Rcare® Product Catalog 2019

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More Than a Nurse Call System

A Minute with Myron

Dear RCare Family Member,

Got a minute? I've been thinking.

I know, I know! But, I promise that you'll want to hear this.

You see, I've been thinking about inclusiveness and how it's so important to touch on every single individual involved in your care community. That's why we promise that RCare's nurse call and advanced monitoring technology truly helps everyone, no matter what their role in the community is. That way everyone is invested in the solution and we get to make everyone's job easier.

Take the facility manager and the maintenance crew. You know, the guys and gals who keep the building upright, and the heat on. They may not be thinking a nurse call technology would help them. Well, they'd be wrong. With RCare, everyone benefits. Is there water leaking somewhere? Is it too hot or too cold? These are the kinds of things that facility managers need to know immediately in order to prevent an emergency. With RCare's universal transmitters and environmental sensors they can proactively monitor just about anything in the facility.

But, this is not just about comfort. What about refrigeration? Every single fridge in the community needs to be monitored for temperature, not only for food safety, but also for medication efficacy. In fact, many medications require refrigeration. With RCare's refrigerator temp sensor, facility managers can be alerted to any refrigeration problem right away.

Just think. One burst pipe could cost a community many thousands of dollars. Or not, if it's caught right away. The facility manager gets to be a hero and the organization rolls along with minimal disruption.

Which brings me back to inclusiveness. Everyone in a senior living community should have their lives and their jobs made better because of RCare. Environmental sensing is just one example of how we deliver on that promise.

Thanks for taking a minute with me.

Myron

Table of Contents

The RCare

RCare is a global provider of wireless nurse and emergency call solutions for the entire spectrum of eldercare and senior living.

We aim to push the capabilities of technology to meet the needs of every individual involved in care from the resident to the caregivers to administration to facility management. RCare truly enables every role in senior housing.

"The reason RCare exists is to improve the lives of Seniors and those who care for them."

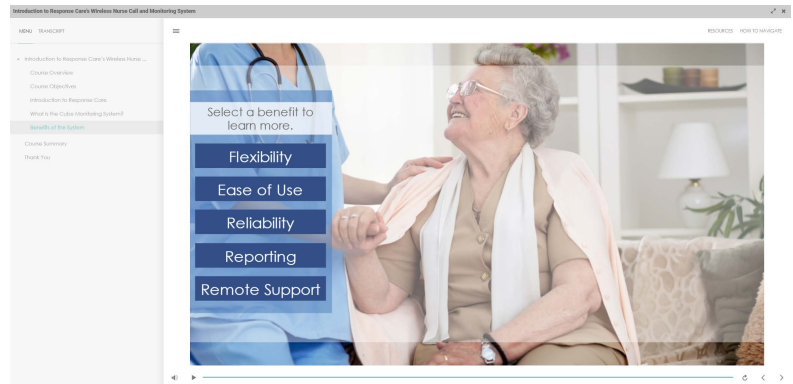*—Myron Kowal, Founder & CEO of RCare*

● **The widest variety of notification alert options**

● **Scales to the needs and budgets of the smallest to the largest facilities**

● **Best native reporting analytics**

● **Complete suite of online training**

● **Local support & installation from trusted, certified integrators**

● **Integrated with PointClickCare, Accutech & GrandCare**

● **No hidden costs, update charges or annual fees**

Advantage

Hands–on Installation, On-site & Online Training, Remote Support

At the cornerstone of every RCare implementation is staff training. With a full on-site customized curriculum designed around training care staff, administration, and facilities/maintenance, we ensure that everyone understands all the features and functions of the system; as well as how it applies to his or her role. In addition, all RCare solutions come with complimentary, complete and up-to-date online training.

Your staff can train from any connected device, anywhere, anytime. We even have an RCare certification program that your staff can print out and display once they've completed training. All RCare products come with remote support. This enables support technicians to troubleshoot the system from outside the facility and saves time and money on service calls. This feature can also be used by the facility staff to check in on residents, run metrics reports, and search past incidents.
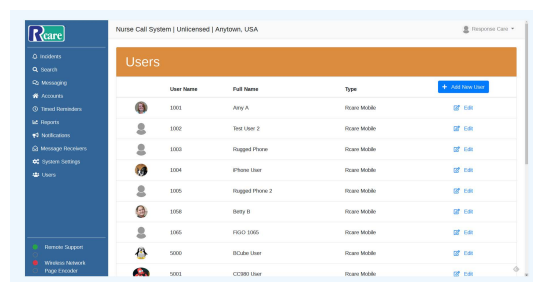

RCare Worldwide

RCare solutions are available worldwide. Find us in the United States, Canada, Europe, Asia and other locations...

Advanced Nurse

RCube set the standard for cutting-edge nurse call technology

This Linux-based server is designed for any size facility with unlimited beds and unlimited devices. The RCube is always on and always listening to a wide variety of wired and wireless emergency transmitter devices, pendants and sensors placed throughout your community. Administrators can choose how, when, and which caregivers will receive alerts. When an alert is triggered, designated caregivers can be notified by email, text, page, phone call, etc. You can track response times and billable services and download reports/analytics to provide better care.

Rugged, Durable, Comprehensive System

The **UL 1069** Edition 7 and **UL 2560** certified RCube is built to last using industry best practices.

Big-Time Reports and Enterprise Metrics

Get every piece of information about your communities that you need delivered right to your computer from the system. Learn more on page 15.

Powerful RF Wireless Emergency Transmitters

From bedside pull cords to wearable pendants, the system can receive wireless signals from a wide variety of transmitters for almost any need. See a list of devices on page 9.

Passive Monitoring & Environmental Devices

The solution can connect to various remote monitoring sensors from activity sensing devices to floor pressure mats to bed/chair mats, to temperature devices to water detection sensors. See a list of devices on page 11.

Extensive Caregiver Tools

Using the RCube's enhanced two-way response time communication, caregiver and resident service activity tracking and advanced reporting features, senior housing staff can be more efficient, effective and better prepared. Learn more on page 7.

Extended Functionality with Integrations

RCare's powerful and flexible platform allows it to quickly integrate and extend 3rd party offerings. Current integrations include Accutech wander management and PointClickCare EHR system. Learn more on page 16.

Call Solution
Upgrade Options

VCube

The Vcube builds on all of the features of the RCube by incorporating voice-to-voice communication allowing caregivers to remotely speak with residents in their rooms. A Voice Communicator (see pg 7) provides residents and caregivers with one-to-one communication and the shared assurance that the call is handled in a timely and efficient fashion. On the caregiver side, voice functionality can be integrated with analog phones, digital phones, and IP phones. (Additional hardware may be required.)
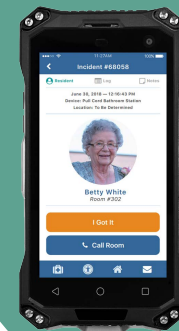

See page 7

MCube

RCare Mobile (page 6) utilizes a proprietary, locked-down mobile application through which caregivers receive alerts as well as detailed resident information and location.

The RPhones are designed so care responders can check in and out of the point of care. That means the system can automatically track the time spent providing services. The care responders log the services performed and any care notes at the time of care, not later at their station where they may forget the details of the visit.

Caregiver receives message (voice or text)

Caregiver selects activities performed and adds additional notes

Caregiver enters resident room and swipes phone over Swipe Tag

Caregiver provides care for resident. Caregiver exits room and re-swipes phone over Swipe Tag

PATENT PENDING

Rugged RPhone

All of the robust power and features of the locked-down RPhone, plus:

· Weather Proof
· Water Proof
· Drop Proof
· Longer Battery Life

Now Available!

Platform Options

The RCube is available in several form factors to best suit your installation and redundancy requirements. Your RCare distributor will determine the best fit for your needs.

Standalone   Rackmount   HD-Cube

BCube–Designed for Smaller Campuses

According to the Nursing Home Data Compendium of 2015 by Centers for Medicare & Medicaid Services, there are nearly 8,000 skilled nursing communities with fewer than 100 beds. These communities simply don't require enterprise-level server hardware. A much smaller computer can manage the job, while saving on unnecessary hardware costs.

Introducing the All New BCube

Using a smaller touch-based computer, RCare's revolutionary BCube is designed, scaled and priced for smaller campuses with 128 beds or fewer. It has all of the reporting features and advanced technology of the of the RCube, including the use of all the same emergency and monitoring devices.

The BCube nurse workstation is the brain of this RCare installation. It reports sensor information and sends caregiver alerts. It also provides all of the accountability capabilities of larger solutions including analytics, big-time reporting, and the "I Got It" feature. All of the features at a fraction of the cost.

- Lower cost of entry
- Solid-state all–in–one touchscreen
- Big-time reporting & analytics
- Night–transfer schedule capability
- New or existing notification devices
- Scalable, upgradeable
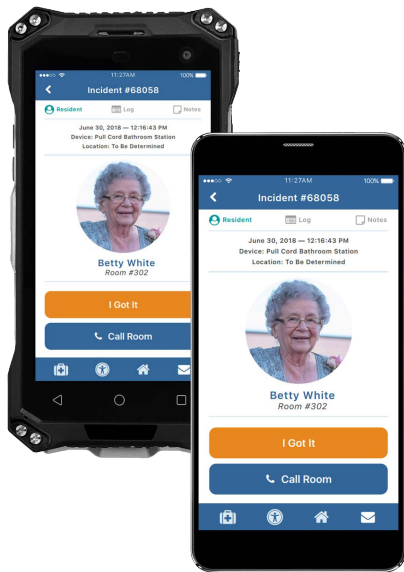- UL 1069 Edition 7 and UL 2560 certified

"There are virtually no technology options designed for these small senior campuses," said RCare CEO Myron Kowal. "We saw an opportunity to take all of the features of our flagship nurse call technology and scale it into a smaller package, priced just for this demographic."

Caregiver Tools

RCare Mobile—Android & iOS

The most advanced mobile platform

With no shortage of platform options, RCare Mobile is the communication and notification tool for staff in eldercare communities. Doesn't matter the job role, RCare Mobile can be tailored to only receive information that matters. The Rugged RPhone, RCare's proprietary Android device incorporates accountability and durability in a locked down, customized smartphone handset. This RPhone device is completely encrypted and HIPAA-compliant. It does not allow photos to be taken, does not have access to the Internet or personal social media platforms. It connects to internal campus Wi-Fi and will not function off campus to protect private data. It is economical and efficient.

RCare Mobile allows voice and text communications with other staff including the "I Got It" button, letting other staff know who is responding to the call. This increases accountability, reduces alarm fatigue and ensures work–flow transparency.

RPhones are equipped with NFC readers while iOS with QR code readers, allowing responders to check in and out of the point of care as well as immediately document what services they performed for billing and accounting purposes.

Information Collected

· Which caregiver(s) were notified of the incident

· Which caregiver(s) acknowledged receipt of the message

· Which caregiver entered the resident's room

· How long the caregiver was in the resident's room

· The services the caregiver performed

· Caregiver notes

Caregiver Console
(CC980)

The perfect Nurse Call Master Station, the CC980 with 10" touch screen displays incidents clearly and easily for caregiver use. The integrated display with optional phone attachment makes the Caregiver Console the optimal information hub.

Features

· Fanless design provides quiet operation

· Front panel complies with IP65 protection standard

· Can send/receive voice calls & e-messages

· Supports Power over Ethernet function (PoE+)

· VoIP Handset (optional)

· Linux operating system

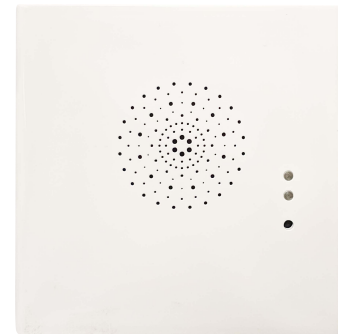*Shown with optional table mount

Caregiver

2-Way Voice Communicators

Indoor Intercom
(IC400)

Provides in-room voice communication between resident and caregiver; initiated by caregiver.

Features

- SIP compliant
- PoE 802.3af enabled
- Requires Voice-to-Voice RCube upgrade
- Fully configurable via web interface
- Microphone & speaker volume control

In-Room Communicator
(D3900)

Provides voice communication between resident and caregiver. Receives signals from transmitters to allow residents flexibility in emergency methods. Requires Voice-to-Voice RCube upgrade and analog phone line.

Features

- Call and Cancel Buttons
- Speakerphone
- Recordable Voice Messaging
- Adjustable Volume
- Caller ID
- 10 Device Memory
- Silent Mode
- Phone In and Line Out Ports
- Programmable Incoming Call Answering
- AC Power Monitoring
- Programmable Phone Line Monitoring
- 24 Hour Battery Backup
- Includes 12V Power Supply

Cellular Voice Dialer
(D5200)

Provides voice communication between resident and caregiver via GSM cell network.

Features

- Call and Cancel Buttons
- 10 Transmitter Memory
- Requires Voice-to-Voice RCube upgrade
- In-bound Caller ID for Auto Answers
- 24 Hour Battery Backup
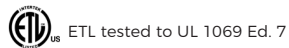
Tools

Call Lights

LED Dome Light
(DL12)

Sleek dual-color LED
Dome Light for corridor notification.
Distinct non-institutional look.

Features
- Red/White LEDs
- 12VDC
- Fits single and dual gang standard outlet box
- Connects to DLC2400 for power and switching

ETL tested to UL 1069 Ed. 7

Duty Station
(DS10)

Flashes and chimes
to alert staff to an active call

Features
- Green LED
- Adjustable chime volume
- Red snooze button (can be deactivated)
- Requires 12V wired connection
  to DLC2400

Want to add some style and class to your facility's lighting?

Why not use Green Call sconces?
Find a sconce you like and odds are,
it can be retrofitted to work
with our system.
Contact us for more details!

Green Call™
The Attractive Nurse Call
Signaling Solution

Rcare
Response Care Inc.

Green Call™

Emergency

Pretty Pretty Pendant
(WTC-PATRIOT/WTC-B-FL)

Fully waterproof and lightweight, your residents can wear the pendant anywhere, in the shower, bath or in the garden. It only requires five seconds to switch from a wristband into a necklace. The pendant is available in many different patterns and designs, giving your residents multiple options over the usual drab colored pendants.

Features

· Includes breakaway lanyard. Soft plastic wristband sold separately.

· Call assurance LED / Battery Life: 3-5 Years

· Waterproof up to 25' / Permanently Sealed

GeoPendant
(WTC-GEO)

The GeoPendant is designed to provide residents with the flexibility and freedom to move safely around the community. Designated caregivers will receive a notification should the resident exit his or her "safe zone."

Features
· Location tracking
· Small and sleek
· Wireless
· Serves as a push-button PERS
· Replaceable battery

Wearable Transmitter
(WTC-G4)

The Wearable Transmitter can be worn as a necklace pendant or converted to a fashionable wristband

Features

· Compatible with G4 systems
· Call assurance LED / Battery Life: 3–5 Years
· Waterproof up to 25' / Permanently Sealed

Universal Transmitter
(UT3E)

Transmits alarm for any contact closure device. Compact and versatile design that allows integration to many third party devices.

Features
· Low battery detection
· Range–70 meters
· Powered by Lithium Battery (included)
· Expected Life: over 5 years (2 activations a day)
· 18 hour supervision schedule

Transmitters

Emergency Pull Cord
(BP-7RWR)

The Emergency Pull Cord is designed to match any interior. Perfect for bedsides, bathrooms, and common areas, the Pull Cord is perfect for anywhere that needs alerting.

Features
- Water-resistant
- 5' anti-microbial coated cord
- LED call indicator
- Easy reset
- Powered by 2 standard AAA batteries (included)
- Battery life: 2-4 years under typical use
- Fully supervised

ETL tested to
UL 1069 Ed. 7 & UL 2560

Bedside Station
(JR-14)

Allows for emergency calls to be made in a convenient wall mounted design. Interfaces with a variety of industry standard call cords for multiple uses. Mounts to standard plastic single gang electrical box; perfect for retrofits. Retransmits activation until reset for maximum reliability.

Features
- Removal tamper protection
- 18 hour supervision schedule
- Powered by 2 standard AAA batteries (included)
- Transmits low battery condition
- Red call assurance indicator LED
- Transmits alarm upon removal of call cord

ETL tested to
UL 1069 Ed. 7 & UL 2560

Multi-Use Push Button
(WM-8-G4)

Multi-use Push Button that can be used in a variety of applications including: mass staff notification, door bypass, resident check-in, emergency acknowledgment, and as a standalone emergency call button.

Features
- IPX4 Water Resistant
- Powered by 1 CR2 3V Lithium battery (included)
- Expected Life: 5 years with normal use
- LED Indicator

ETL tested to
UL 1069 Ed. 7 & UL 2560

Help Button
(PB23)

The Help Button is perfect for bedside and common area use. The large button is easy to identify and easy to press, making help just a button press away. Perfect for residents with reduced dexterity.

Features
- Big, red button
- Wireless mounting
- IPX6 Water Resistant
- 8.5cm x 8.5cm x 2.2cm
- Powered by 1 CR123A 3V Lithium battery (included)

HELP

Monitoring

Mobility Monitoring with Activity Sensors

Motion Sensor
(MS6)

Infrared sensor to detect resident activity. Works with RCube to generate exception report for resident accounts.

Features
- Tamper protection
- 2 AA batteries (included)
- Low battery detection
- White light noise rejection
- Detection range: 12 meters
- Power saving mechanism
- Insect and draft-resistant

Pressure Sensors
(BCA9/CPAD/BPAD/FPAD)

This multi-functioning, unobtrusive alert system allows caregivers to monitor residents via wireless silent messages or audible alerts to their mobile device, pager, radio, or phone.

Features
- Silent or audio alert
- Programmable volume settings
- Tamper protection
- Auto reset option
- Multiple delay settings
- **Available as chair, bed, or floor pad**

*Shown w/ Chair Pad

Door/Window Sensor
(WD3)

Monitors a door or window. Can be mounted directly to door or window or can be used to remotely monitor normally closed contacts.

Features
- Auxiliary input terminals
- Tamper Detection
- Range–70 meters
- LED Indicator
- Low battery detection/2 AAA (included)

Door Monitoring Remote Keypad
(RK77)

Used in conjunction with Door and Window Contact (WD3), Universal Transmitter (UT3E) and Push Button (WM-8-G4) for door monitoring.

Features
- Reset or bypass programmable
- Programmable PIN
- 16 Back-lit buttons
- Tamper detection
- Battery Life: Varies based on use/3 AAA (included)

Devices

Environmental Sensors

Water Sensor
(WS7)

Uses a probe to sense water and protect assets. Used to monitor toilet flooding and AC overflows.

Features

· Your best protection against water damage

· Sends alarm on contact with water

· Signal restores when no longer in contact with water

· Battery Life: 2–3 Years

· 4 AAA batteries (included)

Indoor Temperature Sensor
(TS-9) or (TS-9E) with probe

Wireless temperature sensor TS–9 detects and reports temperature from 14°F to 122°F to the Cube every 30 minutes. Its LED serves as a transmission status indicator. This lithium battery-operated sensor provides battery life of more than three years and is easy to install. Designed for medication refrigerators, commercial refrigerators, resident rooms, and electrical/IT closets.

Features

· High stability and sensitivity

· Reports temperature to the Cube every 30 minutes

· Low battery detection

· Powered by 1 Lithium ½ AA battery (included)

· LED serving as a transmission status indicator

· Self-adhesive or screw-mounted

· TS-9E includes an external temperature probe, and a tamper switch with internal LED

*Additional software required

amazon alexa
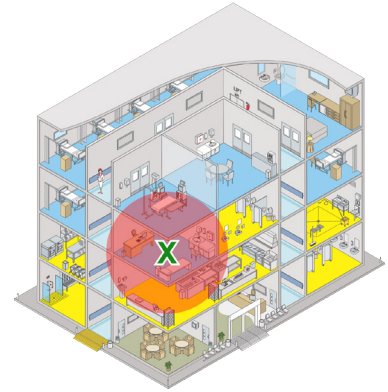
Integrate Alexa Into Your RCare Nurse Call Platform!

• Residents can request help verbally

• Staff can work hands-free

• Simple commands for a safer community

• Use voice commands for devices out of reach

Resident Location

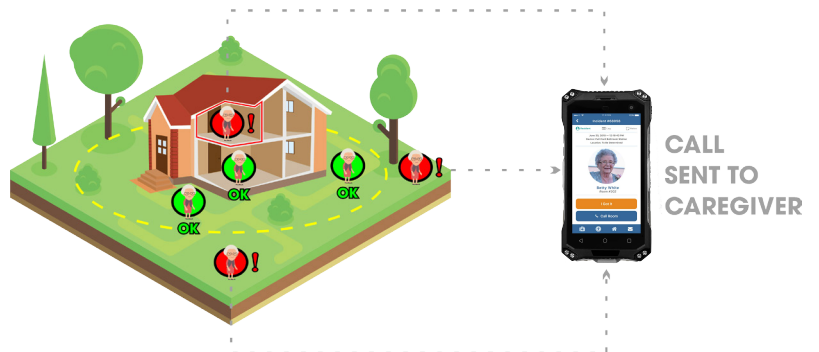## Advanced Locating Protocol (ALP)

G4's proprietary Advanced Locating Protocol (ALP) algorithms set the new state-of-the-art for location services. They provide unprecedented accuracy in pendant locating, including precision in determining elevation in multi-floor buildings. Uses Artificial Intelligence technology.

Introducing *Geo*Location

Define resident "Safe Zones" with the dual purpose GeoPendant. See Page 9 for more details.

Care staff receive discreet alerts should a resident exit his or her designated "safe zone"

CALL SENT TO CAREGIVER

Wireless Infrastructure

G4 Master Receiver
(MR-500-G4)

The Master Receiver accepts signals from locators and repeaters and transmits signals through serial cable to Cube.

Features
- Supports up to 100 locators & repeaters
- RS-232 serial connection
- Dual antennas
- Stand-alone or integrated
- 4000 Ft open-air receive range
- Frequency hopping technology

ETL tested to
UL 1069 Ed. 7 & UL 2560

G4 Repeater
(RP-990-G4)

The repeater is designed to increase the reach of the locator system by increasing the distance between MR-500-G4 and locators.

Features
- 4000 ft open-air transmit range
- Battery backup
- At least 24 hours of run time when fully charged
- Test and reset buttons
- Tamper detection

ETL tested to
UL 1069 Ed. 7 & UL 2560

G4 Locator
(LT-490-G4)

Receives transmissions from wireless transmitters and retransmits to a repeater and/or master receiver.

Features
- Adjustable receive range (400 ft maximum)
- 4000 Ft open-air transmit range
- Battery backup
- At least 24 hours of run time when fully charged
- Test and reset buttons
- Tamper detection

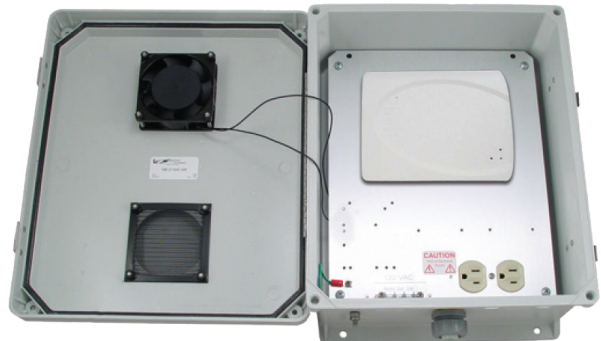ETL tested to
UL 1069 Ed. 7 & UL 2560

Weatherproof Enclosure
(WPE)

Outdoor enclosure for Locator or Repeater

Features
- Thermostat
- Heating plate
- Cooling fan
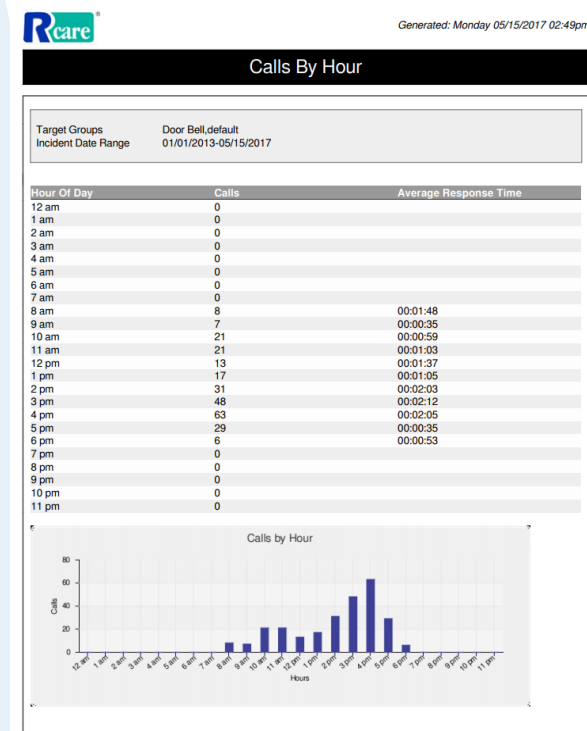- Mounting hardware
- Requires 120V power

RMetrix

Reporting & Analytics just got better!

Introducing a revamped RCare native reporting technology to optimize staffing, evaluate processes and analyze actionable data, across multiple campuses. RMetrix is essential for your Quality Assurance and Performance Improvement (QAPI) program.

Base RMetrix

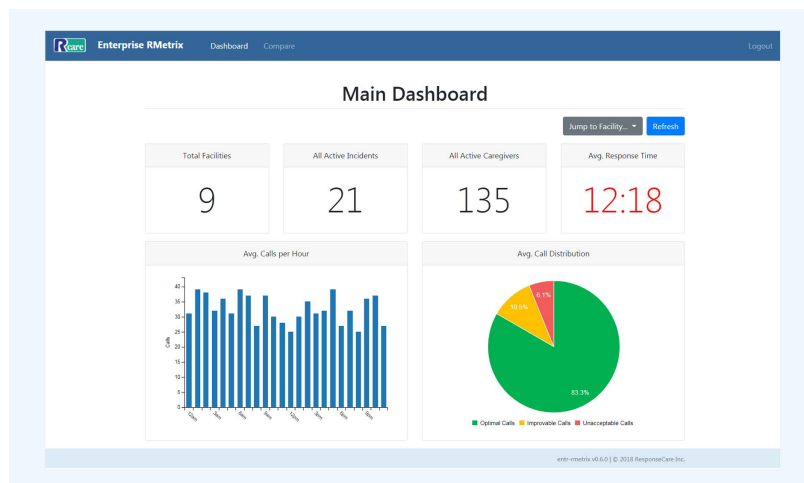**Included in all RCare Systems**

- Multiple output formats
- On-demand reporting
- Schedule reports for email notification
- Extensive pre-built reports
- Customizable report designer
- Caregiver service reports for ADL tracking & billing
- Enhanced filters and analytics
    - ADLs by Individual residents
    - Call distribution among multiple shifts
    - Frequent resident callers
    - And so much more

Enterprise RMetrix

Real-time reporting across one or multiple campuses

● **Enterprise Dashboard**
View and compare all campuses at once

● **Drill-Down Comparisons**
One-touch community data comparison

● **Individual Community Dashboards**
No need to adjust report parameters

● **Reporting Across The Enterprise**
Powerful cross-community reports

RCare RMetrix Report Creation Service

Let RCare's Business Analyst create the exact reporting you need at a reasonable cost.

Integrations

RCare can integrate with almost any platform with a robust and fully featured RESTful API. With the RCare Certified Integration program, integrators get access to the API documentation, a cloud-based test RCube instance, and technical support. Here are a few of the technologies that have integrated with RCare:

PointClickCare®
AUTHORIZED PARTNER 2019

This integration allows for resident and room information to be seamlessly synchronized between PointClickCare and RCare systems. The PointClickCare platform synchronizes with RCare when residents are admitted, discharged, or transferred, ultimately ensuring better staff coordination and efficiency.

accutech
HEALTHCARE SECURITY SOLUTIONS

This integration is a low-cost wander system that provides resident ID, loiter and door-ajar monitoring, low tag battery as well as several other alerts. With the introduction of RCare integration, it is possible for communities to experience these capabilities directly from a browser or on their RPhone (powered by RCare Mobile) nurse call handsets.

grandCARE®

GrandCare is a high-end telehealth, telemedicine, and family connectedness platform. Its easy to use touchscreen also supports community features such as group messaging and calendaring. It's a wonderful addition to any resident room. With the introduction of RCare integration, it is possible for communities to monitor resident health, manage medications, share community events and provide an online family socialization portal, all accessible from RPhone powered by RCare Mobile or the RCare online platform.

foresite
HEALTHCARE

The Foresite Eldercare™ system uses sensors that allow support care teams in senior living communities to monitor, predict, and optimize the physical and mental health and well-being of residents in their care. The system is completely wireless and hands-free, allowing seniors across the continuum of care complete freedom, privacy, and dignity. RCare's integration with Foresite allows all predictive and fall alerts to be sent through the RCare notification devices. One platform to manage all resident alerts.

Fire Panel

RCare integrates with more than 70 fire panel system models from 20 different manufacturers. Leveraging your existing fire panel installation means you get added fire security for your caregiving and maintenance staff without a significant investment in new hardware.

Phone System

RCare's robust communication and notification platform has the capability to integrate with a community's internal phone system. Through the robust Session Initiation Protocol (SIP), you can use RCare Mobile devices to send and receive calls that would normally get routed to a desk phone. Staff can now be mobile and communicate directly with a doctors office, pharmacy or another staff member in their office. One platform to manage all facility communication.

Rcare®

"When we began evaluating systems two major considerations were key. Integration with our existing systems and forward thinking architecture allowing for future expansion. The RCare system has time and again validated our decision."

—Larry Lillo
Executive Director,
Eastern Star Masonic