



Alexa, Please Call My Nurse: An RCare Alexa Case Study

The Problem:

Your resident experiences an emergency, but isn't wearing a pendant. How would you know? How do they call for help?

Jon Scott Williams, Executive Director of Fellowship Square-Mesa is familiar with this issue. "Until they've experienced their first crisis, our residents aren't always as diligent about wearing the pendants as we would like them to be."



The Solution:

A touchless and pendant-free option: **Voice Commands**

During an emergency, residents may not be able to reach a pull cord or press a pendant button. The problem can be even greater for low-vision residents. RCare's Alexa integration allows residents a touchless and pendant-free solution to verbally request help, using the simple command: "Alexa, tell my nurse I need help."

The command "Alexa, tell my nurse to check in" can be used for daily check-in. Voice commands can be helpful for staff, too. Hands-on caregivers can verbally request emergency backup or dismiss/silence alerts for the incident without ever taking their eyes off the resident.

With RCare Mobile, caregivers can speak directly with residents, assess the emergency and assure them that help is on the way. Caregivers can use this information to bring the right supplies and proactively request back-up support if needed. Caregiver calls are automatically answered by the patient's in-room communicator, so the resident doesn't need to do or touch anything to talk. The outcome? Faster response times, better resident satisfaction, and more efficient and effective care.



More Than a
Nurse Call System

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Sending Help Where It's Needed

What if a resident experiences a crisis outside of their room? How will you find them when they need help? RCare's advanced locating protocol (ALP) pinpoints and sends the location of the call with every alert. Caregivers know which floor, and exactly where on the floor, the call came from. When minutes matter, there are no wasted trips to the resident's room when the resident is elsewhere in the community.



Fellowship Square-Mesa

An early adopter of Amazon Alexa for its residents, Fellowship Square-Mesa is a 385-bed senior community in Arizona, offering care across the continuum, including low-income assisted living. The community installed an Amazon Alexa Dot in every residence, to provide residents with an easy-to-use voice technology to request concierge services, look up information, find out about the daily activities schedule and menu, schedule appointments, and request help through their RCare nurse call system.

Champions of Interoperability

RCare saw an opportunity to lead nurse call technologies by adding voice controls through an Alexa integration. Why Amazon's Alexa? It leads in market share with a whopping 75%. It can be used for multiple purposes, making it a good value proposition for senior housing communities. And while the extra layer of safety and ease of use enabled by voice commands is substantial, it is also affordable for communities.

Fellowship Square-Mesa teamed up with RCare to pioneer voice commands for nurse call. The reaction has been positive across the board, from residents, to caregiving staff, to IT staff, to administrators.

Residents love the ease of the voice technology, and the secure feeling that comes from knowing it is always there. To them, Alexa is just a way to find out the weather and the soup of the day—until a crisis occurs. Then, it's a lifeline. For residents with low-vision issues (30% of the community's resident population), voice commands are empowering, helping them retain independence and dignity. All of this aids in improving the resident and staff quality of life.

"It was an obvious move for us to create an Alexa skill for our residents and caregivers. Everyone is using virtual assistants these days, but to the best of our knowledge, we're the first nurse call system to do this."

— Myron Kowal
RCare CEO and Visionary

Staff love the voice commands because they helps them provide better caregiving support, while minimizing wasted time. RCare's Alexa integration makes caregiving easier, more efficient and safer.

RCare is the global provider of advanced nurse call solutions. Their mission is simple: to design a fully interoperable technology to improve the lives of seniors and those who care for them. The RCare development team works to consistently and creatively push the boundaries of what nurse call systems can do. This includes being fully interoperable and integrating with hardware and software solutions used in the continuum of care. The result is a feature-rich suite of solutions.



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