Five ways technology connects senior living communities

How to keep families in touch, boost resident satisfaction and streamline care

THE IMPORTANCE OF TECHNOLOGY

Senior living is an ever-evolving industry. Providers must adapt to unique challenges — pandemic included — to keep their communities moving forward. That includes finding new ways for residents, family members and staff to stay in touch when in-person communication isn't possible. Not to mention, providing residents and families with a convenient method for paying bills, submitting maintenance requests, signing documents and more.

Which methods are most effective? What has the power to keep your communities connected?

The answer starts with technology. With a software solution in place, you help residents, families and staff communicate and complete important tasks with ease. But not any technology solution will do. You need a platform that is easy to navigate, secure and integrated with other facets of your business — from financials to resident health records and more.
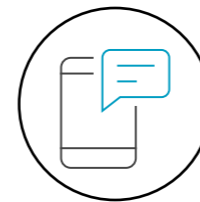
4 out of 5 adults age **50+** rely on technology to stay in touch with others.[1]
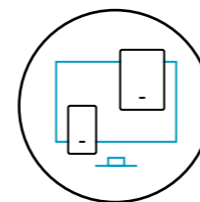
44% of seniors view technology more positively as a way to stay connected than they did before the pandemic.[2]

Among seniors using technology, **87%** go online to organize their finances and **73%** to improve their health and wellness.[3]

THE POWER OF A SINGLE CONNECTED SOLUTION

Without a comprehensive solution in place, gaps in communication arise. Residents and families may not receive up-to-date health information. A resident's paper-filed maintenance request may get lost.

From antiquated paper processes to siloed systems, the wrong solution can steer your communities away from seamless communication, efficient care and satisfied residents. From there, you face a negative reputation which ultimately leads to decreased occupancy.

Fortunately, a secure online portal like RentCafe Senior Living halts that cycle. As a single connected solution, built for the unique needs of senior living providers, RentCafe Senior Living enhances communication among residents, families and staff alike.

Still wondering how tools like RentCafe Senior Living make the difference? This ebook outlines **five ways** the right technology connects senior living communities.

Collecting paperless workflow

For prospects, residents and family members, signing paper forms isn't always convenient — or possible. Technology facilitates a seamless experience in which users can sign electronically anytime, from anywhere. You benefit by saving time, eliminating errors and offering a convenient process for all parties involved.

RentCafe Senior Living simplifies the signature process from start to finish. The portal allows you to digitize any document — from leases to pet contracts to care assessments — and mark them for electronic signatures. Residents and family members receive notifications, so they always know when action is needed.

How does going paperless reduce errors?

To eliminate the risks associated with manual processes, you need technology that integrates with all aspects of your business. **RentCafe Senior Living** unifies all electronically signed documents tied to the resident record in Yardi Voyager Senior Housing, making everything easy to find and update. No more digging for paperwork or losing files.

Speaking of paperless workflows, a system that enables residents and families to submit online payments creates a simple, error-free experience for collecting rent and other charges. RentCafe Senior Living allows users to pay rent directly in the portal, with options to set up auto-pay rules or submit one-time payments. Just like electronically signed documents, every payment is automatically posted to Voyager Senior Housing. Authorized users can also print any statement directly from the portal — resulting in less calls for your billing office to answer.

01

Streamlining health updates

Having readily-updated resident health data is critical. To keep families in the loop, you need an accessible platform that presents key information in real time. Integrated technology is the tool for the job, given that it intakes, transfers and presents health information in one centralized place.

With **RentCafe Senior Living**, every piece of health data flows automatically from Yardi EHR. Protected and confidential, timely updates provide comfort for family members, especially when they can't be inside the community. Having accurate and up-to-date information also helps staff adjust care initiatives and serve residents to the best of their ability, boosting satisfaction as a result.

How do digital platforms keep health data secure?

Protecting resident health information is essential. With the secure foundation of **RentCafe Senior Living**, you say goodbye to the risk of jeopardized data. For added security, family members can only view a resident's health data if they have authorization. Does one family member need to view a resident's lab results, but nothing else? You can approve which options are visible to users, and which aren't. If residents and family members need to communicate with caregivers regarding health information, the portal offers a HIPAA-compliant messaging center — meaning everything sent and received is kept internal.

02

Enhancing your reputation

It is imperative to check in with your residents frequently, listening to their comments and concerns. With that, you need an easy way to collect confidential feedback. The right technology has the power to collect said feedback internally, allowing you to address concerns quickly — and acknowledge staff members who are doing a great job.

RentCafe Senior Living simplifies the entire process. The portal offers a convenient method for residents and families to submit feedback, all accessible to staff members in real time. That means you're equipped to measure satisfaction, manage your community's reputation and ultimately prevent move-outs. Most importantly, families rest assured knowing comments won't get lost or disregarded by mistake.

How does confidential feedback supercharge marketing efforts?

When searching for a place to live, whether for yourself or a loved one, the first place we look is usually online. Since **RentCafe Senior Living** has an internal feature for collecting resident feedback, you can address issues and make improvements before negative reviews reach the public. When positive feedback comes in, you can display those reviews on your marketing website.

03

Expediting maintenance requests

When a resident or family member notices a problem, they need a simple method for communicating it to staff members. With paper documents, or even digital forms in disparate systems, you heighten the risk of requests getting lost. A single connected solution eliminates errors by centralizing every maintenance request in one place.

Residents and families can request prompt maintenance with **RentCafe Senior Living**. If a family member notices a resident's leaky faucet during a visit, but they forget to submit a maintenance request, they can easily do so once they're off-site — all from a smartphone, tablet or computer.

How does centralized information enable faster problem solving?

In **RentCafe Senior Living**, residents and family members can track the status of a maintenance request at any given time. Every request is organized on one platform, where updates get posted instantaneously. Whether a family member is down the street or out of state, they can confirm exactly when a request is resolved. You help families feel peace of mind seeing how their loved one's needs are being met.

04

Boosting activity participation

Keeping residents active, engaged and socially connected is more important than ever. With technology that broadcasts community updates and activities, you create an environment in which bonding with others is encouraged.

Integrated with Yardi's Wellness module, **RentCafe Senior Living** allows you to schedule enriching activities and notify residents via online calendars. Residents — and guests — can sign up directly in the calendar, then site managers can track RSVPs and assign staff accordingly. Family members can simply check the portal to see if their loved one has attended.

How does technology help residents overcome isolation?

RentCafe Senior Living encourages residents to interact with others in their community. Online bulletin boards broadcast community news and other exciting announcements, while event calendars specify upcoming activities and schedules. With an intuitive platform built to make activity participation a breeze, you help residents experience a sense of community and decreased feelings of isolation.

05

Raise the bar with RentCafe Senior Living

With an effective technology solution in place, you have the power to connect your communities. With an integrated solution like RentCafe Senior Living, you take that connection to the next level by unifying communication, care and resident services on a single platform.

Without a secure system built for the task — one that keeps residents, staff and families connected — you face a decline in satisfaction. Without satisfied residents, you can't build a positive reputation. Without a positive reputation, it is a challenge to market your communities and attract new prospects.

RentCafe Senior Living raises satisfaction by streamlining communication across departments, engaging residents and helping staff provide a high level of service around the clock. When residents and families are pleased with the level of service your community provides, success takes form in your community's reputation and occupancy levels.

ENHANCE RESIDENT SATISFACTION ▷ IMPROVE YOUR COMMUNITY'S REPUTATION ▷ INCREASE RESIDENT RETENTION ▷ MAXIMIZE OCCUPANCY

The Yardi Difference

WITH RENTCAFE SENIOR LIVING, RESIDENTS AND FAMILY MEMBERS ACCESS:

Digital documents with electronic signature functionality	✔
Flexible online payment options	✔
Real-time health and financial data	✔
Intuitive online forms for submitting maintenance requests	✔
A secure digital messaging center	✔
Virtual bulletin boards and event calendars	✔
The ability to share confidential feedback online	✔

INTEGRATED WITH YOUR ENTIRE YARDI WORKFLOW, RENTCAFE SENIOR LIVING SYNCS WITH:

Yardi Voyager Senior Housing — efficient community management powerhouse	✔
RentCafe Senior CRM — mobile-friendly sales and marketing solution	✔
Yardi EHR — comprehensive electronic health record system	✔
Wellness Manager — dynamic health and wellness tool	✔
Yardi Payment Processing — complete accounts receivable platform	✔

Thanks for reading!

STAY AHEAD WITH YARDI

RentCafe Senior Living is part of the Yardi Senior Living Suite. With desktop and mobile app compatibility, this secure online portal ensures your residents, staff and families stay connected at all times, from anywhere.

To learn more about how RentCafe Senior Living connects communities, we invite you to reach out.

BOOK A PERSONALIZED DEMO

Sources

1. **AARP**
2. **AARP**
3. **Google and Known**