



NEWS RELEASE

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RIVER RIDGE LIVING CENTER IMPLEMENTS ACCUNURSE® AS PART OF STAFF BENEFITS PACKAGE TO IMPROVE EFFICIENCY, DELIVER PROACTIVE CARE

Accuracy improvements also to help the community prepare to maximize reimbursements as NY state converts to RUG III

PITTSBURGH, JULY 8, 2008 – Voccollect Healthcare Systems, Inc. announces that the River Ridge Living Center, LLC, with headquarters in Amsterdam, New York, has deployed AccuNurse voice-assisted care in its facility in Montgomery County, New York. River Ridge expects the investment in voice-assisted care to take quality of care to new levels by enabling more proactive care and providing more direct care staff time with residents. Additionally, the facility is using AccuNurse as a significant recruitment and staff retention tool, and a key part of its overall care team benefits package.

“Our mission is to provide the highest quality resident care, while being the best employer for our highly valued staff,” explains Susanne Guttenberg, owner and administrator of River Ridge Living Center, LLC. “AccuNurse voice-assisted care enables us to achieve these goals by giving our care team the capability to access resident needs on-demand, complete paperwork simply by talking, enhance care-team collaboration with the Silent Paging™ capability and respond faster to resident needs. With AccuNurse, we are achieving cutting-edge performance, and it comes at a perfect time in our organization’s overall transformation.”

For River Ridge, its AccuNurse implementation is a key component of the organization’s overall quality improvement initiative. Formerly a county-operated ‘infirmary,’ River Ridge has completely transformed the facility as a privately owned and operated, ‘resort-class’ long-term care organization, complete with chefs and a home-like atmosphere for its residents and their families. Coupled with the refurbishment the facility has undergone within the past months, AccuNurse is a significant and welcomed compliment to the organization’s mission of change.

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“In addition to the productivity and accuracy benefits we’ll gain with AccuNurse, we also see it as a great recruitment tool,” said Guttenberg. “The frontline care staff have long been unrecognized throughout the industry, and we wanted to go the extra mile for our team to show our appreciation and support for their hard work and dedication. AccuNurse is truly a point-of-service solution that compliments the continuum of care our staff offers in such a natural way – there are few things easier than talking and listening. Our staff is excited about AccuNurse because, every day, it makes their lives more productive and the residents they care for much happier through faster, more personalized service”

By implementing AccuNurse, River Ridge also expects to increase accuracy of documentation, and prepare for the RUG III system coming to New York this year.

“We are right on track to completely replace our paper-driven, manual care and reporting processes and become fully automated with voice-assisted care,” said Guttenberg. “The time saved with voice enables us to direct it back to our residents. And, continuous charting throughout our shifts enables us to take accuracy to new levels. We will be well-positioned to align our documentation processes with RUG III when it comes later this year, helping to secure our organization to make continued, financial investments to improve life for our residents and care team.”

According to James Quasey, president of Vocollect Healthcare Systems, “For River Ridge Living Center, voice-assisted care is an investment in their staff – providing a point-of-care solution that helps them do their jobs better by compressing competing tasks and giving the time-savings directly back to residents. This not only provides an affordable way of implementing a unique recruitment tool, but it also takes resident care and work life for caregivers to new levels of quality and efficiency.”

About Vocollect Healthcare Systems

Vocollect Healthcare Systems, a subsidiary of Vocollect, Inc. brings the power of voice to caregivers in long-term care facilities. Using simple spoken dialog, staff hear care plan details and document activities as they are completed, using the most natural form of communication available: voice. The result is better documentation, better communication, and better care. Vocollect® is a registered trademark of Vocollect, Inc.; AccuNurse® is a registered trademark of Vocollect Healthcare Systems.

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