RealPage Senior Living

A comprehensive, integrated property management and care platform for assisted living, independent living, and dementia care communities.

https://www.realpage.com/senior

Overview

RealPage Senior Living is a specialized software solution designed to meet the unique operational and clinical needs of senior living communities, including assisted living, independent living, and dementia care facilities. The platform offers a single, integrated solution that eliminates the need for multiple, disparate systems, unifying care management, community management, and marketing management functions.

Product Overview and Key Benefits

The software's core value proposition is to increase staff efficiency, maximize resident satisfaction, and grow direct-care revenue. It achieves this by streamlining time-consuming tasks and automating workflows across the entire resident lifecycle, from prospect lead to resident care. The platform is cloud-based (SaaS), enabling easy system integration and centralized data management.

Main Features and Capabilities

Care Management: Includes a powerful assessment tool to measure the changing acuity of senior residents and a staffing plan to accurately price and document the delivery of care, helping to increase direct-care revenue.

Community Management (Property Operations): Automates leasing, renting, and accounting functions, including multiple ledger capabilities for tracking subsidy and resident accounts receivable.

Marketing Management: Provides cost-effective marketing solutions, including lead tracking, contact center services, and digital strategies to attract and connect with prospective residents and their families.

Financial & Accounting Suite: Offers budgeting, vendor payments, corporate accounting, financial reports, and variance analysis.

Resident Screening: Provides resident and vendor screening services to mitigate risk and liability.

Compliance Management: Helps ensure compliance with federal, state, and local regulations.

Document Management: Allows users to store, organize, search, and publish electronic records, including compliance data.

Mobile Access: Supports operations via mobile platforms (iOS and Android) for staff on the go.

Target Users and Use Cases

The primary users are owners, operators, and staff of senior living communities.

Use Cases: Managing resident health assessments and care plans, optimizing staff scheduling based on acuity, automating billing and accounts receivable, managing prospect leads and leasing, and ensuring regulatory compliance for the facility's operations.

Key Features

- Integrated Care Management (Assessment & Care Planning)

- Community & Property Management

- Financial and Accounting Suite

- Marketing and Lead Management

- Resident Screening and Risk Mitigation

- Compliance Management

- Mobile Access and Workflow Automation

- Document Management

Pricing

Model: enterprise

RealPage pricing is not publicly disclosed and is typically subscription-based, often customized per client based on the size and type of properties managed. Contact the sales team for a custom quote.

Target Company Size: medium, enterprise

Integrations

RealPage Exchange (RPX) API Marketplace, Third-party service providers (via API)

Compliance & Certifications

HIPAA