



Rosie

Personal Concierge Service

Supports PERS alarms, nurse call systems and telephones

Integrates with village administration systems

Multiple answering points

Personal reminders and telehealth

Voice, video and text chat support

NBN compatible



Leaders in aged care technology



“Knowing Rosie is there 24/7 to support mum gives the whole family peace of mind” (Family Member)



Rosie is a concierge service, mainly for the elderly but also for people with a disability, or anyone living alone or in care who might need assistance from time to time. Rosie can be provided to residents in their own home or a village. Rosie operators accept calls and alarms from nurse call systems, PERS alarms, pendants, call points, smartphones and standard telephones. Rosie operators can also initiate calls to residents on a predetermined schedule.

HOW ROSIE WORKS Rosie is built around a distributed workforce model. Calls to Rosie are distributed “in the cloud” to operators all over the country. This provides a deep pool of quality concierge operators and reduces technology reliance on single call centre locations.

Rosie can be contacted by pressing a nurse call button, using a PERS device, or by making a phone call. Family members or carers can also schedule the Rosie concierge to call the resident to check on wellbeing, make medication reminders or simply to have a chat.

WHO USES ROSIE

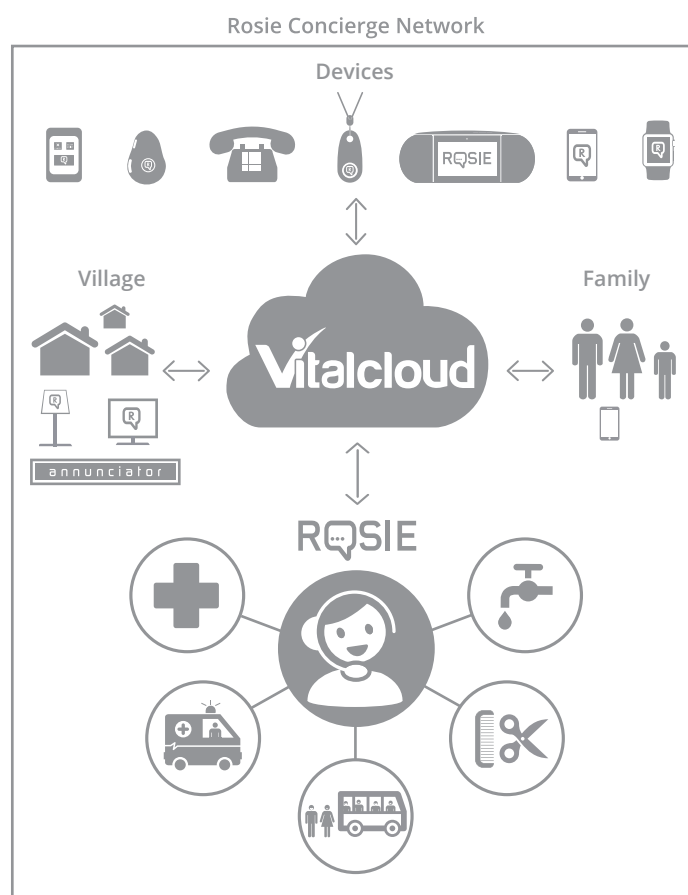
Residents — Residents may activate a Rosie pendant or call point should they feel unwell at home, or press the Rosie support button if they want Rosie to make an appointment at the hairdresser and order a taxi. Rosie supports residents both inside and outside their home. When activated, the Vitalcare Trekka PERS provides Rosie with both a request for help and precise location to send emergency services.

Villages — Rosie can provide telephone support for village activity 24 hours a day. The Rosie concierge can take a complaint about a dripping tap, make a booking for an outing or a take request for medical assistance.

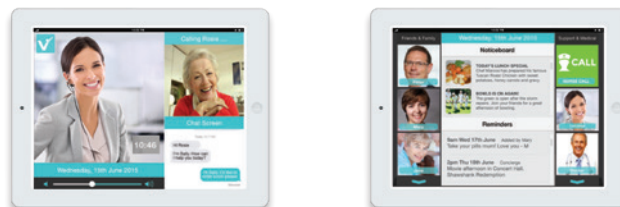
Families — Families might schedule Rosie to check on a family member, or call them to check they have taken medication. Rosie provides peace of mind that loved ones have access to a live operator 24/7, both inside and outside their home.

WHAT DOES ROSIE COST? Rosie fees are based on a modest monthly fee providing the personal emergency response services. Operator time is charged for additional services provided.

WHO PAYS FOR ROSIE? Rosie fees may be paid by families, villages and can include government subsidies.



ROSIE HOME DEVICES Rosie supports a range of home devices which are optimised for residents with limited technical knowledge and mobility. This includes supports for voice controlled devices like Google Home.



About Vitalcare

Vitalcare has pioneered nurse call systems for over 30 years. The company designs, manufactures, installs and services the most innovative systems available through an international network of company owned branches and authorised distributors. Vitalcare uses IoT (internet of things) technology in its two-way waterproof pendants and call points along with cloud integration for advanced reporting, supervised maintenance and data analysis. Vitalcare is the industry's most trusted brand.

Contact

Vitalcare Pty Limited (Australia) Ph **1300 669 888 (+61 2 9427 2133)** info@vitalcare.com.au 14/31-33 Chapline Drive, Lane Cove West, NSW 2066
Vitalcare Group Limited (New Zealand) Ph **0800 848 252** info@vitalcare.net.nz PO Box 13507, Johnsonville, Wellington 6440

www.vitalcare.com.au www.vitalcare.net.nz

