



Case Study - Comfort Assisting

Goals to be achieved

- Improve communication
- Enhance client's well-being
- Increase effectiveness of visits
- Provide customized content

The company's primary reason for relying on Oscar Senior was to **handle clients' call requests and capitalize on opportunities to engage in video call checkups, as opposed to unnecessary in-person visits**. This approach should **minimize disruption to older adults' routines** while providing a convenient option for the care provider.

People at the home care company also envisioned Oscar Senior opening an age-appropriate technology gateway that **provided each client with customized content**. That's critical, especially since some older adults feel curious about using technology but become overwhelmed by the idea of exploring it themselves.

Features utilized to accomplish goals

- **Auto-answer calls** request a call without the need for the senior to accept it
- **Calls, video calls, messages** enable effective communication
- **Medication management** helps to supervise the use of medication online
- **Emergency requests** enable seniors to feel more safe
- **Automatic reminders** help notify seniors about important activities/events
- **Connection to wearables** control senior's vitals remotely
- **Entertainment apps** alleviate loneliness with games, weather, eBooks, music and more
- **Voice over** allows voice control our service and call for help

Barbara Soltys, CEO of Comfort Assisting, **selected several features tailored to her client needs** that allowed her to communicate between herself, her client and the client's family members.

Comfort Assisting is now using the auto-answer/video calls and messages for **quick check-ups**. Medication management and reminders are helping seniors **not to forget anything**. Connection to wearables keeps all parties abreast of the **necessary information**. Additionally, emergency requests and voice over are helping seniors to **feel safer**.

Results

- 31% more frequent contact with clients
- Greater independence for clients
- 26% reduction in unnecessary visits
- Clients feel more satisfied and less lonely

Together, these solutions brought **31% more frequent contacts with clients and simultaneously a 26% reduction in unnecessary visits**. Plus, the technology enables **better preparation** for in-person assistance and **more efficiency** during face-to-face engagements due to the improved communication network.

The home care's representatives anticipated clients feeling **more satisfied** and experiencing less loneliness due to these changes. They believed family members appreciate the **increased peace of mind**, too.



Now we can easily monitor our senior clients by video calls, remind them of their meds from a distance or set everything remotely. Oscar Enterprise saved us plenty of time by simplifying the communication process and giving us a powerful tool for remote care. Absolutely fantastic is the auto-answer call. When the senior isn't answering we can still find out what is going on there.

— Barbara Soltys, CEO of Comfort Assisting —

Together we provide the best care to seniors

