your
community team
members off the
phones and
focused on direct
resident care .**

No more missed calls *or*
overflowing voicemail boxes!

**24/7 Support for your Senior
Care community.**

Did you know that most senior care organizations "**miss 20% of their inbound calls**"? Or that nurses spend "**10% of their day on non-nursing**", delegable tasks like calling for lab missing results or confirming a resident's activity status? Missed calls and time spent away from resident care negatively impacts your community, but it doesn't have to be that way!

Through our support services program, senior care organizations can reduce wasted time, increase customer satisfaction and quality scores, while incurring noticeable improvements in critical business activities.

With Senior Care Support Services you can:

- Answer all calls, 24/7/365
- Cut response times in half, including >15min for admission requests
- Maintain continuity of communication with our regionally dedicated agents
- Allow agents to triage all calls, routing only necessary ones to your team members
- Keep your same phone number(s)
- Port or route calls with minimal IT involvement
- Full audit trail for compliance and regulatory reporting
- See improvements in data capture, follow-up tasks and sales lead conversions

**CONTACT
US
TODAY!**

**Call: 470-905-3941 or visit
www.seniorcaresupportservices.com**

