Icon

Easily Streamline Communication Across Your Community with Icon's Bi-Directional Communication Tools

Experience a Clear and Present Impact on Your Entire Community

Feature/Module	Staff	Residents	Patients	Participants	Families
Communications					
Community Messaging – to individuals, groups or multiple communities	●	●	●	●	●
Recipient Preferred Communication – choice of text, voice, email or Alexa device	●	●	●	●	●
On-Demand Call-In Number – to listen to message/reminders	●	●	●	●	●
Amazon Alexa Support – to ask Alexa to play messages/reminder	●	●	●	●	●
Automated Language Conversion – in each person's preferred languages (18+ languages supported)	●	●	●	●	●
Anniversary, Birthday and Life Event Greetings	●	●	●		●
Surveys – for collecting wellness information, feedback or preferences	●	●	●	●	●
Corporate					
Multisite Messaging – to groups, regions or chain-wide via a simple dashboard	●	●		●	●
Multisite Reporting – View delivery reports for regulatory reporting/review	●				
Data Sharing – integration with popular EHR, property management, payroll and other key systems to boos productivity and reduce errors	●	●	●	●	●
Health and Wellness					
Health Screening Surveys – to enhance safety and compliance	●	●			●
Automated Reminder and Concierge Service – for events, activities, appointments and wake-up calls		●		●	●
Activity Attendance Tracking – to focus on non-participatory residents	●	●			
Automated Safety Check-Ins – to boost effectiveness and productivity to better identity at-risk or isolated residents	●	●	●		
StaffAlert™ Assistance Alerting (via Amazon Alexa) - to Boost safety and wellness	●	●	●	●	
Discharged Patient Engagement – to ensure care plans are being followed, reducing the risk of hospital readmittance and increasing referrals	●			●	
Automate Appointment Reminders – for medical or transportation appointments			●	●	
Staff Management					
Staff Call-Out and Open Shift Coverage	●				
Compliance Management – for easy management of certification, license and training schedules (including reminder notifications)	●				