



Family Portal

Strengthen family connections, lighten staff workload,
and simplify operations with IntelliChart's Family Portal.

Engaged Families. Supported Staff. Stronger Connections.

Senior care is built on connection, compassion, and community. Families want to feel involved in their loved one's care, staff deserve tools that make their jobs easier, and facilities thrive when everything runs smoothly.

But too often, communication is a challenge— families struggle to stay informed, staff spend valuable time playing phone tag, and critical details can slip through the cracks.

That's where Family Portal comes in.

By removing barriers between staff and families, it becomes easier to foster a more connected, efficient, and financially healthy facility.



With Family Portal:



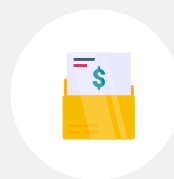
Families feel connected and confident in their loved one's care



Staff feel less overwhelmed and more present with residents



Communication is securely logged, organized, and audit-ready



Billing is straightforward and stress-free for everyone involved



Positive experiences strengthen reputation and drives census growth

Family Engagement and Communication Platform

Family Portal

A centralized hub for real-time resident updates, self-service options, and secure family communication.

Family Messaging

Secure and trackable two-way messaging between staff and family members.

Family Portal

Family Messaging

Broadcast Messaging

Bill Pay

Broadcast Messaging

One-way mass messaging for facility-wide updates and important announcements.

Bill Pay

A streamlined, automated way to manage payments, track outstanding balances, and improve cash flow.

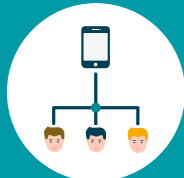


Family Portal

Real-time clinical data including vitals, medications and diagnoses

Customizable user permissions to control family access and visibility

Single, convenient portal for staying connected and managing tasks



Family Messaging

One-on-one or group discussions between families and staff

Customizable notifications sent via email, text, or in-app alerts

Support for attachments like documents, photos, and forms

Every message stored and time-stamped in the EHR



Broadcast Messaging

Instant updates for all families or internal coordination with staff

Fully customizable messages for any audience or occasion

Flexible delivery options including text and email

Scheduling capabilities for controlled, well-timed outreach



Bill Pay

Real-time balance details pulled from the EHR

Multiple payment options including credit card and ACH

Autopay enrollment and reminders to ensure on-time payments

Full payment history with downloadable receipts.

Why IntelliChart?

With over two decades of experience in patient engagement, IntelliChart knows what it takes to keep people connected.

Now we're bringing that expertise to senior care—where strong relationships, clear communication, and streamlined workflows matter more than ever.

Our Family Portal builds on everything we've learned to help you reduce staff burnout, increase family satisfaction, and get paid faster—with tools designed to meet the real challenges of senior and long-term care.

Over **two decades**
of experience

Trusted by **over 20,000**
healthcare providers



Nationally recognized by
KLAS and **Black Book**

Proudly partnered with
PointClickCare



Scan the QR code
to learn more.

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