



### TIME IS RUNNING OUT!

The life of the Watchmate system, that has provided excellent wandering resident security for many years, is finally coming to an end. After 2014, tags will no longer be available and parts are already becoming scarce. It's time to plan for the future and consider an upgrade path while attractive incentives are still available. An information packet has already been sent to all our Watchmate customers reminding them of this fact.

### Sales Corner

- ⬆ Only new installations have an 8-5, M-F (holidays excluded) support policy during the initial warranty period. Should you require 24/7 phone support, please contact your TotalKare sales representative at (800) 471-5273, ext. 241 to discuss your options.
- ⬆ As of 1/1/11, all telephone service support calls are billable at a rate of \$125/hour. Call TotalKare to discuss Extended Service Contract (ESC) options available.
- ⬆ ESCs are available for all system installations. From a basic no frills option, to an all inclusive, ESCs are designed to help you control your budget by alleviating unforeseen future expenditures for service and repairs to your system after the initial warranty on the equipment has expired. Customers are encouraged to maintain peak performance levels for their systems after the initial manufacturer's warranty has expired by purchasing an ESC. Call TotalKare today to discuss your facility's options. Special discounts are available during Q2, 2011 for 24/7 phone support ESCs.
- ⬆ Software Maintenance Agreements (SMA's) for the Hugs Infant Security System will keep your software up to date. Please make sure you renew these before they expire.
- ⬆ Do you and your staff need to be re-in-serviced on how to use the equipment we installed? Do you have new employees or you simply need some refresher training? Call TotalKare today to schedule your re-in-service training! (a nominal fee may apply.)

## Headlines

**🌐 TotalKare is growing!!** We now have technicians in Western New York State as well as in the New York City & New Jersey areas to be able to provide faster support to our customers in those regions!!

**🌐 RAC1 Certification:** TotalKare's technical staff has achieved the highest level of certification possible from Stanley Healthcare Solutions, the manufacturer of the Roam Alert and Hugs Infant Systems. All our technicians are RAC1 certified. What does that mean to you? RAC1 is the most comprehensive level of certification provided by Stanley and a high pass rate is required. RAC1 technicians have a thorough understanding of the Systems, both from an installation and configuration perspective. DO NOT allow uncertified companies to install a System that is designed to protect people's lives.

**🌐 Training:** TotalKare will soon be releasing the training schedule to all customers. Courses will be held at the TotalKare office in Syracuse, NY. Customers with more than a couple of employees requiring training can also request on-site training (*applicable fee may apply*). The schedule is filling up fast, so the sooner we are notified of your requirements the better. Call TotalKare at (800) 471-KARE (5273) to schedule.

**🌐 Telephone Support Reminder:** All phone support is now billable at our standard hourly rate of \$125/hour. Extended Service Contracts include telephonic support at no additional cost.

**🌐 Orders:** To place an order, you can either send an email to [orders@totalkare.com](mailto:orders@totalkare.com) or you can call (800) 471-5273, ext. 247 and speak to Petra Murphy.

**🌐 Roam Alert Tags:** All Roam Alert tags are transitioning back to having expiration dates printed on them instead of the manufacturer's date.

**🌐 Roam Alert Tags & Straps Orders:** The new phone number to call to order tags & straps only is: **866-559-6275**. Occasionally, we might have some spare tags in stock, so if you need a few in a hurry, try calling us first. For all other parts and service requests, please call TotalKare at (800) 471-5273.

**🌐Roam Alert Tag Warranty Replacement Policy:** If you have a malfunctioning tag, you must call the mfg. at **866-559-6275** so they can issue you a Return Authorization Number (RA#) to return the item(s) for evaluation. Do not send them back to TotalKare.

**🌐 Website Under Construction:** The TotalKare website is currently under construction. Look for a fresh new look at [www.totalkare.com](http://www.totalkare.com) in the weeks to come!

*TotalKare's Premium Security Solutions from renowned vendors for the Health Industry include:*



### PRODUCTS WE OFFER

- Wandering Resident Security Systems
- Infant & Pediatric Security Systems
- Mother/Infant Matching Systems
- Emergency Response Systems
- Nurse Call Systems
- Fall Prevention Systems
- Access Control Devices (Magnetic Door Locks, CCTV & Video Systems)
- Advanced Rapid ATP Hygiene Monitoring Systems



*The TotalKare Team*

### TECHNOLOGY TIPS

- **Please** do not add any wireless devices (such as routers or WiFi equipment) in the vicinity of any TotalKare equipment as it could interfere with the operation of your system!!
- New HUGS software versions are now available and customers who have Software Maintenance Agreements (SMAs) will be notified shortly so the installations can be scheduled.
- Patient tags need to be worn on the wrist or ankle. They should not be attached to a wheelchair or a walker as they may not be detected!!

### New additions to TotalKare:

TotalKare welcomes the following new employees:

**Petra Murphy** – Administrative Assistant  
**David Nowatzki** - Technician for Western NY  
**Kevin Young** – Technician for New York City  
**Alex Lizano** – Technician for New Jersey & surrounding areas

## The Best Type of Change is Change We Don't See

It was 8 years ago that Steve Bergstraesser, owner of TotalKare, approached me to engage in a conversation about the idea of having a licensed administrator as a member of his team. It was an idea that stimulated much thought, conversation, and brainstorming. The idea was not a marketing ploy, but one to truly enhance TotalKare's ability to understand the industry and communicate more effectively with its customers.

After numerous discussions between some respected industry peers and ourselves, it was decided that TotalKare needed to change its sales approach to include a more in-depth knowledge and understanding of the issues faced by nursing home administrators in an effort to provide viable solutions that would address code compliance issues faced by every facility. Steve felt strongly that having a licensed administrator on staff would impact TotalKare's approach to providing hi tech safety, security, and prevention solutions throughout the geriatric continuum. I have successfully filled that role for TotalKare for 5 years but, as with many things, I have decided to expand my opportunities in the industry to become the Executive Director of McClure Dental Services, which provides on-site dental services to over 6,000 nursing home residents in NYS.

**I will continue to provide assistance to TotalKare so they have a licensed administrator as a part of their team on a consultative basis to make sure that you, the customer, receive solutions focused on providing the best way to attain code compliance for your organization.**

By Randy Gerlach, licensed Nursing Home Administrator and Industry Specialist for TotalKare.



### Spring/Summer Trade Show Schedule

NYAHSa Convention at the Hilton in Saratoga on June 20th-21st

NYSHFA Convention at the Hilton in Saratoga on June 27th-28th

### \*\*REMINDER\*\*

**Please remember to use our correct mailing address on all correspondence. We moved our offices in May, 2010 from 327 West Fayette Street to 1112 E. Fayette St., 2<sup>nd</sup> Floor, Syracuse, NY 13210-1922. (The U.S. Post Office will soon be making changes requiring the addition of the four-digit suffix to all zip codes). Mail will stop being forwarded to us from our old address in May so make sure you have our correct address on all correspondence or it will be returned to you as undeliverable. Thank you!**

### \*\*ANNOUNCEMENT\*\*

After 12 years of loyal service, Lisa Bobbette, our New York State Regional Sales Manager, has taken another opportunity that will allow her to pursue a career in another industry. We will miss Lisa for her dedication and professionalism, and years of committed service to TotalKare and its customers. Please note that Chris Lenze, our inside sales coordinator, has taken over her responsibilities until we find a suitable replacement. Feel free to call Chris at 315-471-4477 ext. 241 or e-mail him at [chris@totalkare.com](mailto:chris@totalkare.com) with any sales related questions or concerns you may have.

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