

# Vital Care Team

vital

Seamless coordination, superior patient experience

Routes lower-priority service requests, complaints and compliments to the right staff member.

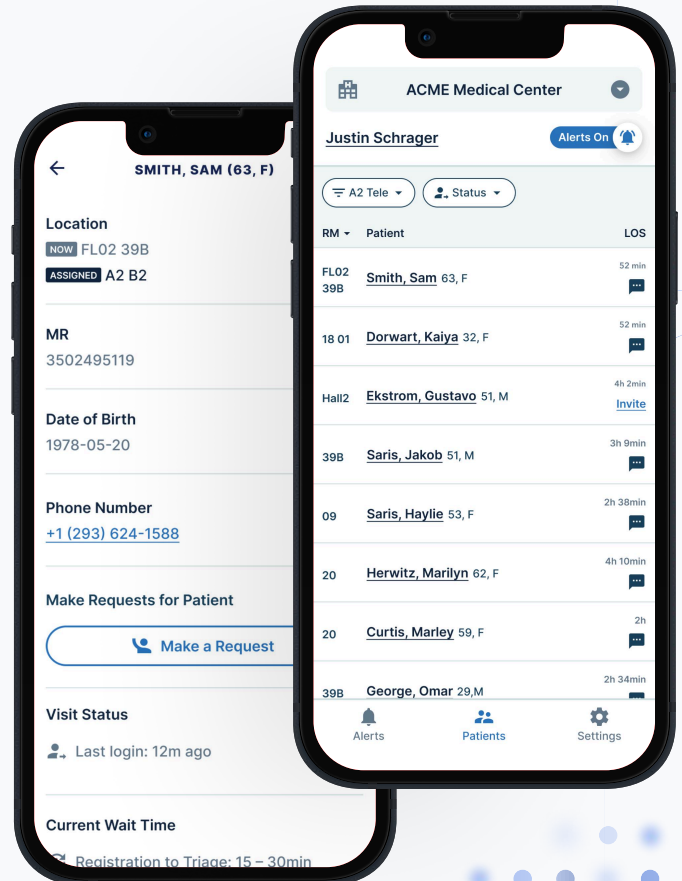
## ABOUT VITAL CARE TEAM

With Vital Care Team, patient requests, questions, and feedback are automatically routed to the right staff member's mobile device or desktop.

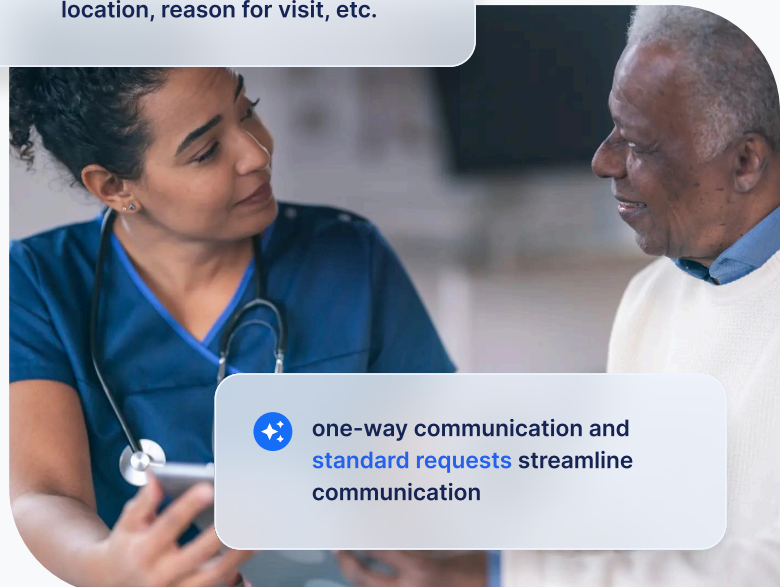
Complaints addressed within ~30 minutes improve HCAHPS ratings significantly. Conversely, patient compliments keep staff scores and staff retention high.

## EFFORTLESS PATIENT SUPPORT

- Allows staff to respond to questions, feedback, and requests without a call button
- Automatically routes requests to the right staff member for efficient & timely responses
- Service recovery turns 1-star visits into 4-star visits, increasing patients scores
- Patient compliments give nursing staff a steady stream of goodness, boosting morale and retention.
- Enables staff to request items on behalf of patients
- Accessible via mobile or desktop
- Easy login through single sign on (SSO)
- At-a-glance view of department or unit census, and basic patient experience information



See **patient profiles** quickly right from your own phone - including location, reason for visit, etc.



one-way communication and **standard requests** streamline communication

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