



inform™ Activity Management Platform

Timely inform-ation that improves your business



“The inform system helps us better track the activities of our caretakers with our residents. The ability to know how much time each caretaker spends with a resident helps them be more productive and provide excellent care for our residents.”

DEBBIE GALLAGHER
EXECUTIVE DIRECTOR
HARMONY HALL LORIEN HEALTH

Why inform™?

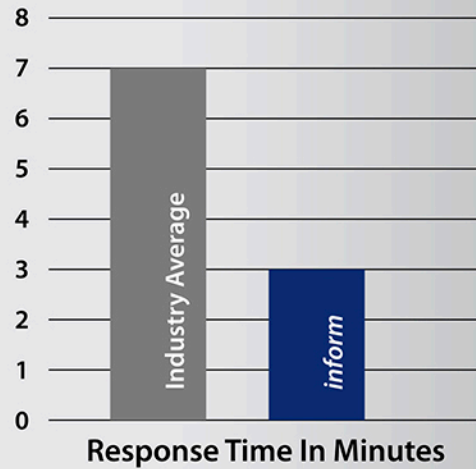
MONITORS STAFF ACTIVITY

IMPROVES RESIDENT CARE

TIMELY EFFICIENT STAFF INCREASES FAMILY AND RESIDENT SATISFACTION, REDUCING TURNOVER AND INCREASING OCCUPANCY

DESIGNED TO INTERFACE WITH OTHER APPLICATION SOFTWARE

inform™ APPLICATION FEATURES & BENEFITS



Source: Argentum study over 4+ years; several million call events

Measurable Results

- Improves response times up to 50-75% compared to industry averages
- Increases resident, family, and staff satisfaction
- Eliminates alarm noise providing a quiet enjoyable environment
- Generates new revenue via billable telephone and internet services

“Before *inform*, if a resident complained about response time, we would have a very hard time validating and correcting the issue. Also, since we have priced-based care levels, we can now quantitatively measure and prove to the family when a resident needs a higher level of care.”

HOLLY SHIRK
LEISURE LIVING

1

OPEN calls: A resident on the 1st Floor West, Room 220 placed a call for assistance from a pendant, and is now waiting for a staff member to acknowledge that they will handle the call by pressing the take **T** button.

2

MY calls: Displays the calls that Jan is assisting. The resident from Room 240 had placed a call for assistance from a pendant on the 1st Floor West. When she finishes assisting the resident she presses the complete button. She then scrolls the list and touches the screen selecting the reason for the call (Water, Toilet, etc).

3

TAKEN calls: Displays the calls taken by other staff members; Brenda has taken the call from the resident in rehab.

CALL STATIONS, DISPLAYS AND REPORTS

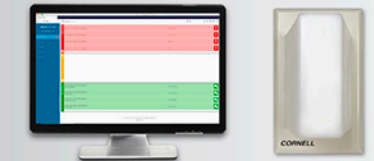
CALL STATIONS

We supply new, wired or wireless devices or connect to your current equipment.



DISPLAYS

All handheld devices, mobile handsets, monitors, and corridor lights.



ADVANCED REPORTING

Generate custom reports from any web connected work station:

- Resident calls
- Staff activity
- Hourly events
- You define the data and report frequency

For additional help, the user may request assistance via voice or chat.

inform™ BENEFITS

- Key to improving call response time up to 50-70% of the industry average
- Happier residents and families lengthens occupancy
- Improve staff accountability and retention
- Provides better business management information
- The API software interface enables integration with other applications



Why CORNELL?

- RELIABLE, DEPENDABLE, & STABLE WITH A 10 YEAR MANUFACTURED PRODUCT WARRANTY
- A FULL LINE OF CALL SYSTEM PRODUCT OPTIONS TO MEET THE NEEDS OF ALL CARE LEVELS
- TECHNOLOGY ADVANCED SYSTEMS CAN UPGRADE YOUR CURRENT HARDWARE
- INCREASE OCCUPANCY VIA HAPPIER RESIDENTS AND MORE EFFICIENT STAFF

Evolution of the *inform*™ Activity Management Platform

Completed recently

NOW UTILIZE ANDROID OR APPLE HANDSETS
PointClickCare EHR INTEGRATION
INTEGRATION WITH EXISTING CALL DEVICES (WIRED OR WIRELESS)
IMPROVED REPORTS AND DATA ANALYTICS
MESSAGING TO OFFSITE MONITORING
REMOTE WALLBOARDS DISPLAY ACTIVITY STATUS

Future features in-process

CLOUD DATA MANAGEMENT
STAFF - RESIDENT VOICE COMMUNICATION
EVENT AND ACTIVITY SCHEDULING
ASSET TRACKING AND LOCATING
ADDITIONAL EHR VENDOR INTEGRATIONS
VOICE PENDANTS

CORNELL COMMUNICATIONS IS THE NUMBER ONE STAFF COMMUNICATIONS COMPANY IN THE U.S.A. *inform* OFFERS A ROBUST ACTIVITY MANAGEMENT AND INFORMATION PLATFORM TO ENHANCE BOTH RESIDENT CARE AND BUSINESS PERFORMANCE.

THE FEATURES OF THE *inform* PLATFORM HAVE AND WILL CONTINUE TO EXPAND TO PROVIDE THE CUSTOMER ADDITIONAL DATA AND COMMUNICATION TOOLS THAT WILL INCREASE EFFICIENCY, REDUCE COSTS AND IMPROVE REVENUES.

Over 50 years focused on connecting people to care

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