

# Call4Care Available as a New Service Offering

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## Core Team Members

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## What is Call4Care?

Call4Care is a call bell for community settings that supports 2-way voice communications between patients and their care team. The tool, which uses a pendant or watch worn by the patient, is connected to the cellular network and allows for patient-initiated calls by pressing the device's SOS button when in need of support. Once the call is answered, the client can pro-actively speak to a member of their care team to address their concerns. Additionally, the device can detect some types of falls which automatically initiates an SOS call to get help or alternatively the patient can push the button. Care teams can monitor and acknowledge alerts through a dashboard.



Future capabilities could include geofencing and other types of sensors or biometric monitoring should a program require this functionality to support its patients, or the transmission of other types of information to the dashboard for monitoring.

At this time, Call4Care is being used by a few Island Health programs that support patients in community environments while they transition from hospital back to their own homes or into Long Term Care. Some examples include [Hospital at Home \(HaH\)](#) and [Short Term Enablement and Planning Suites \(STEPS\)](#).

## Getting Started with Call4Care

We are now offering Call4Care to all Island Health programs. If you or your program/clinical area are interested in utilizing Call4Care technology to support your patients, please visit our [Virtual Care Services Intake page](#) or [initiate your intake form now](#).

For more information, visit our [Call4Care Intranet page](#) (a public page will be published soon). You can also learn more through our previous Call4Care update: [Call4Care Pilot Project Overview](#).