

# CAREPOINT™

## SmartCare® 4.0

**SmartCare®** is heart of the Central Monitoring Station. SmartCare® has easy user navigation, extensive on-line help, flexible alert escalation and broad resident safety report generation capability.

**User Interface** – The use of tabs across the top of the screen allows the user to have multiple functions open at one time and to jump back and forth between them. It is not necessary to leave a menu to view an alert that just came in or to exit the System Menu to review the History file.

**On-Line Help** – There is extensive on-line help available including tutorial screens on how to do the 10 most popular functions in the system. These tutorials walk the user through the process step by step on the screen.

**Alert Escalation** – If no member of the staff responds to an alert in the designated time allowed, the alert can be sent to a different pager or group of pagers. This way a supervisor can be notified if the staff does not respond in a timely manner. If the alert still remains unanswered, after another designated time has elapsed, the alerts can be sent to yet another pager or group of pagers.

**Off-Site Paging** – Any initial alert or escalated alert can be sent to an outside paging service for off-site notification.

**Off-Shift Page Routing** – While alerts during the day may be directed to specific pagers based on the alerting location, it is often true that the staffing levels change at night. SmartCare® can be set to redirect pages to a different set of pagers at night and on weekends to accommodate these staffing variations.

**Reminders** – Messages to be sent at a later time can be entered into the software in advance and they will be sent to the designated pager(s) at the proper time. Messages can be any text up to 200 characters. They can be sent on an annual, quarterly, monthly, weekly or daily basis and can be sent multiple times per day. For example, it would be useful to remind the staff to administer medications at special times over a two week period to a certain resident. If it is specified that a response is required and no response is received, the message will re-announce and then escalate as instructed.

**Additional Information On Pagers** – An additional field can be displayed on each message involving a resident. This can aid in staff training and awareness of possible problems or issues. If there is a DNR on file, that notation can also display on the pager any time the resident is involved in an alert.



### Corporate Offices

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### Service and Support Offices

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**Lifeline**  
SENIOR LIVING  
*Keeping Residents Safe*

**Enhanced History File Reports and Review** – The History Reports and Review tab information on alerts in your community. This includes not only the usual information pertaining to time, place and person, but also includes elapsed time to respond, number of times the alert was announced, if it was escalated and any notes entered to explain the alert. The history file now crosses month boundaries making it easy to review the last 30 days, even on the 15th of the month.

When	What
03/21/03 11:24 A	PULL CORD Alert received from Apt. 104 - Smith, Jessica CHECK-IN received at 11:26 a (2 mins)
03/21/03 11:20 A	PULL CORD Alert received from Apt. 103 Announced 2 times CHECK-IN received at 11:26 a (6 mins)
03/13/03 10:27 A	PHB Alert from Smith, Sarah (lives in Apt. 109) c--DNR on file (Allergic to Sulfates) --Possibly at Home--
02/17/03 11:09 A	Reminder: Check on Smith, Sarah (Allergic to Sulfates) (555-1234) Announced 3 times STAFF CHECK received at 11:20 a (11 mins)

**Quick Reports** – A new report displays all alerts that took “too long” to respond to; the software allows the community to specify this length of time. Another new report displays only the check-ins, sorted by resident, to determine how many bed checks were performed per resident throughout a specified time frame. This feature provides useful data to help ensure the proper level of resident care.

### Statistical Report for Sunny Acres Retirement Village\*

From 1/12/04 11:00:23 AM  
To 1/11/04 07:00:56 AM

Printed On 1/12/04

**Whole Community**

Total Calls 213 Average Response 3  
Longest Response 6 No Response Count 5

Each Column represents 2 Hours The label below the column indicates the start of that column's time frame

Total	31	24	12	36	2	13	17	42	7	21	8
Avg	4	2	2	3	1	2	3	4	2	3	3
Longest	5	1	1	2	1	1	3	6	2	5	2
NoResp	2	0	0	1	0	0	0	2	0	0	0
	01-12 11:00		01-12 03:00		01-12 07:00		01-12 11:00		01-13 03:00		01-13 07:00

**\*This report will display the total number of alerts, average response time for that period, the longest response time, as well as the number of alerts that had no response. This report will be a valuable tool to evaluate the effectiveness of overall staff response, but can also look specifically at these times broken out by shift.**

For over 30 years Lifeline Systems has remained steadfast to our mission of designing products and services that reflect a solid understanding of the lives and needs of elders. We work to preserve their self-respect with a reliable, reassuring response. We fully understand that although they are challenged by numerous health conditions and ailments these individuals are fiercely committed to maintaining their independence, decision-making power and normalcy of life.

