

October 2010

Headlines

Parts and Service for The WatchMate System:

TotalKare is doing its utmost to maintain an inventory of spare parts for The WatchMate MR & ID Systems to service customers and help support those who are not ready to upgrade.

- WatchMate, the legacy flagship wander protection product's lifecycle has come to an end. While other vendors are pressuring customers to upgrade to new systems, TotalKare is taking a different approach to the problem. Rather than push customers unconditionally to upgrade, TotalKare is providing an opportunity to make such a move in a more structured and orderly fashion. TotalKare has been sourcing and stocking parts and will continue to do so whenever possible in order to provide support to customer's in need for as long as possible. At some stage however, parts will run out and service calls will be responded to on a first come, first serve basis but TotalKare is committed to do its best to prolong this process for as long as possible. *To discuss your upgrade options, call (800) 471-KARE (5273).*

New Products and Solutions: TotalKare's quest to maintain leadership in the healthcare industry is leading to significant advancements in product solutions with state of the art technologies keeping us on the cutting edge, allowing us the ability to offer customers a broad spectrum of product solutions and customized integration with a facility's existing infrastructure.

- TotalKare is involved in strategic meetings to introduce new products and technologies to enhance its portfolio. TotalKare President and CEO Steve Bergstraesser's primary objective is not only to expand TotalKare's offerings but also enable integration between existing and new technologies to enhance functionality and protect the customer's investment. More details regarding these partnerships will be published in an upcoming newsletter.

New Location: TotalKare has moved its offices to larger and more suitable premises in Syracuse to cater to anticipated business growth.

Training: TotalKare is looking to provide various levels of product training starting this January 2011. A complete training schedule will be provided in an upcoming newsletter. Customers are urged to communicate their training needs to TotalKare as soon as possible to ensure all requirements are addressed.

Telephone Support: From July 1, 2010 all phone support is billable at standard hourly rates. Extended Service Contracts include telephonic support at no additional cost.

Tags & Straps: Please order these directly from Stanley at 866-559-6275



“One of the largest medical equipment distributorships in the Northeast, specializing in the latest state-of-the-art technology for the healthcare industry.”


Service Corner

- ✓ Call us to schedule a full System Health Check (SHC) of your equipment to ensure your system is performing to manufacturer specifications, your residents are safe and you are always prepared for visits from regulatory agencies.
- ✓ Extended Service Contracts (ESCs) are available for all system installations. From a basic, no frills option, to an all inclusive, ESCs are a safe alternative that can be budgeted for. End users are encouraged to maintain peak performance levels for their systems after the initial manufacturer's warranty has expired by purchasing an ESC. **Call (800) 471-KARE (5273) today to discuss your facility's options.**
- ✓ 24/7 phone support ESCs are also available.
- ✓ Expert assistance and advice for a cost effective upgrade path for any of your existing systems.
- ✓ Ensure your staff is always able to support your system by scheduling refresher training for existing and new staff. **nominal fee applies.*

... Providing solutions for all your safety, security & communication needs...

Wandering Resident Security Systems 

Infant & Pediatric Security Systems, Mother/Infant Matching Systems 

Emergency Response Systems 

Nurse Call Systems

Fall Prevention Systems for the Bed and Chair

Access Control Devices, Magnetic Door Locks, CCTV & Video Systems

SystemSURE Plus by Hygiene 

Contact us for more info at 1-800-471-KARE

New addition to the team:

TotalKare welcomes Spring Perretta to the Administrative Assistant position. Spring started on September 7, 2010 and will be responsible for orders, repairs and several other administrative tasks. In due course, Spring will also handle service call responsibilities. Spring can be reached at Ext. 247 or email spring@totalkare.com.

New Location

TotalKare, after 14 years of being located in Armory Square, downtown Syracuse, New York, moved to 1112 East Fayette Street. The move not only more than doubles the office space but also provides a more functional environment to enable TotalKare to better serve its customer base.

"TECHNOLOGY, A ROAD NOT TAKEN"

Discussions of technology in the field of Long Term Care often center on software development and its impact on documentation affecting reimbursement. Overlooked are the potential benefits and solutions that might impact those we care for and those who care for them.

The industry has always seen systems function independent of others with limited integration. Nurse call systems and wander prevention systems to name a few. Today, there are systems available that fully integrate offering one platform for operation. These are technology advancements common to the world of wireless technology. Even though these systems offer greater flexibility and functionality people are skeptical. Is it because "it's not the way it always was?" "How do we create a comfort zone?" Those that have accepted the paradigm shift have found boundaries to be removed. Functionality is greater than before and is of benefit to not only the residents but the staff as well.

In the words of Robert Frost, "Two roads diverged in a wood, and I, I took the one less traveled by, and that has made all the difference."

Call TotalKare today for your guided tour down that road less traveled.....wireless technology.

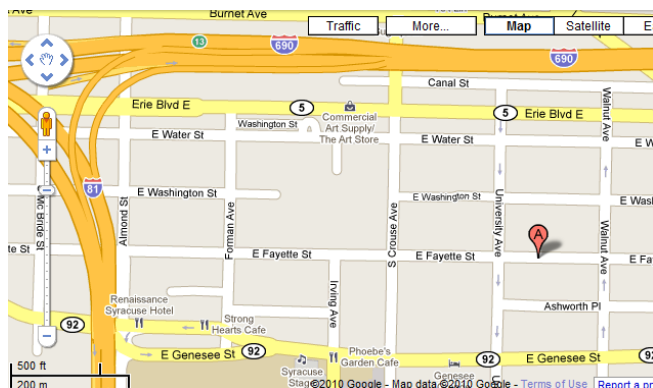
Article written by Randy Gerlach, licensed Nursing Home Administrator and Industry Specialist for TotalKare.



TotalKare will be exhibiting our products at the upcoming NYAHS Professional Conference in Saratoga on 10/26-27th and the NYSHFA Fall Conference and Trade Show in Saratoga on November 16-17th.

Why TotalKare?

- ↑ The technicians employed at TotalKare are factory certified and are fully covered by our general liability insurance policy
- ↑ Over 600 customers in the Northeast region alone
- ↑ Solutions supported by industry specialists to meet customer needs
- ↑ In business for nearly 2 decades
- ↑ High quality products and solutions from renowned vendors such as:



Proud member of:

Who's who at TotalKare:

