

## *How does Family Virtual Visits work?*

Family Virtual Visits installs and maintains state-of-the-art video connection equipment in the Virtual Visit Center at the senior community. Everything is included!



### Family Members Need Only:

- a PC,
- a high speed Internet connection (either DSL or Cable)
- an inexpensive webcam and handset (see [www.familyvirtualvisits.com](http://www.familyvirtualvisits.com) for details and a listing of where to get an inexpensive webcam)

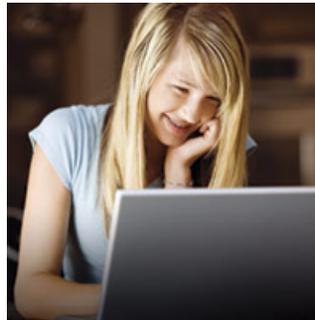
## **Scheduling**

Each community determines its Virtual Visiting hours. Most often it's 8 AM – 8 PM. Families book times on the easy-to-use website scheduler, and a confirmation email is automatically sent to the community, who notifies the senior. At the appointed time, the 15-minute Virtual Visit starts and ends automatically! It's that simple Residents merely need to show up!

### *For Family Members*

## *How to get started: 4 easy Steps:*

1. Get a webcam if you don't already have one – many newer laptops have them built-in (see [www.familyvirtualvisits.com](http://www.familyvirtualvisits.com) for details and a listing of where to get an inexpensive webcam).
2. Go to [www.familyvirtualvisits.com](http://www.familyvirtualvisits.com) and register (It's always free for both residents and family members)



3. Do a free test visit with Tech Support by calling 1-866-959-2008 and choose Tech Support.
4. Schedule your first FREE Visit!

Family virtual visits  
6425 Christie Avenue, Suite 280  
Emeryville, CA 94608  
1-866-959-2008

[www.familyvirtualvisits.com](http://www.familyvirtualvisits.com)



## **TeleCare Connect A Service of AgeServe Communities**

**Partnering with the Long Term Care Industry**



## **family virtual visits**

**Connecting  
Seniors and their Families  
Worldwide**

***AgeServe & Forefront Behavioral Telecare announces a new tele-behavioral health care turnkey solution. Providing both low cost technology and Health Professionals for an effective, efficient and affordable solution for a vexing problem.***

Throughout the U.S., skilled nursing facility operators are living with the acute shortage of psychiatrists and other behavioral health specialists, especially in rural counties. Operators, medical directors, and staff struggle to address their patients behavioral health needs on a daily basis.

Primary Care Physicians and facility Medical Directors in small towns across the country write the majority of psychiatric medication prescriptions, often without adequate resources for diagnosis and medication titration and without access to specialty consultation and decision support. Sadly, as a result, behavioral health needs go unmet, and best practices are not achieved, too often with catastrophic effect for our nation's rural seniors.

Clearly, it is almost impossible to overstate the importance of ready access to behavioral health specialty consultation for rural skilled nursing facilities. Detection, diagnosis and timely intervention for a range of behavioral health concerns dramatically improves the behavioral

health status of nursing home residents and decreases overall health care costs for the facility.

The beauty of the AgeServe solution is that it operates completely hands free in the skilled nursing environment and can be remotely monitored and supported by AgeServe's Help Desk in California.

Family members are able to visit with residents, participate in video care conferences, care planning, over the same system for free. All they need is a web cam and a headset.

"Now there is no reason for "rural" or "small town" to mean "denied" with respect to behavioral health services.



***It's as easy as watching TV!  
And it's FREE for both  
residents and family members!***



***See and talk to your loved  
Ones in senior living  
Communities from anywhere  
In the world for FREE!***

Imagine how much it will mean to your loved one to be able to see and talk to you, see the kids and new grandkids – all for FREE! And absolutely **no computer skills** are required on the part of the senior.

Family members go online and schedule a 15-minute Virtual Visit (up to three months in advance) the Virtual Visits start and stop automatically. All the senior has to do is sit in front of the big screen monitor, and you can see each other and talk like you're in the same room – only the family member can be anywhere in the world!

***"It's not like a phone call – it's just like being there!"***