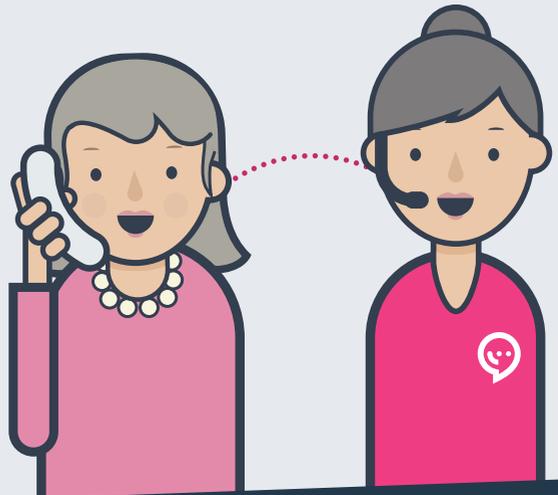


Clever Contact

information for healthcare professionals



proactive
support
365
days a year



Clever Contact
an Alertacall service


alertacall
bring contact to life

introducing Clever Contact

Clever Contact, an Alertacall service, is designed to be used by individuals at home and will proactively confirm up to three times a day that they are present, safe and well. Ensuring daily contact with customers saves lives and guarantees that people get the help and support they need. If we are unable to make contact, an escalation process is initiated. We regularly discover customers ill or immobile (many unable to access or activate their alarm if they had one).

Importantly, the service promotes independence. Customers are given complete control over the level of contact they have with our highly trained and friendly contact centre team through specially designed devices (none of which are required to be worn).

who is it for?

Clever Contact is a service designed to support those who:

- have mental health challenges
- are recovering from illness
- are at risk of social isolation
- live alone
- have chronic health conditions
- are a carer
- might be at risk of falling
- are in later life

key benefits:

- Daily wellbeing checks 365 days a year
- Access to highly trained contact centre team
- Range of devices available, inc. OKEachDay phone
- No device needs to be worn
- Non-intrusive, flexible service tailored to each person's needs
- Reminder service & free appointment reminder service



daily contact - OKEachDay

To access the service customers are given a special device. There are several versions available and all have our unique OKEachDay button. These are used by customers to control levels of daily contact and engage with various features of the service.



**press
OKEachDay**

Customers press the OKEachDay button on their phone or other device anytime before a time chosen by them, either once or twice a day. It's free to press, only takes a second and they can then get on with their day.



**messages and
notifications**

Customers can set up helpful reminders at certain times of the day and even wake up calls. Additionally, the system can be used by health and social care professionals to play a message to remind people to attend an appointment or to take medication when the OKEachDay button is pressed - as part of our WellBeing Proactive service.



**reminder
to press**

To help people remember to press, customers are sent a reminder around 10 minutes before their chosen time.



**contact
initiation**

If they still don't press the OKEachDay button before their chosen time, one of our friendly team members will phone the individual's landline or mobile to establish contact. This means customers always have the option of contact from our friendly team 365 days a year.



**nominated
contacts**

If we can't make contact, or think there's another good reason to - we will let nominated contacts know, such as friends and family members. For some users, housing staff, health or social care professionals could be notified depending on the agreement in place.



**escalation in
emergencies**

In some cases, for example if we think it's very unusual that we can't make contact with someone, our team may feel it's necessary to call emergency services or let other response services know.



services for health & social care teams

Thousands of people across the UK have the service provided for them by organisations in the housing, health and social care sectors.

Our WellBeing Proactive service will give the people you support all the benefits of Clever Contact while helping your team to communicate more effectively with customers and increase operational efficiencies.

Find out how WellBeing Proactive can help achieve better patient and customer outcomes at www.alertacall.com

“A really great service for older people who, like me, value their independence but realise that you do have to be careful when you live on your own.”

Dame Esther Rantzen on Clever Contact



find out more

For more information and leaflets for you and your colleagues to share with patients and customers, contact our team.

If you are interested in introducing the service to a larger group, then we can provide Clever Contact free to your customers or patients for a trial period of 3 months. This gives you the opportunity to understand how it can help you and your organisation improve service delivery.



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www.alertacall.com

