

# 2018 SOFTWARE SOURCE

Corporate profiles and in-depth information on top software providers serving the long-term care profession

## SOFTWARE SOURCE INDEX

American HealthTech.....	<a href="http://www.healthtech.net">www.healthtech.net</a>
Bulk TV & Internet .....	<a href="http://www.bulk.tv">www.bulk.tv</a>
Guardian Pharmacy Services .....	<a href="http://www.guardianpharmacy.net">www.guardianpharmacy.net</a>
LG Fulfillment.....	<a href="http://www.lg-fulfillment.com/long-term-care/">www.lg-fulfillment.com/long-term-care/</a>
MatrixCare .....	<a href="http://www.MatrixCare.com">www.MatrixCare.com</a>
Netsmart.....	<a href="http://www.NTST.com/myunity">www.NTST.com/myunity</a>
Nurse Rosie Products .....	<a href="http://www.nurserosie.com">www.nurserosie.com</a>
Omnicare, a CVS Health Company .....	<a href="http://www.omnicare.com">www.omnicare.com</a>
Team TSI Corporation .....	<a href="http://www.teamtsi.com">www.teamtsi.com</a>

## American HealthTech

American HealthTech is among the largest long-term care management software providers in the nation, offering services and solutions created specifically for skilled nursing organizations and senior living facilities like yours. Our solution includes clinical, financial, resident accounting, revenue cycle and senior living tools that deliver a seamless flow of information between care settings, resulting in better coordinated care and improved outcomes.

With more than 30 years of experience to draw from, we make sure that our community-wide solutions are built to address healthcare reform and help providers navigate a changing regulatory environment. That's what a partnership dedicated to your long-term success looks like.

American HealthTech is also a member of the CPSI family of companies providing superior products backed by dedicated services and support across the care continuum. Visit [www.healthtech.net](http://www.healthtech.net) and [www.cpsi.com](http://www.cpsi.com) for more information.

**American HealthTech**  
**(800) 489-2648**  
**[www.healthtech.net](http://www.healthtech.net)**  
**[info@healthtech.net](mailto:info@healthtech.net)**

## Bulk TV & Internet

Bulk TV & Internet is **the leading provider of DIRECTV television solutions** designed to meet the unique needs of senior living communities, healthcare centers and hospitals nationwide.

Bulk TV's custom-designed, affordable TV systems can be tailored to meet the needs of all types of properties and every budget. Currently serving more than 500,000 rooms, Bulk TV's turnkey solutions include design and fulfillment, project management, professional installation, 24/7 x 365 technical support and a comprehensive, onsite service warranty.

In addition to award-winning television services, Bulk TV also offers high-speed Internet access and voice solutions for a **single source, triple-play offering** to optimize services, reduce costs and simplify system management.

**Bulk TV & Internet**  
**(888) 243-5408**  
**[www.bulktv.com](http://www.bulktv.com)**  
**[sales@bulktv.com](mailto:sales@bulktv.com)**

## LG Fulfillment

LG Fulfillment specializes in the distribution of LG air conditioners, televisions, digital signage, DirecTV, mounting solutions and resident engagement solutions for long-term care facilities. Our dedicated team is also prepared to provide your facility with a complete solution, including project management, installation, enhanced delivery options and more. Call today to speak with a seasoned team member who is ready to help you select the best technology products to deliver comfort and entertainment to your residents.

**LG Fulfillment**  
**(855) 277-3295**  
**[www.lg-fulfillment.com/long-term-care/](http://www.lg-fulfillment.com/long-term-care/)**

## Guardian Pharmacy Services

Guardian Pharmacy Services is one of the fastest-growing long-term care pharmacy companies in the U.S., providing a wide range of services to assisted living communities, skilled nursing homes, CCRCs and behavioral health groups through our national network of pharmacies.

### **The Guardian Way**

Guardian personally empowers you with the resources you need to best serve your residents.

We develop meaningful relationships with your community staff, residents and families and deliver fine-tuned, customized pharmacy solutions that ensure safety, accuracy and resident satisfaction.

Through our unique local-autonomy business model, Guardian's pharmacies offer the personalized service of a local pharmacy backed by the resources of a large national provider.

Together, we can provide the best, personal service to those who matter most: our mothers and fathers, grandparents and friends.

**After all, they trust you to be their Guardian. You can trust us to be yours.**

**Guardian Pharmacy Services**  
**(888) 535-4779**  
**[www.guardianpharmacy.net](http://www.guardianpharmacy.net)**  
**[answers@guardianpharmacy.net](mailto:answers@guardianpharmacy.net)**

## MatrixCare

Current and multi-time winner of the prestigious Best in KLAS for Long-Term Care Software award, MatrixCare is the complete solution for growing organizations that need to successfully manage risk in care delivery across the LTPAC spectrum. Trusted by more than 13,000 facility-based care settings and more than 2,500 home care, home health and hospice organizations, MatrixCare's solutions help ACOs, skilled nursing and senior living providers, life plan communities (CCRCs), and home health organizations to connect, collaborate and prosper as we migrate to a fee-for-value healthcare system. In addition to EHR components purpose-built for any LTPAC care-setting, MatrixCare also includes solutions to systematically increase clinical quality: Enterprise Analytics, robust Clinical Decision Support and the industry's first Care Coordination platform to create a true, person-centric, e-longitudinal health record and enable LTPAC providers to efficiently manage the populations under their care.

**MatrixCare**  
**(866) 469-3766**  
**[www.MatrixCare.com](http://www.MatrixCare.com)**  
**[info@MatrixCare.com](mailto:info@MatrixCare.com)**

Company\* ►

**Applications**

	ABILITY Network	American Data	<b>American HealthTech</b>	Cerner	Constant Care Technology, LLC	Dude Solutions	Genell	HCS	HealthcareSource	HealthStream	Interactive Health Network (IHN)	LinckWare	LIWTECH LLC	Maintenance Care	<b>MarrityCare</b>	<b>Nurse Rosie Products</b>	<b>OnShift</b>	Optima Healthcare Solutions	PharMerica Corporation	PointRight	PrimeCare Technologies, Inc.	SmartLink Solutions	<b>Team TSI Corporation</b>
<b>FINANCIAL</b>																							
Accounts payable			•	•			•				•		•							•			
Ancillary charges/Bar coding			•	•			•		•		•	•	•										
Billing/Accounts receivable	•	•	•	•			•		•		•	•	•	•			•	•		•			
Budgeting			•				•				•	•	•							•			
Cost reporting											•	•	•		•			•		•		•	•
Fixed assets							•				•	•	•										
Fund raising		•					•						•										
General ledger			•	•			•				•		•										
Inventory				•	•		•				•		•		•			•		•			
Purchasing				•			•				•	•	•							•			
Resident funds		•	•	•			•	•	•	•	•	•	•										
Other	•		•				•	•	•		•	•	•	•							•		
<b>NETWORKS</b>																							
ACO	•						•				•		•						•				•
Managed care	•		•				•		•		•		•				•		•	•			•
Provider interoperability			•	•			•		•		•	•	•				•			•			
Other	•		•								•												
<b>RESIDENT CARE</b>																							
Care planning		•	•	•			•		•		•		•				•		•				•
Clinical decision support		•	•	•	•		•		•		•		•				•		•				•
Incidents	•	•	•		•		•		•		•	•	•										•
MDS 3.0	•	•	•	•			•		•		•		•				•		•				•
Medical records		•	•	•			•		•		•	•	•	•	•	•	•	•					•
Messaging		•	•	•	•		•		•	•	•	•	•				•	•					
Nursing notes/Progress notes		•	•	•			•		•		•		•										
Outcomes management		•	•	•	•		•		•		•		•				•		•				•
Physicians' orders		•	•	•			•		•	•	•		•				•	•					
Pre-admission referral tracking		•	•	•			•		•	•	•		•		•		•	•					
Quality assurance	•	•	•	•	•		•		•		•	•	•	•	•	•	•	•	•				•
Resident assessment		•	•	•			•		•		•	•	•	•	•	•	•	•					•
Resident scheduling		•	•	•	•		•				•	•	•				•						
Other		•	•	•	•	•			•	•	•	•	•	•	•	•			•				
<b>HR/PAYROLL</b>																							
Applicant tracking							•	•	•		•		•			•				•	•		
Benefits management		•					•	•	•		•		•							•	•		
CMS staff reporting	•			•			•				•		•			•		•		•	•	•	
Electronic time clock	•			•							•		•				•			•	•	•	
Employee scheduling	•			•			•				•		•			•	•			•	•	•	
Human resources		•					•	•	•		•		•			•				•	•		
In-service training	•	•					•	•	•		•		•										
Job requests/postings		•					•	•			•		•			•				•	•		
Onboarding							•	•	•		•		•							•	•		
Payroll			•	•			•				•		•							•	•	•	
Time and attendance	•			•							•		•				•			•	•	•	
Other				•			•	•			•		•			•			•				
<b>ANCILLARIES</b>																							
Activities		•	•	•	•		•	•	•		•		•			•						•	
Assisted Living	•	•	•	•			•	•	•	•	•		•			•		•				•	
Dietary		•	•	•			•	•	•	•			•			•						•	
Hospice	•	•		•			•		•	•	•					•		•				•	
Marketing		•	•	•			•			•		•											
Rehabilitation	•	•	•	•			•	•	•	•	•		•			•	•					•	•
Subacute Care	•	•	•	•			•	•	•	•	•		•			•						•	•
Other		•	•	•	•		•	•	•		•		•										

Boldface company names are corporate profile advertisers.

## Company\* ►

## Support

	ABILITY Network	American Data	American HealthTech	Cerner	Constant Care Technology, LLC	Dude Solutions	Gentell	HCS	HealthcareSource	HealthStream	Interactive Health Network (IHN)	Lincoln	LINTECH LLC	Maintenance Care	MatrxCare	Nurse Role Products	Omnicare, a CVS Health company	OnShift	Optima Healthcare Solutions	PharMerica Corporation	PointRight	PrimeCare Technologies, Inc.	SmartLinx Solutions	Team TSI Corporation
Classroom training		•	•	•			•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Newsletter		•	•	•	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Online users manual	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
On-site training	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Software updates	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Toll-free phone support	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
User group meetings	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Video training	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

## Features

Business intelligence dashboard	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Custom programming	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Disaster contingency	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Laser forms/Laser printing	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Multi-user capabilities	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Report writer	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Other	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

## Operating System

Cloud-based	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
UNIX																								
Windows	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Other	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

## Demographics

No. of years in business	17	34	35	36	5	19	23	49	17	25	26	10	31	12+	35	40	34	10	25	30+	20	14	20	26
No. of employees in support	NA	35	50+	35	10	600+	4	52	240	NA	NA	4	NA	3	NA	NA	NA	20	NA	5	48	NA	NA	NA
No. of employees in programming	NA	25	70+	40	3	NA	2	52	NA	NA	NA	4	NA	NA	NA	NA	NA	60	NA	20	49	NA	NA	NA
Revenue from LTC (%)	NA	90	100	100	100	NA	100	85	NA	NA	100	2	NA	NA	100	NA	75	100	NA	72	80	95	100	NA
Public or private firm	PUB	NA	PUB	PUB	PRI	PRI	PRI	PRI	PRI	PUB	PRI	PRI	PRI	PRI	PRI	NA	PUB	PRI	PRI	PRI	NA	PRI	PRI	PRI

## CUSTOMER BASE

No. of states served	50	50	49	50	37	50	32	47	50	50	50	50	50	NA	50	50	47	NA	50	46	50	47	50	50
No. of nursing facilities	NA	NA	3300+	3000+	350	NA	800+	NA	NA	NA	NA	NA	NA	NA	6500	NA	6000	NA	9900	NA	2000	7500	NA	NA
No. of assisted living facilities	NA	NA	500+	75	21	NA	NA	NA	NA	NA	NA	NA	NA	NA	3000	NA	4200	NA	NA	0	1200	NA	NA	NA
No. of retirement communities	NA	NA	500+	50	10	NA	NA	NA	NA	NA	NA	NA	NA	NA	500+	NA	NA	NA	NA	0	45	NA	NA	NA
No. of home health agencies	NA	NA	NA	700	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1900	NA	NA	NA	NA	0	NA	NA	NA	NA
No. of hospitals	NA	NA	NA	5,431	NA	NA	NA	NA	3000	NA	NA	0	NA	NA	NA	NA	NA	NA	NA	0	NA	NA	NA	NA

## CUSTOMER SIZE (by bed size)

Average size	NA	NA	100	100	100	NA	81	NA	2500	NA	110	NA	NA	NA	NA	NA	80	NA	NA	70	NA	120	NA	125
Largest customer	NA	NA	500+	2,600	5000	NA	260	NA	25000	NA	14000	NA	NA	NA	NA	NA	NA	NA	NA	NA	300	NA	48500	NA

NA = No answer

Boldface company names are corporate profile advertisers.

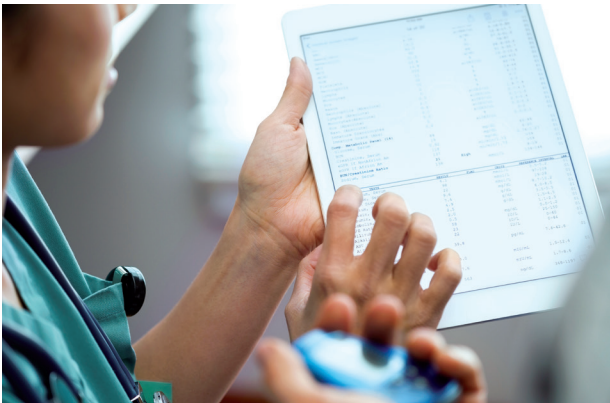


Photo: Hero Images/Hero Images/Getty Images Plus



Photo: Westend61/Getty Images Plus

## Netsmart

Netsmart delivers more than just an EHR. We give you the tools needed to help solve clinical, financial and operational challenges. Starting with an EHR that provides a single platform across the entire post-acute continuum, Netsmart myUnity™ offers care teams a single, paperless patient record, following a single care plan. Doing so creates a better experience for caregivers and those they serve. This unified approach allows for one bill, regardless of the individual's care journey, enabling data insights to optimize clinical, financial and operational processes. Additionally, myUnity offers integrated referral management, electronic medication reconciliation, analytics, interoperability, and patient and family engagement capabilities.

For 50 years, Netsmart has designed, built and delivered EHRs and software solutions that are powerful, intuitive and easy-to-use. Today, we help over 24,000 client organizations provide outcomes-based care to more than 25 million consumers.

**Netsmart**  
(800) 472-5509  
[www.NTST.com/myunity](http://www.NTST.com/myunity)  
[info@ntst.com](mailto:info@ntst.com)

## Omnicare, a CVS Health Company

Count on us to handle the details, so you can focus on quality care.

Omnicare Inc., a wholly owned subsidiary of CVS Health Corporation, provides comprehensive pharmaceutical services to providers and patients across the United States. Omnicare provides market leading professional pharmacy, related consulting and data management services for long-term, post-acute, senior living and other chronic care settings. As a partner, we work to provide value, resolve issues and cover the details, so you can focus on giving the best care to your residents. Just like you, they want to feel in control of their care, and that's why we're here for you and your residents whenever you need us.

No matter the pharmacy need, you can rely on us to deliver specialized, quality services, so you can devote your time to providing excellent care. Contact us today to get started on your path to better pharmacy care.

**Omnicare, a CVS Health company**  
(888) 545-OMNI (6664)  
[www.omnicare.com](http://www.omnicare.com)  
[results@omnicare.com](mailto:results@omnicare.com)

## Nurse Rosie Products

**Nurse Rosie Products supports caregivers with EHR connectivity platforms** that complement its state-of-the-art devices and supplies, improving the nursing experience while helping organizations increase efficiencies and enhance care.

Enhancing its core offering of medical technologies, supplies and wound care solutions, Nurse Rosie focuses today on the development of **RosieConnect 2.0**, an expanding, user-friendly platform with software and devices that enable nurses to seamlessly, accurately and securely transfer clinical data wirelessly to the Electronic Health Record (EHR).

Nurse Rosie not only offers its clients access to the latest time-saving and cost-optimizing healthcare technologies, but also peace of mind from its quality training, personalized service and 24/7 remote technical support.

**Nurse Rosie has been a trusted partner in the Long-Term and Post-Acute Care industries since 1977.** Today Nurse Rosie Products is headquartered in Savannah, GA, and is proud to serve more than 2,500 facilities in all 50 states.

**Nurse Rosie Products**  
(800) 841-1109  
[www.nurserosie.com](http://www.nurserosie.com)  
[Info@nurserosie.com](mailto:Info@nurserosie.com)

## Team TSI Corporation

Team TSI is the industry leader in data-focused solutions that long-term care providers need for improved reimbursement, survey preparedness, quality, Five Star, PBJ, QMs and more. With 24-hour online access to data collection, reporting and analysis tools, clients can enhance quality and compliance. Dynamic dashboards and custom reports allow providers to analyze data and trends and compare themselves to a nationwide database of peers.

Our objective is to build products and services around customer needs. We are big enough to give you what you need and just the right size so we can work with you personally.

For over 25 years, Team TSI has been dedicated to two principles: **Data Focused and Customer Driven.** We stay at the forefront of technology and data analytics and are committed to customer service to ensure that our clients have the information they need — when and where they need it.

**Team TSI Corporation**  
(800) 765-8998  
[www.teamtsi.com](http://www.teamtsi.com)  
[sales@teamtsi.com](mailto:sales@teamtsi.com)