PalCare

10 Critical Questions to Ask Your E-Call Provider Before Signing a Contract

User Experience & Reliability

Q: Is the system user friendly and easily integrated into their already busy day-to-day schedules?

A: PalCare solutions were specifically designed for a seamless end-to-end user experience, making it easy to adopt and use. Community staff are provided with PalMobile and PalPortal trainings when the system is implemented. PalCare also offers a further round of training once management staff have become familiar with the basics and are ready to learn about more advanced features.

Q: How reliable is the system? How often does the system go down or offline?

A: PalCare is a reliable solution for senior living communities. As experts in their services, PalCare designs its system, manufactures its system, installs its system and provides system support when needed. Off-site information backup is available in your annual service plan should your server be damaged. In the event of a power outage, we will connect the system to your building's backup power supply. Beyond that, all PalCare devices have a battery backup, and a typical system will still function for 2-4 hours with no power.

Data, Reporting, & Analytics

Q: How does the system organize and maintain data, and are the reports customizable and easy to use for drilling down on specific resident and staff member data?

A: PalCare's robust data and analytics platform, PalPortal, provides corporate decision makers with real-time data about their communities, staff, and residents so that they can make more informed business decisions. Key data points include average call response time, alarms by time of day, total number of communities, average service time, total residents served, and much more. The platform also allows community leaders to compare and contrast multiple communities simultaneously to identify staffing inefficiencies or inadequate care plans.

Q: Can the corporate team/leaders access reports remotely and can data be accessed from the cloud for easy collation of resident and staff information?

A: PalPortal provides a comprehensive suite of features to manage every aspect of your community — any place, any time. The cloud-based interface grants you quick access to robust dashboards and custom reports. Check in on key KPIs, manage reports, and keep your community running smoothly from any device.

309 N Water St #425
Milwaukee, WI 53202
www.palcare.com
(920) 694-0085
sales@palcare.com

Customer Service and Tech Support

Q: Who is responsible for the installation and servicing of the system, and what is the estimated timeline for installation?

A: 100% of system manufacturing, design, installation, and support are handled by the PalCare team. PalCare's expert consultants help with new construction and upgrade/retrofit projects to improve safety and performance at existing facilities. The team aligns its work plan with your existing infrastructure to ensure efficiency and compliance with fire and building codes specific to your campus. The installation process takes approximately a week. Larger, more complex rollouts can take longer.

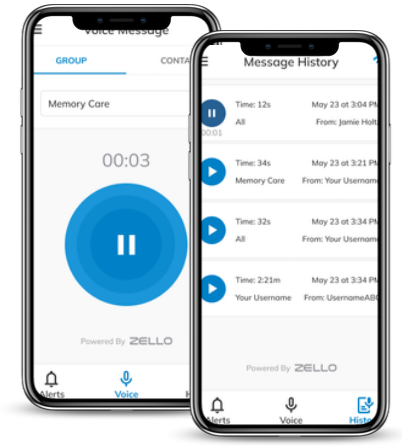
Q: What is the process for technical support and issue resolution, including support response times and availability of remote and on-site support?

A: PalCare's partnered communities receive more than just a technology platform, they receive support from an organization that truly understands their business and day-to-day operations. That's why customer support and care are included in all service plans. The customer experience team can be reached at 920-694-0085 between 8AM -5PM CST M-F. In the event of an emergency, PalCare offers after-hours, 24/7 emergency support.

Product Capabilities & Workflows

Q: What are the options for staff to receive/respond to alarms and how is does this eCall process simplifying workflows to increase staff efficiency?

A: PalCare offers a functional, cutting-edge iOS & Android nurse call mobile app to replace pager systems, reducing the number of caregiver devices. During the installation process, the team works closely with communities to establish exactly how they want the PalCare nurse call system to function to fit the community's needs. Alert notifications can be deployed to all staff or organized in an escalation pattern by floors and/or units. The mobile alerting process is as follows: Alert > Resident needs assistance or help. Accept > Caregiver has accepted the alert on the mobile app and is en-route to the resident. Clear > Caregiver has arrived to the resident and cleared the alert device. Finish > Caregiver has completed care and is leaving the resident. The simplistic functionality of the app has led to reduced response times for residents; therefore increasing staff efficiency by providing caregivers with the tools to streamline communication, improve care and maximize time in their day.



PalCare
309 N Water St #425
Milwaukee, WI 53202
www.palcare.com
(920) 694-0085
sales@palcare.com

Company/Industry Innovations & Trends

Q: What new features, trends, and system enhancements does the company have planned for their eCall functionality in the near future?

A: PalCare is committed to providing innovative technology solutions and exemplary service to streamline operations and safety measures for communities, while enhancing the lives of residents. They are on a mission to revolutionize the senior living industry by putting residents-first through the adoption of smart technology. As a leading innovator, PalCare is committed to continuing to push boundaries to further improve and streamline the operations within senior communities through advanced workflows and key partner integrations.

Q: What is the company's full product portfolio and does the company services other industries or verticals?

A: PalCare is the premier holistic solution designed exclusively for the senior care industry. PalCare works closely with your community to provide custom solutions that adapt to unique business needs – including smart tech, valuable data, e-call products and safety accessories. PalCare's integrated hardware-software platform provides trusted service when residents need it most. PalCare holds 5 patents for their eCall solution and works with over 1,200 senior living communities.

Integrations

Q: Does your eCall system offer API integration with other solutions or other systems within your senior living community?

A: PalCare is proud to integrate with leading partners so that its systems can easily integrate with the existing tools and technologies of your senior living community. Key integration partners include Zello, Vayyar Care, ALIS and Inovonics. PalCare also offers premier holistic solutions that can seamlessly be adopted into your existing community workflows such as emergency nurse call, remote monitoring services, security & access control and wanger management.

About PalCare

PalCare provides emergency alert solutions to the senior living industry. From alert through resolution, the PalCare platform empowers caregivers to deliver the most effective care possible when residents need it most. The system directly supports the most reliable emergency call systems, customized reporting tools and easy-to-use staff communication tools. PalCare is trusted by over 130,000 residents nationwide – reducing risk, improving outcomes and allowing for an overall better senior living experience.