



# Family Engagement Solutions for Senior Living, Home Health & Skilled Nursing Facilities

## Family Portal

POWERED BY  INTElichart





A young woman with curly hair is hugging an elderly woman from behind. The elderly woman has her eyes closed and a gentle smile, while the younger woman is smiling warmly. They are in a bright, indoor setting.

# Keep Families Updated and Informed with Family Portal

Communication is the key to building strong relationships with residents and their families. However, the challenge of communicating with loved ones can easily overwhelm staff members that are already stretched to the limit.

Modernize how your organization keeps families connected with IntelliChart's Family Portal. This easy-to-use portal emulates IntelliChart's award-winning Patient Portal and empowers families to stay informed about their loved-one's care.

# Efficiently Communicate via a Central Time-Saving Portal



## Broadcast Messaging

The broadcast messaging feature empowers caregivers and healthcare professionals to efficiently communicate important updates, announcements, and reminders to the entire care team and patient families simultaneously, ensuring effective and timely information dissemination through one way messaging.

**Instant communication:** Communicate critical updates, general announcements, and emergency notifications to everyone simultaneously, eliminating delays and confusion.

**Consistent messaging:** Deliver the same information to all care team members, mitigating the risk of miscommunication and promoting a unified approach to patient care.



## Family Messaging

The family messaging feature empowers caregivers, healthcare professionals, and family members to communicate and collaborate efficiently within designated groups, fostering enhanced communication and support within the care team. Portal access is not limited and can be granted to as many staff and family members as needed.

**Streamlined communication:** Provide a centralized platform for sharing information and updates within designated groups.

**Customizable groups:** Users can customize group composition, facilitating focused discussions and minimizing unnecessary communications.

**Real-time notifications:** Enable instant communication with notifications for new messages, fostering timely collaboration and response.



## Care Information

In addition to streamlined communication, designated family members can access patient information 24/7 via Family Portal, eliminating the need to contact staff for questions.

Information available to family members can include:

- Healthcare provider information
- Patient demographic information
- Problem list
- Medications
- Vitals



# The communication solution you've been looking for.



## Enhance the overall quality of care

Prompt responses to inquiries not only eases family members' anxieties but also provides them with the peace of mind that their loved ones are receiving the best care possible.



## Create trust with transparency

Increased family involvement creates a more collaborative and supportive environment which leads to a higher quality of life and improved health outcomes.

## Keep the focus on care

Streamlined communication mitigates inbound phone calls, voicemails, and callbacks to family inquiring about their loved ones, allowing staff to focus on care.

## Build a positive reputation

When families are well-informed and confident in the care provided, they are more likely to recommend the facility to others, leading to positive word-of-mouth referrals and a larger client base.

Scan the QR code to learn more:

