

Case Study: Epiphany Assisted Living



A New System: Why?

- Epiphany's previous provider was unable to provide adequate design and technical support for their existing nurse call system
- Replacement parts were difficult to find and had to be ordered from over-seas
- The alert system did not provide location information for residents
- The existing system allowed clearing an alarm without checking the resident's condition

Why Cady Business Technologies

- Through the installation of their telephone system Cady Business Technologies had proven to Epiphany that they were a service provider that could be counted on
- Cady Business Technologies is local, respond to calls in a timely manner and replacement parts are available locally

Results

Improved Safety, Security and Productivity

- The residents have improved safety and security knowing that when they push their pendant the staff is able to locate them anywhere on the property
- The staff found the system easy to use and understand - they love the push-screen monitor
- The staff has comfort in knowing that they are notified by a pager when an alarm is set or cleared so they don't have to have someone monitor the alerts at a P.C. helping to significantly improve productivity
- Having the ability to set-up escalation notifications by alarm type ensures response times are met. It also removes battery failure concerns
- The ability to create "on-the-fly" reports by resident, room, device or alarm type is helpful in resident support levels
- The ability to generate automated reports that are sent via email or sent to a file is a time saver and helps management stay abreast with the alerts that they are experiencing
- The ability to send announcements to specific groups (including an "all" group) helps in the event users need to reach only personnel that is needed
- The built-in back-up system provides comfort that in the event the server goes down, the database is saved automatically to an outside location

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