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## Always up to date

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'Mobile Responder not only informs healthcare providers of emergency calls from the client. Providers can also view the latest information about the client in the Responder app CX. The healthcare provider that takes the call enters this information along with the follow-up actions. Everyone is then aware of what has happened and the actions taken.'

Part of the  
Enovation  
Platform



Mobile Responder  
enovation umo / umo cx

More information  
[www.enovationgroup.com](http://www.enovationgroup.com)

## Mobile follow-up through the healthcare centre

When healthcare professionals respond to an emergency call on the ground, it is crucial that they have full access to the most up-to-date information about the client as soon as possible. Mobile Responder is the perfect solution because healthcare providers can get all relevant information about a client at any time and place through their mobile phone and also add further details. The Responder app CX enables healthcare providers to do this no matter the time or place.

## Take clear and fast action after a personal alarm

In the Responder app CX, healthcare professionals receive a follow-up request from the care centre after a client makes an emergency call. Since the healthcare provider can see all client information in the app, including their location, less time is wasted phoning the care centre and there are fewer information transfer errors.

### Everyone is notified

When the care centre receives an emergency call through a client's personal alarm, it forwards this to a group of first responders or a single responder from a list of available people. The healthcare professional that accepts the call can be tracked by the care centre while on their way to the client's home and when they arrive and leave.

### Comments and follow-up actions

First responders can not only use the Responder app CX to view client information and additional details, they can also add follow-up actions and comments. These are automatically shared with the care centre. Notes and photos of medication changes, for example, can also be shared with the app.

### Mobile Responder in the healthcare process

Mobile follow-up for healthcare providers

Calls from personal alarms

Insight into latest client information

Healthcare provider remains traceable

Own logo for familiarity

Act faster and more efficiently



**Mobile Responder**  
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