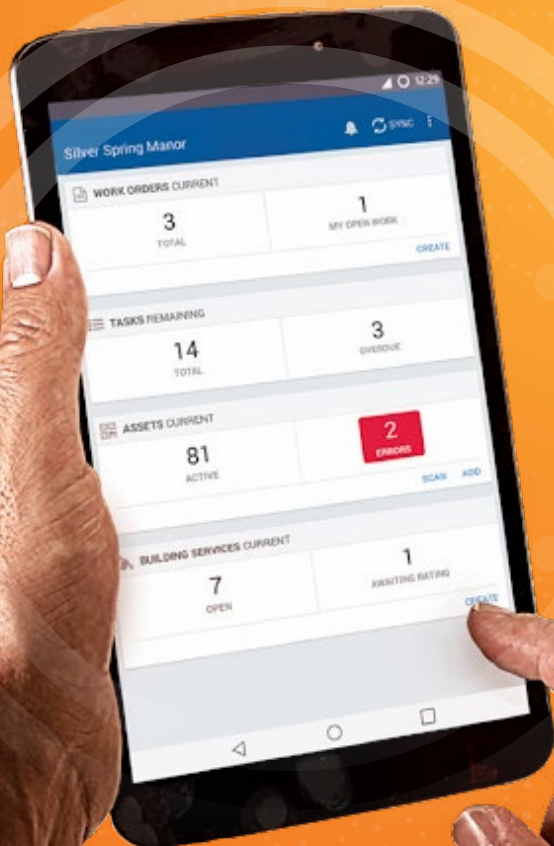


PalCare Wireless Nurse Call

PalCare Service+ Plan



PalCare is Now TELS CONNECTED!

Manage System Health through TELS. When you renew your PalCare Service+ Plan, you gain access to the TELS/PalCare integration. Your operations staff will love the convenience and cost savings this integration delivers.

- Typical PalCare maintenance requests automatically registered as Work Orders in TELS
- Single location to manage your technology in addition to other building equipment
- No need to pull reports or view emails outside of your normal TELS workday
- Receive low battery and no signal alerts as a work order for prompt, on-demand response
- Maximize battery life of PalCare monitored devices by replacing only when needed
- Easily understand system components and appropriate batteries for replacement



PalCare Mobile App Inclusion

Service+ Plans also include access to PalCare's mobile app for nurse and staff alert response.

The app:

- › Allows staff to receive system alerts right to their iOS tablet, phone or other device
- › Lets staff accept an alert, letting other staff know who is going to respond
- › Can release an accepted alert in case the responding staff member cannot get to the alert in a timely fashion
- › Features ADL Cause Code tracking, letting staff record the reason an alert was triggered

There is no additional fee for the mobile app! Just keep your Service+ Plan subscription current and the mobile app is included.



Better insights with PalPortal

Gain access to valuable dashboards, reports and data through the PalPortal cloud-based interface. See response times and other key clinical metrics for a single building, region of buildings or entire portfolio from any web-enabled device. It's your data, and PalCare makes it easy to understand, use and access.



More Service, More Features

PalCare's Service+ Plans deliver exceptional and consistent service to all customers, including:

- ▶ Remote system training for staff
- ▶ Extended warranties on specific hardware
- ▶ Software updates
- ▶ Remote system supervision
- ▶ 24/7 remote technical support



System+ Plan Renewals

Service+ Plans are automatically renewed annually to keep your PalCare Resident Safety System running smoothly and giving you continuity of access to the many benefits of the Service+ package. Please see your PalCare system contract for terms and conditions related to automatic renewal.



System+ Plan Inclusions

Feature	Includes	Description
TELS Integration	Work Order Automation	Low battery and no signal alerts from pull cords, call cords, pendants, universal transmitters, keypads and other PalCare hardware generate a work order in TELS
Mobile App	Unlimited licenses for PalCare Mobile App	Clinical mobile app for emergency response, staff-to-staff communication, workflow management and ADL tracking
PalPortal	Cloud-based access to reports	Use any web-enabled device to see your data in easy-to-use dashboards, build reports and make educated decisions
Warranty Extension	Server, Paging Transmitter, Network Coordinator, Repeaters	If any of the listed devices fail in the course of normal operation, they will be replaced free of charge. See contract for warranty terms and conditions
Server Hardware Upgrades	When available	Should new server hardware become available for the feature sets originally purchased, the server will be replaced free of charge
System Software Updates	When available	Should new server software become available for the feature sets originally purchased, the server software version will be updated to the latest offering via remote, over-the-air connection*
24 / 7 / 365 Phone & Remote Support	Basic client support + technical support	Never pay for a support phone call regardless of the service need
24 / 7 / 365 System Supervision	Email alerts to identified staff members	Server, network coordinator and repeaters are remotely monitored for proper functionality, with real-time email alerts sent to staff for on-site response
Reporting & Delivery Enhancements	When available	Should updates to reporting, dashboards or other delivery methods become available for the feature sets originally purchased, these updates will be sent via remote, over the-air connection*
System Maintenance Alerts	Email alerts to identified staff members	Real-time alerts sent to identified staff members when system maintenance is needed
Live Community Dashboard	Key metrics in easy-to-read format	Access to building level dashboard of key PalCare system metrics
System Configuration Backups	Daily off-site system backups	System configuration, reporting metrics and settings are saved daily to PalCare's off-site server in the event the nurse call server crashes and a replacement is required
Remote Training & System Review	One annual remote team training & system use review	One remote training session with PalCare's training team for new hires, annual system use refresh training, or other community needs – community to schedule as needed
Emergency Email & Text Notification	Email and/or text alerts to identified staff members	Email and/or text message to key staff members if emergency system support is required
Licensing Fees	No device licensing fees or individual device fees	No charge for adding devices to your PalCare system, allowing for easy expansion as community and resident needs change over time

*Server must be connected to the network and have proper port access to allow for remote system updates

Learn more about our technology solutions or receive a free consultation by visiting DirectSupply.com/Tech or calling **1-800-889-6504**.

