

Product Catalog 2017

The world's most advanced
nurse call system is calling you
It's time to respond!



Introducing BCube

Big Solutions for
Small Communities

"Pretty Pretty Pendants"
in high demand



A Minute with Myron

Dear RCare Family Member,

When the marketing team asked me to write this “minute with Myron” thing, I said no. But they persisted. What would I write about? I asked. Easy, they said. People want to know what’s new and how things are going. That sounded simple enough, so here goes. Things have gone extremely well in 2016 and I expect them to get even better in 2017. Here’s what we’ve been up to.

First, we announced our new Pretty Pretty Pendants, and our Patriot Pendants. They are attractive items that both men and women will be proud to wear, which means they’ll have them when they need them. Everyone loves them. If you haven’t seen them, flip to page 9. Nice, right?

Then we built our own smartphone for RCare Mobile, the RPhone. (Check it out on page 4.) Why is that important? Well, we built it ourselves, so it’s optimized for RCare Mobile. It has all the features you need and none that you don’t. And it’s not only affordable, it’s also HIPAA-compliant. We know that’s important to you.

Finally—and I’m really excited about this one—we created the BCube. It has bugged me for a long time that small SNFs and ALFs have lousy nurse call technology. Why don’t they get the good stuff? They can’t afford it. I gathered my engineering team and told them we needed to solve this problem. Around half of all SNFs in the United States have fewer than 120 beds. Half. That’s a lot of hard-working people using inadequate technology. This was unacceptable to me.

Fortunately, I employ some pretty smart people. We found a way to bring our most advanced nurse call system to even the smallest facility. Most importantly, the BCube is priced for the smaller budget. Want to know more? Check out page 5.

These examples (and many others I could mention) illustrate an important principle: We’re on a mission to bring more people into the RCare family. It’s good business, sure. But at the end of the day, it’s also just plain good. You’re doing important work. We do everything we can to make it easier and more effective.

Your partner in care,

Myron



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The RCare

RCare is a global provider of UL-1069 listed wireless nurse call and personal emergency response systems for the entire spectrum of eldercare and senior living.

Our components integrate into a variety of healthcare communication systems to create efficient and verifiable responses to medical emergencies. RCare works together with distribution partners to build individualized, flexible and seamless systems to enhance both caregiving and resident quality of life.

“The reason RCare exists is to improve the lives of Seniors and those who care for them.”

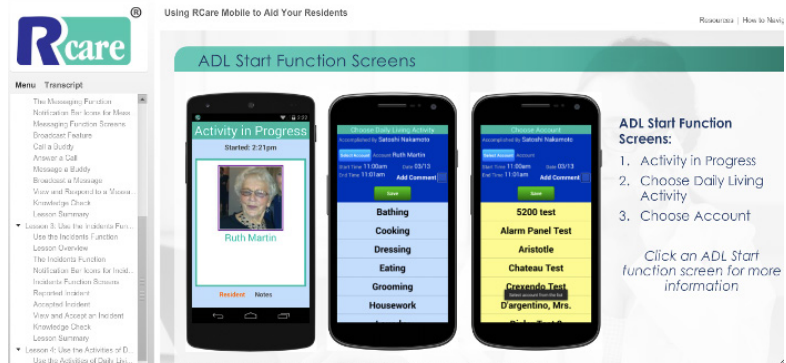
*—Myron Kowal,
Founder & CEO of RCare*

- **The widest variety of notification alert options**
- **Scales to the needs and budgets of the smallest to the largest facilities**
- **Best native reporting analytics**
- **Complete suite of online training**
- **Local support & installation from trusted, certified integrators**
- **Integrated with PointClickCare, Accutech & GrandCare**
- **No hidden costs, update charges or annual fees**

Advantage

Remote Support, Hands-on Installation & Online Training

All RCare products come with remote support. This enables support technicians to troubleshoot the system from outside the facility, and saves time and money on service calls. This feature can also be used by the facility staff to check in on residents, run metrics reports, and search past incidents. All RCare solutions come with complimentary, complete and up-to-date online training. Your staff can train from any connected device, anywhere, anytime. We even have an RCare certification program that your staff can print out and display once they've completed training.



RCare Worldwide

RCare solutions are available worldwide. Find us in the United States, Canada, Europe, Asia and other locations...



RCube-Advanced

The RCube is our flagship nurse call technology solution.

This Linux-based server is designed for any size facility with unlimited beds and unlimited devices. The RCube is always on and always listening to a wide variety of wired and wireless emergency transmitter devices, pendants and sensors placed throughout your community. Administrators can choose how, when, and which caregivers will receive alerts. When an alert is triggered, designated caregivers can be notified by email, text, page, phone call, etc. You can track response times and billable services and download reports/ analytics to provide better care.



Rugged, Durable, Comprehensive System

The **UL 1069** Edition 7 and **UL 2560** certified RCube is built to last using industry best practices.

Big-Time Reports and Enterprise Metrics

Get every piece of information about your communities that you need delivered right to your computer from the RCube. Learn more on page 15.

Powerful RF Wireless Emergency Transmitters

From bedside pull cords to wearable pendants, the RCube can receive wireless signals from a wide variety of transmitters for almost any need. See a list of devices on page 9.

Passive Monitoring & Environmental Devices

The RCube can connect to various remote monitoring sensors from activity sensing devices to floor pressure mats to bed/chair mats, to temperature devices to water detection sensors. See a list of devices on page 11.

Extensive Caregiver Tools

Using the RCube's enhanced two-way response time communication, caregiver and resident service activity tracking and advanced reporting features, senior housing staff can be more efficient, effective and better prepared. Learn more on page 7.

Extended Functionality with Integrations

The RCube's powerful and flexible platform allows RCare to quickly integrate and extend 3rd party offerings. The RCube currently integrates with Accutech wander management and PointClickCare EHR system. Learn more on page 16.

Nurse Call Solution

RCube Upgrade Options

Voice-to-Voice (a.k.a. the VCube)

The voice-to-voice communication upgrade allows caregivers to remotely speak with residents in their rooms. Paired with the In-Room Communicator (D3900), it provides residents and caregivers one-to-one communication and the shared assurance that the call is handled in a timely and efficient fashion. On the caregiver side, voice functionality can be integrated with analog phones, digital phones, and IP phones. (Additional hardware may be required.)



See page 7



RPhone Powered by RCare Mobile (a.k.a. the MCube)

The RPhone (page 6), powered by RCare Mobile, utilizes a new proprietary, locked-down mobile handset through which caregivers receive alerts as well as detailed resident information and location. The RPhones are designed so care responders can check in and out of the point of care. That means the system can automatically track the time spent providing services. The care responders log the services performed and any care notes at the time of care, not later at their station where they may forget the details of the visit.

Platform Options

The RCube is available in several form factors to best suit your installation and redundancy requirements. Your RCare distributor will determine the best fit for your needs.



Standalone



Rackmount



HD-Cube

BCube-Affordable Solutions Designed for Smaller Campuses

According to the Nursing Home Data Compendium of 2015 by Centers for Medicare & Medicaid Services, there are nearly 8,000 skilled nursing communities with fewer than 100 beds. These communities simply don't require enterprise-level server hardware. A much smaller computer can manage the job, while saving on unnecessary hardware costs.

Introducing the All New BCube

Using a smaller touch-based computer, RCare's revolutionary BCube is designed, scaled and priced for smaller campuses with 128 beds or fewer. It has all of the reporting features and advanced technology of the of the RCube, including the use of all the same emergency and monitoring devices.

The BCube nurse workstation is the brain of this RCare installation. It reports sensor information and sends caregiver alerts. It also provides all of the accountability capabilities of larger solutions including analytics, big-time reporting, and the "I Got It" feature. All of the features at a fraction of the cost.

- Lower cost of entry
- Solid-state all-in-one touchscreen
- Big-time reporting & analytics
- Enterprise metrics across multiple campuses
- Night-transfer schedule capability
- New or existing notification devices
- Scalable, upgradeable
- UL 1069 Edition 7 and UL 2560



"There are virtually no technology options designed for these small senior campuses," said RCare CEO Myron Kowal. "We saw an opportunity to take all of the features of our flagship nurse call technology and scale it into a smaller package, priced just for this demographic."

Caregiver Tools

RPhone—powered by RCare Mobile



Why RPhone is better than 'their phone'

The RPhone is an RCare Mobile-powered device that utilizes proprietary software on a locked down, customized smartphone handset. This RPhone device is completely encrypted and HIPAA compliant. It does not allow photos to be taken, does not have access to the Internet or personal social media platforms. It connects to internal campus WIFI and will not function off campus to protect private data. It is economical and efficient.

The RPhone allows voice and text communications with other staff including the "I Got It" button, letting other staff know who is responding to the call. This increases accountability, reduces alarm fatigue and ensures work-flow transparency.

RPhones are equipped with NFC readers allowing responders to check in and out of the point of care as well as immediately document what services they performed for billing and accounting purposes.

Information Collected

- Which caregiver(s) were notified of the incident
- Which caregiver(s) acknowledged receipt of the message
- Which caregiver entered the resident's room
- How long the caregiver was in the resident's room
- The services the caregiver performed
- Caregiver's notes

Caregiver Console (CC900)

The perfect Nurse Call Master Station, the CC900 with 10" touch screen displays incidents clearly and easily for caregiver use. The integrated display with optional phone attachment makes the Caregiver Console the optimal information hub.

Features

- Fanless design provides quiet operation
- Front panel complies with IP65 protection standard
- Can send/receive voice & text messages
- Supports Power over Ethernet function (PoE+)
- VoIP Handset (optional)
- Android operating system

*Shown with optional table mount



Caregiver

2-Way Voice Communicators

Cellular Voice Dialer

(D5200)

Provides voice communication between resident and caregiver via GSM cell network.

Features

- Call and Cancel Buttons
- 10 Transmitter Memory
- Requires Voice-to-Voice RCube upgrade
- In-bound Caller ID for Auto Answers
- 24 Hour Battery Backup



In-Room Communicator

(D3900)

Provides voice communication between resident and caregiver. Receives signals from transmitters to allow residents flexibility in emergency methods. Requires Voice-to-Voice RCube upgrade and analog phone line.

Features

- Call and Cancel Buttons
- Speakerphone
- Recordable Voice Messaging
- Adjustable Volume
- Caller ID
- 10 Device Memory
- Silent Mode
- Phone In and Line Out Ports
- Programmable Incoming Call Answering
- AC Power Monitoring
- Programmable Phone Line Monitoring
- 24 Hour Battery Backup
- Includes 12V Power Supply



Indoor Intercom

(IC300)

Provides in-room voice communication between resident and caregiver; initiated by caregiver.

Features

- SIP compliant
- PoE 802.3af enabled
- Environmental Noise Suppression
- Full-duplex audio with Acoustic Echo Cancellation (AEC)
- Requires Voice-to-Voice RCube upgrade
- Fully configurable via web interface
- Microphone & speaker volume control
- Extreme quality audio



Tools

Call Lights

Dome Light Controller

(DLC2400)

Can control up to 24 lights or sounders

Features

- IP addressable
- Supports 12V or 24V lights
- On, Off, or Flashing states
- Separate power supply required



LED Dome Light

(DL12)

Sleek dual-color LED Dome Light for corridor notification. Distinct non-institutional look designed for home-like aesthetic.

Features

- Red/White LEDs
- 12VDC
- Fits single and dual gang standard outlet box
- Connects to DLC2400 for power and switching



Duty Station

(DS10)

Flashes and chimes to alert staff to an active call

Features

- Green LED
- Adjustable chime volume
- Red snooze button (can be deactivated)
- Requires 12V wired connection to DLC2400



Want to add some style and class to your facility's lighting?

Why not use Green Call sconces? Find a sconce you like and odds are, it can be retrofitted to work with our system. Contact us for more details!



Emergency

G4's proprietary Advanced Locating Protocol (ALP) algorithms set the new state-of-the-art for location services.

They provide unprecedented accuracy in pendant locating, including pinpoint precision in determining elevation in multi-floor buildings. See Page 13 for more information on G4.

Pretty Pretty Pendant

(WTC-PATRIOT/WTC-B-FL)

Fully waterproof and lightweight, your residents can wear the pendant anywhere, in the shower, bath or in the garden. It only requires five seconds to switch from a wristband into a necklace. The pendant is available in many different patterns and designs, giving your residents multiple options over the usual drab colored pendants.

Features

- Includes breakaway lanyard. Soft plastic wristband sold separately.
- Call assurance LED / Battery Life: 3-5 Years
- Waterproof up to 25' / Permanently Sealed



Help Button

(PB23)

The Help Button is perfect for bedside use. The large button is easy to identify and easy to press, making help just a button press away. Perfect for residents with reduced dexterity.

Features

- Big, red button
- Wireless mounting
- IPX6 Water Resistant
- 8.5cm x 8.5cm x 2.2cm



Wearable Transmitter/ Staff Pendant

(WTC/WTCS)

These mobile duress transmitters can be worn by residents or by caregivers.

Features

- Includes breakaway lanyard and soft plastic wristband
- Call assurance LED / Battery Life: 3-5 Years
- Waterproof up to 25' / Permanently Sealed



Bedside Station

(JR-14)

Allows for emergency calls to be made in a convenient wall mounted design. Interfaces with a variety of industry standard call cords for multiple uses. Mounts to standard plastic single gang electrical box; perfect for retrofits. Retransmits activation until reset for maximum reliability.

Features

- Removal tamper protection
- 18 hour supervision schedule
- Powered by 2 standard AAA batteries (included)
- Transmits low battery condition
- Red call assurance indicator LED
- Transmits alarm upon removal of call cord



Transmitters

Universal Transmitter (UT3E)

Transmits alarm for any contact closure device. Compact and versatile design that allows integration to many third party devices.

Features

- Low battery detection
- Range-70 meters
- Powered by Lithium Battery (included)
- Expected Life: over 5 years (2 activations a day)
- 18 hour supervision schedule



“When we began evaluating systems two major considerations were key. Integration with our existing systems and forward thinking architecture allowing for future expansion. The RCare system has time and again validated our decision.”

*—Larry Lillo
Executive Director,
Eastern Star Masonic*

Multi-Use Push Button (WM-8)

Multi-purpose Push Button that can be used in a variety of applications including: door bypass, activity monitoring, emergency acknowledgment, and as a standalone emergency call button.

Features

- Range-70 meters
- Powered by 1 CR2032 Lithium battery (included)
- Expected Life: Over 2 years (10 activations per day)
- LED Indicator



Emergency Pull Cord (BP-7RWR)

The Emergency Pull Cord is designed to match any interior. Perfect for bedsides, bathrooms, and common areas, the Pull Cord is perfect for anywhere that needs alerting.

Features

- Water-resistant
- 5' anti-microbial coated cord
- LED call indicator
- Easy reset
- Ultra low power consumption
- Battery life: 2-4 years under typical use
- Fully supervised



Monitoring

Mobility Monitoring with Activity Sensors

Motion Sensor

(MS6)

Infrared sensor to detect resident activity. Works with RCube to generate exception report for resident accounts.

Features

- Tamper protection
- 2 AA batteries (included)
- Low battery detection
- White light noise rejection
- Detection range: 12 meters
- Power saving mechanism
- Insect and draft-resistant



Door Monitoring Remote Keypad

(RK77)

Used in conjunction with Door and Window Contact (WD3), Universal Transmitter (UT3E) and Push Button (WM-8) for door monitoring.

Features

- Reset or bypass programmable
- Programmable PIN
- 16 Back-lit buttons
- Tamper detection
- Battery Life: Varies based on use/3 AAA (included)



Door/Window Contact

(WD3)

Monitors a door or window. Can be mounted directly to door or window or can be used to remotely monitor normally closed contacts.

Features

- Auxiliary input terminals
- Tamper Detection
- Range-70 meters
- LED Indicator
- Low battery detection/2 AAA (included)



Bed/Chair Alarm

(BCA9)

This multi-functioning, unobtrusive alert system allows caregivers to monitor residents via wireless silent messages or audible alerts to their mobile device, pager, radio, or phone.

Features

- Silent or audio alert
- Programmable volume settings
- Tamper protection
- Auto reset option
- Multiple delay settings



*Shown w/ Chair Pad

Devices

Environmental Sensors

Water Sensor

(WS7)

Uses a probe to sense water.
Used to monitor toilet flooding and AC overflows.

Features

- Your best protection against water damage
- Sends alarm on contact with water
- Signal restores when no longer in contact with water
- Battery Life: 2-3 Years
- 4 AAA batteries (included)



“The RCube system gives our residents a greater sense of security. They know that their pendant can be activated from anywhere in the building or on the grounds of our facility. The system is much more user friendly and extremely versatile. It is much easier to train the staff to use one system for many different emergencies. Our staff are able to provide a more consistent and quick response to alerts.”

*—Janet T. Wixom
Executive Director, Brentland Woods*

Indoor Temperature Sensor

(TS-9) or (TS-9E) with probe

Wireless temperature sensor TS-9 detects and reports temperature from 14°F to 122°F to the Cube every 30 minutes. Its LED serves as a transmission status indicator. This lithium battery-operated sensor provides battery life of more than three years and is easy to install.

Features

- High stability and sensitivity
- Reports temperature to the Cube every 30 minutes
- Low battery detection
- Powered by 1 Lithium ½ AA battery
- LED serving as a transmission status indicator
- Self-adhesive or screw-mounted
- TS-9E includes an external temperature probe, and a tamper switch with internal LED



Receivers & RF

RCare's fourth generation system reinvents the nurse call industry



With RCare's G4 Advanced Locating Protocol powering your nurse call system, your staff knows more, faster. This allows your residents to enjoy more freedom and added security.

Advanced Locating Protocol (ALP)

G4's proprietary Advanced Locating Protocol (ALP) algorithms set the new state-of-the-art for location services. They provide unprecedented accuracy in pendant locating, including precision in determining elevation in multi-floor buildings. Uses Artificial Intelligence technology.

Next-Gen Signal Processing

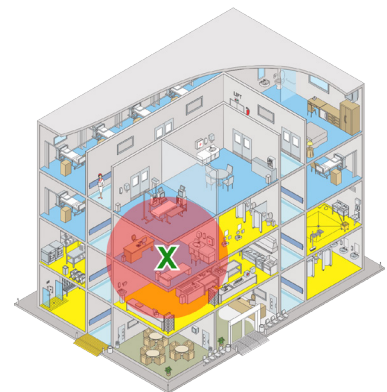
G4 boasts a 1000x increase in signal processing speed, providing longer range to cover even the largest of campuses and deeper building penetration to see everything.

Use Existing Transmitters

G4 is fully compatible with existing RCare transmitters. Move forward to the next generation without looking back.

Minimize False Alarms

By adding new full duplex communication features, G4's digital signal verification double checks every incoming signal for validity. This verification system virtually eliminates false alarms.



Environment

G4 Master Receiver

(MR-500-G4)

The Master Receiver accepts signals from locators and repeaters and transmits signals through serial cable to Cube.

Features

- Supports up to 100 locators & repeaters
- RS-232 serial connection
- Dual antennas
- Stand-alone or integrated
- 4000 Ft open-air receive range
- Frequency hopping technology



G4 Repeater

(RP-990-G4)

The repeater is designed to increase the reach of the locator system by increasing the distance between MR-500 and locators. It receives 922 MHz signals.

Features

- 4000 ft open-air transmit range
- Battery backup
- At least 24 hours of run time when fully charged
- Test and reset buttons
- Tamper detection



G4 Locator

(LT-490-G4)

Receives transmissions from wireless transmitters and retransmits to a repeater and/or master receiver.

Features

- Adjustable receive range (400 ft maximum)
- 4000 Ft open-air transmit range
- Battery backup
- At least 24 hours of run time when fully charged
- Test and reset buttons
- Tamper detection



Weatherproof Enclosure

(WPE)

Outdoor enclosure for Locator or Repeater

Features

- Thermostat
- Heating plate
- Cooling fan
- Mounting hardware
- Requires 120V power



Reporting & Analytics

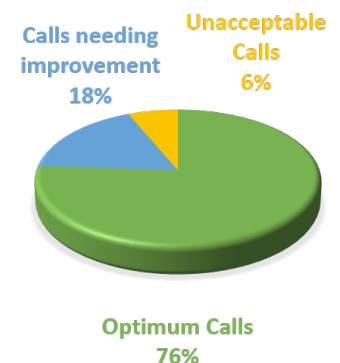
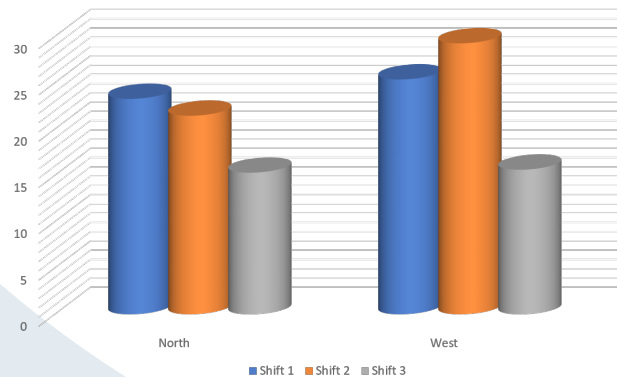
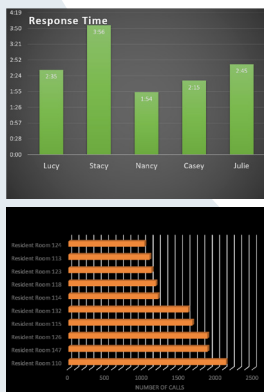
Free reporting package included with ALL RCare Systems

- **Caregiver call metrics by shift or group**
- **Frequent caller reports**
- **Enterprise metrics across multiple sites**
- **Caregiver service reports for ADL tracking and billing purposes**

By leveraging the Microsoft Excel™ platform, RCare Reports are the most versatile and easy-to-use in the industry. In addition to our default graphs and charts, custom charts can quickly be created for maximum flexibility.

“The RCube Reporting offers invaluable nurse call information and statistics that lends to the identification of trends within the nursing facility. There has been a direct positive impact on quality of care to the residents we serve as well as the ongoing achievement of our high customer service standards.”

*—Isadore A. De Marco MSN, LNHA
Administrator, Oxford Village at
Canterbury Woods*



Integrations

RCare can integrate with almost any platform with a robust and fully featured RESTful API. With the RCare Certified Integration program, integrators get access to the API documentation, a cloud-based test RCube instance, and technical support. Here are a few of the technologies that have integrated with RCare:

PointClickCare



This integration allows for resident and room information to be seamlessly synchronized between PointClickCare and RCare systems. The PointClickCare platform synchronizes with RCare when residents are admitted, discharged, or transferred, ultimately ensuring better staff coordination and efficiency.

Accutech



This integration is a low-cost wander system that provides resident ID, loiter and door-ajar monitoring, low tag battery as well as several other alerts without the need for a computer. With the introduction of RCare integration, it is possible for communities to experience these capabilities directly from a browser or on their RPhone (powered by RCare Mobile) nurse call handsets.



GrandCare Systems

GrandCare is a high-end telehealth, telemedicine, and family connectedness platform. Its easy to use touchscreen also supports community features such as group messaging and calendaring. It's a wonderful addition to any resident room. With the introduction of RCare integration, it is possible for communities to monitor resident health, manage medications, share community events and provide an online family socialization portal, all accessible from RPhone powered by RCare Mobile or the RCare online platform.

Contact RCare today to learn more about these integrations and the RCare Certified Integration program!

585-671-4144
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The world's most advanced
nurse call system is calling you!

It's time to respond!

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 @ResponseCare