



**Break Down
Communication Silos**

**Give Staff Time Back in
their Day to Spend with
Residents**

**Bring Peace of Mind to
Residents & Families**

How Caremerge Helped Royal Oaks Turn Communication into Its Biggest Asset

When a loved one moves into a senior living community, family members often worry they won't be able to stay in touch. Sporadic phone calls and occasional visits can be frustrating for family members who want to be always in the loop with their loved ones, and staff often end up in a game of email tag trying to communicate important updates.

And sometimes a lack of the right communication tools can get in the way of the care that residents deserve. It's challenging to manage medical records and medication administration for hundreds of residents in a single community – and misplaced paperwork and forgotten verbal updates don't make it any easier.

Communication is often one of the biggest pain points in a senior living community.

But thanks to Caremerge's communication platform, Royal Oaks Retirement Community in Sun City, Arizona is changing that.

Royal Oaks uses several solutions in the Caremerge platform, which include electronic health records (EHR), electronic Medical Administration Records (eMAR), Calendar Central, Family Engagement solution, and an Accushield Integration. Since the implementation of Caremerge, Royal Oaks has been able to share real-time information with families and helps staff manage residents' medical needs to provide excellent care.

These technology solutions have strengthened communication between Royal Oaks staff, residents, and family members alike.

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"Communication, I used to say, was our biggest problem, and now I say it's our biggest asset."

*- Dina Capek, Director of Health Services
at Royal Oaks*





Improving Communication Around Medication Administration with eMAR

Correctly administering medications ensures the health and safety of senior living residents. But it's often a lot to manage. Sixty percent of older adults have two or more chronic conditions – and in a community with hundreds of residents and health records, it can be difficult for each staff member to track and communicate which medications have been properly distributed.

The Caremerge Senior Living EHR and eMAR make it easier for Royal Oaks staff to communicate clinical information and coordinate medication administration to residents, all in the same easy-to-use app. One director at Royal Oaks commented, ***"Our managers and nurse supervisors say they really like being able to check the Medication link in the dashboard summary to have a quick glance and access to meds completed, PRNs administered, orders awaiting approval."***

Royal Oaks team members also appreciate our ability to integrate with Sailba's Extended Care, a pharmacy partner. ***"Having all medication orders entered by the pharmacy streamlines work and reduces the potential for transcription errors. Caremerge makes it easy to see orders that need our attention to approve before administration."***

Caremerge's eMAR also gives nurses a better portrait of a resident's recent health. The solution has graphs about which meds were refused or missed, which enables nurses to quickly follow up if necessary. That way, there's no miscommunication between staff about who's keeping an eye on a resident or whether someone needs further care.

This medication administration platform doesn't just make staff's jobs easier. It helps communities ensure the health and safety of all of their residents by letting staff do their job effectively.

Using the Family Engagement Solution to Keep Family Members Informed on Important Updates

Unanswered phone calls and emails can be deeply distressing to a family member worried about their loved one's health. And for some family members who live far away from their loved one's senior living community, driving to visit isn't an option.

Thanks to Caremerge's Family Engagement solution, which features a HIPAA-compliant secure messaging system, caregivers can share clinical information with residents' family members without violating privacy protocol.

One staff member at Royal Oaks describes a situation where Caremerge's Family Engagement platform helped bring peace of mind to a resident's child: ***"Caremerge was very vital in communicating viable information between our family member and myself. I was able to share important HIPAA information that I wouldn't normally be able to share via email and was able to get it to her just as fast."***

Caremerge's Family Engagement also provides family members and community directors a platform to resolve any issues and concerns directly.

**Peace of Mind
for Residents &
Families**

"In the end, we were able to bring closure to the situation and ensure the resident's medical documentation was up-to-date – therefore not only providing great customer service but also building a repertoire of assurance that loved ones are being taken care of."

- Jackie Salazar, Resident Service Coordinator



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Deepening Connection with Loved Ones through the Family Engagement Solution

Living with memory loss is a reality for many senior living residents. When a family member comes to visit and their loved one can't recall doing anything that week – like what activities they participated in or how they spent time with friends – they might be concerned for their family member's quality of life.

The Family Engagement solution at Royal Oaks is making it possible for all residents to stay connected with their loved ones. Staff can send photos and messages to residents' family members, and family members can see a loved one's activities and community events in real-time through the calendar feature.

Now, family members can know that it's not just Bingo once a week – their loved ones actually have robust social and wellness calendars. One staff member notes that this platform has eased family members' concerns about a resident's livelihood: ***"Since using the integrated platform, it is so convenient to see the notes from our Caregivers. Caregivers can input each resident's daily activities and care given so that families have an accurate view of what their resident is doing."***



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Caremerge Gives Royal Oaks Staff More Time to Deliver Meaningful Care

When Caremerge was first implemented at Royal Oaks, some staff were concerned that it would be too hard to actually use. It takes time to adapt to a new tool, after all.

But those fears quickly dissipated once staff realized they'd actually be *saving* time using the app that they would have spent chasing down paperwork or emailing family members back and forth.

Staff Now Have Time Back in their Day to Spend with Residents

"The Caremerge Platform has given us back the gift of time to spend with our folks. Giving moments with them and their families to cherish."

- Mandy Shadwick, Life Enrichment Coordinator

Today, Royal Oaks continues to bring convenience and peace of mind to every staff member and family member who uses Caremerge's platform. And thanks to all that time saved, senior living community staff can focus on what's most important: ensuring that residents are happy and healthy.