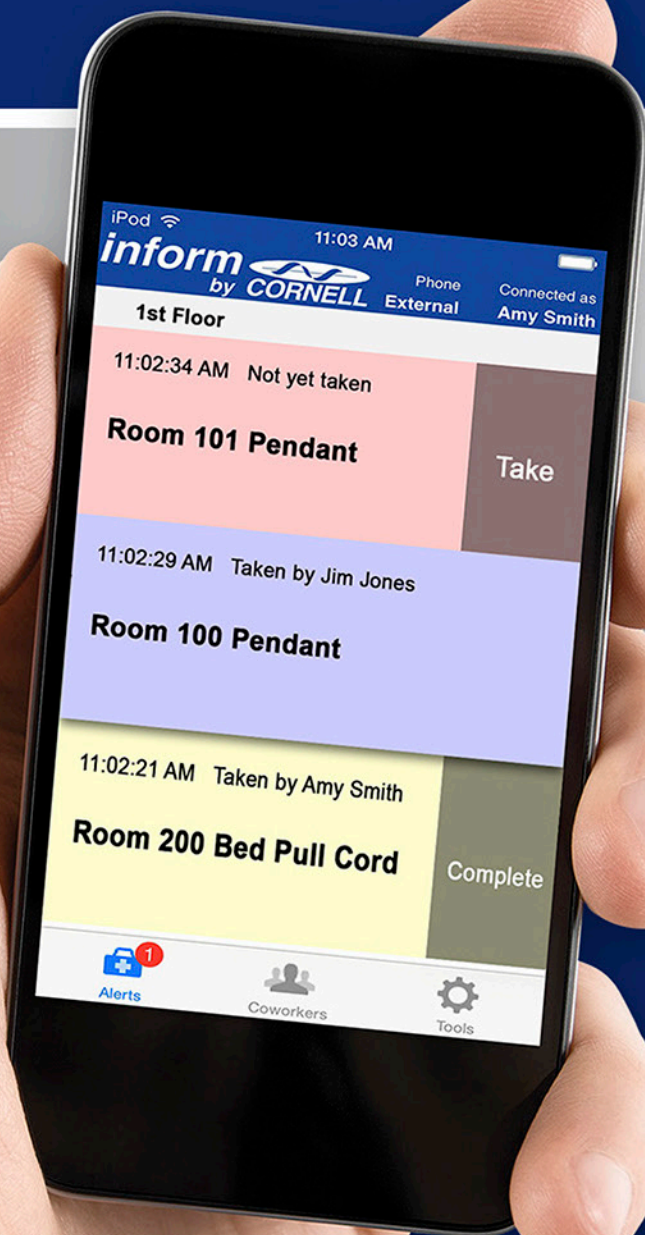




***The Experts in Nurse Call  
and so much more...***



***“Resident care is key and  
inform helps us deliver it  
like no other system.”***

**GRACE HALL**

EXECUTIVE DIRECTOR

SUMMERPLACE ASSISTED LIVING COMMUNITY

***Why inform?***

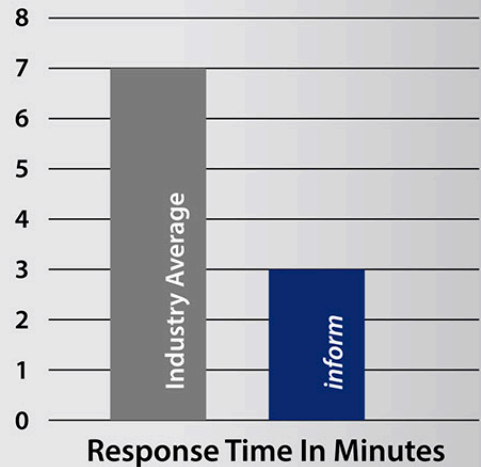
CREATES STAFF ACCOUNTABILITY

IMPROVES RESIDENT CARE

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



# inform APPLICATION FEATURES & BENEFITS



Source: ALFA-requested 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

**"We're taking thousands of calls per month, with an average response time of 3 minutes compared to an industry average of 7 minutes."**

### GRACE HALL

EXECUTIVE DIRECTOR  
SUMMERPLACE ASSISTED LIVING COMMUNITY



1

The resident from room 101 is placing a call from their pendant, waiting for a staff member to Take the call by pressing the take button.

2

Indicates the call from room 100 pendant was taken by a staff member named Jim Jones.

3

Amy is currently in room 200 helping the resident. When Amy completes this task, she touches the "Complete" button. On the following screen she submits the reason for the call or visit.

4

When complete, Amy enters the reason for the call: bathroom, fall, or other reasons. Data is collected for management review.



## 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.



### REPORTS

Generate custom reports from any web connected work station:

- Resident calls
- Staff responses
- Hourly activity
- You define data/format

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

## inform BENEFITS

- Improves call response time up to 50-70% of the industry average
- Happier residents
- Creates transparency and credibility to the families
- Improve staff accountability and retention
- Provides better business management information
- Improves efficiency and service

**CORNELL COMMUNICATIONS, INC.**

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# 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 CUSTOMERS
- TECHNOLOGY ADVANCED SYSTEMS CAN UPGRADE YOUR CURRENT HARDWARE
- INCREASE OCCUPANCY VIA: HAPPIER RESIDENTS AND MORE EFFICIENT STAFF



**Technology**



**Caring**



**Dependable**

*Cornell Communications is the number one retirement home patient communications company in the U.S. Its product "inform" offers a robust, smart-connect communication and information platform to enhance both resident care and business management.*

**Over 40 years of industry experience focused on emergency call systems**

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