cliniconex POINTCLICKCARE BATTLECARD

COMPANY OVERVIEW

Cliniconex (CCX)

- Founded in 2011
- Headquartered in Ottawa, Canada
- 4,600+ physicians served
- 80+ sub-specialities
- Over 15,000,000 patient/resident engagements to date
- EMR/EHR Integrations: PointClickCare, Dr.Chrono, Telus Health, QHR Technologies, OSCAR, YMS, Micro Quest

- Testimonials, please go to: www.cliniconex.com/testimonials
- References, please contact: marketing@cliniconex.com

PRODUCTS

Resident Family Engagement Platform

1. **Outbreak & Safety Notifications**
   Using the CCX web app, staff can initiate a message to a targeted facility or unit within seconds. CCX automatically collects the most up-to-date contact info for the Resident's POA (or primary contact) and communicates with them via their preferred method of contact (phone call, text or email)

2. **Appointment Coordination & Care Plan Reminders**
   CCX has the ability to scan the PCC resident schedule in order to autonomously send appointment and care plan reminders. No input is required from staff (other than scheduling the events in PCC). Reports on message deliverability and family confirmation are sent to staff via email

PRICING

Resident Family Engagement Platform

Annual Contract

- **$2 per bed per month** in local currency
- Includes unlimited messaging for Outbreak, Appointment Coordination and Care Plan Reminder messaging
- One time $500 Implementation & support fee per PCC instance integration (or location)

Implementation

- 1-2 hour workflow implementation session with CCX's onboarding team to customize the system for the customer
- Requires little-to-no training for staff. CCX can provide a 30 minute session to answer questions at ensure staff understands how the system will work

DIFFERENTIATORS

Integration with PCC EHR

- Uses the most up-to-date contact record available in PCC
- Integration with PCC scheduler for automated appointment and care plan coordination

Adapts to the facility's workflow

- CCX is not like traditional broadcast notification systems. It truly adapts to the workflows, rules & policies set by the facility

Deep Customization

- Provider name, per-location messaging, special instructions by appointment type, branding, contact preferences (email, voice, SMS) & more

Reliability & Scalability

- Set-and-forget local controller with built-in redundancy for secure messaging

TARGET PERSONAS & BENEFITS

Nursing Staff & Registered Resources

- Allows staff to focus on what matters most: caring for residents
- Reduced burden of resident family communication especially during urgent engagement
- Improved coordination with families

Director of Nursing

- Better allocation of resources, team is focused on direct care
- Reduced resident safety risk

Manager & Executive Directors

- Increased profits, cost predictability, increased staff productivity
- Positive impact on brand and reputation
- Better informed & prepared Resident Families -> Better family experience

DISCOVERY QUESTIONS

- During an outbreak or emergency situation (respiratory outbreak, severe weather, power outage, etc.) does your nursing staff manually call every affected resident's family in the unit?
  - Does this take time away from care?
  - Does your staff have to work overtime in these situations?
  - After an outbreak, do you have to call back staff to update progress notes?
- Do you have issues with "no-shows" from resident families for care plan and scheduled resident appointments?
- Do you have an easy way to disseminate policy changes to resident families?

OBJECTION HANDLING

We already use a broadcast notification system

- Do you have to manage two contact databases? (PCC + other software) Does this cause issues in emergency time crunches?
- Does it handle care plan coordination and appointment reminders?
- Is the cost predictable and affordable?

We don't have budget for more technology

- Have you estimated the cost of Resident Family Outreach for routine day-to-day and Emergency situations?
  > Make use of CCX ROI Calculator to show impact and potential savings

We don't have time for another project

- Simple to install, little to no staff training