

NEWS RELEASE

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MEDWAY COUNTRY MANOR SKILLED NURSING & REHABILITATION FIRST IN MASSACHUSETTS TO DEPLOY VOICE-ASSISTED CARE

Voice-assisted care will direct more time to resident care, deliver higher levels of documentation accuracy for annual survey process, and increase staff satisfaction

PITTSBURGH, SEPTEMBER 2, 2008 – Vocollect Healthcare Systems, Inc. announces that Medway Country Manor Skilled Nursing & Rehabilitation (Medway Country Manor) located in Medway, Massachusetts, is the first in its state to deploy AccuNurse® voice-assisted care in its skilled nursing and rehabilitation facility. As part of its implementation, nearly 100 of its staff will be empowered with voice to care for their residents.

Medway Country Manor expects the investment in voice-assisted care to take quality of care to new levels of performance by enabling more proactive care, increasing productivity of its direct care team and providing more time for direct resident care. By giving caregivers the ability to access resident care needs on-demand, complete paperwork simply by talking, enhance care-team collaboration with Silent Paging™ and respond faster to resident needs, Medway Country Manor will achieve numerous performance and reimbursement gains, including enabling higher levels of staff efficiency and satisfaction while increasing quality, eliminating paperwork, and achieving compliance.

According to John Peters III, executive director of Medway Country Manor, the decision to implement AccuNurse voice-assisted care begins with its staff and residents. “Voice-assisted care will have a positive, domino-effect on improved quality of care throughout our facility. The ability to conduct real-time documentation will free up our care team to spend more time with our residents, leading to more personalized care provided to each resident. The real-time nature of voice-powered care will lead to more accurate, comprehensive record-keeping, resulting in improved reimbursements and better preparation for annual surveys. We intend to reinvest realized reimbursement gains back into our facility by enhancing staff wages and introducing new services for our residents and their families. But perhaps the most exciting feature of voice is that our staff will no longer have to work with their heads buried in flow sheets or binders – now, their time will be directed back to what they love to do best, and that’s caring for our residents. We’re proud to be the first nursing facility in Massachusetts and among the top forward-thinking facilities in the nation embracing voice-assisted care.”

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AccuNurse voice-assisted care enables the following processes: real-time access to information and other staff; the elimination of paper-based printouts for managing care needs and documentation; the ability for caregivers to make decisions more accurately and quickly; and, the ability for the care team to multi-task while documenting care, thereby improving productivity and directing more time back to residents.

“We evaluated touch screen systems in conjunction with voice, but realized we would provide much more personalized care to our residents, faster response to questions, and a more homelike environment with AccuNurse voice-assisted care,” said Marjorie Kenney, director of nursing at Medway Country Manor. “Our care plans can now be personalized to meet the exact needs of our residents. And since our caregivers are documenting everything they do in real-time throughout each shift, we’ll now have up-to-the-second reports on how our residents are doing. Plus, our staff is able to communicate through their headsets with the Silent Paging feature, which means overhead paging and announcements will be eliminated, providing a much quieter and peaceful environment. Our team is extremely excited to use voice-assisted care to achieve these goals and make their jobs more efficient and enjoyable.”

According to James Quasey, president of Vocollect Healthcare Systems, “by embracing voice-assisted care, Medway Country Manor has the solution of choice and sets the standard for high-quality care in their region. Care staff will get real-time communication and documentation, have more time to devote to direct care, and will take resident satisfaction to new levels. Families take comfort in knowing that their loved ones are receiving the most personalized attention and care – delivered by a care team that is empowered with the most advanced care technology available today.”

About Vocollect Healthcare Systems

AccuNurse voice-assisted care from Vocollect Healthcare Systems, Inc. makes it easy for healthcare professionals to retrieve care needs on-demand, chart activities as they are completed, and Silent Page each other for help. Organizations using AccuNurse benefit from lower operating costs, maximized reimbursements, and improved quality of care. Vocollect Healthcare Systems is a subsidiary of Vocollect, Inc., the global leader in voice technology and delivering performance improvements in productivity, accuracy, cost reduction and worker satisfaction for mobile employees on six continents.

Vocollect® is a registered trademark of Vocollect, Inc.; AccuNurse® is a registered trademark of Vocollect Healthcare Systems.

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