

VoiceFriend

Solutions for Senior Living Communities



A proven choice to reduce expenses, improve resident satisfaction, and make staff more productive

VoiceFriend is a comprehensive messaging solution that enables communities to increase the level of service to their residents, engage and alert families, and fill open nursing shifts.

Using VoiceFriend, communities reduce overtime expenses and free up thousands of hours of staff time—while improving resident satisfaction.

- **Typical communities save over \$50K/year in operating expenses.**
- **Keep residents active and engaged.**
- **Quickly solve staff coverage issues.**
- **Send emergency alerts to residents, staff and families.**
- **Solutions for visually and cognitively impaired.**
- **Start seeing results in just 30 minutes.**

Reduce costs, improve satisfaction and enhance census

Every day, your team spends hours reminding residents to attend activities and meals, and alerting residents, families and staff of issues—such as a flu outbreak, community maintenance or a weather emergency. VoiceFriend enables communities to schedule and send one-time or recurring alerts and reminders using the phone, text messaging and email. In minutes, an individual, small group or community is informed through each individual's communications preference.

Finding staff to fill an open shift is often costly, time consuming and frustrating. VoiceFriend enables communities to easily alert staff members about open shifts. Communities using VoiceFriend have reduced the time it takes to fill open shifts and staff call-outs from 2–3 hours to 5–10 minutes and reduced overtime expenses by up to 25%.

Quick to learn, easy to use

VoiceFriend's messaging solution was developed for ease of use. With just 30 minutes of training, communities can begin to reap the benefits of the VoiceFriend solution. A step-by-step guide walks the user through the setup and sending of messages—including resident activity reminders, community alerts and staff open shifts.

Keep residents and families more engaged

Residents can easily listen to their daily schedules, meal specials, and care plan reminders simply by saying, "**Alexa, ask VoiceFriend**" to their Amazon Alexa-enabled device. This makes an ideal solution for seniors 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 devices to keep up to date about their loved one's activities, meals or appointments. And placing these devices in common areas means even visiting guests and prospects can hear about your daily community events.

"Since we have implemented the VoiceFriend solution, we have seen better resident attendance at events and activities. This is especially important as social interaction helps keep seniors' minds sharp."

— Diane Carvalho, Executive Director, Five Star Senior Living

VoiceFriend's impact at communities

Results from communities with a full implementation of the VoiceFriend solution include:

- Overtime expense decreases by up to 25%.
- Resident attendance at activities increases by up to 40%.
- Satisfaction survey results increase by up to 20%.
- Prospect conversion rates improve resulting in an additional 4–6 new residents per year.

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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