

Accushield®

Google  
Reviews ★★★★★

# Elevating Visitor Experiences and Enhancing Online Reputation

Driving Google reviews and meaningful engagement

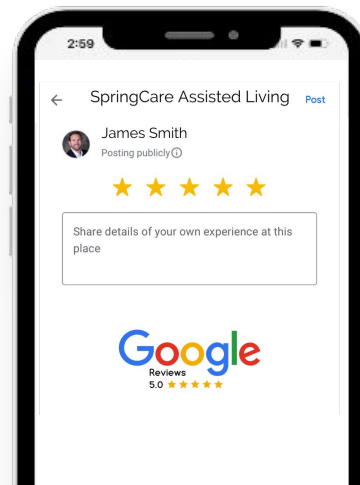
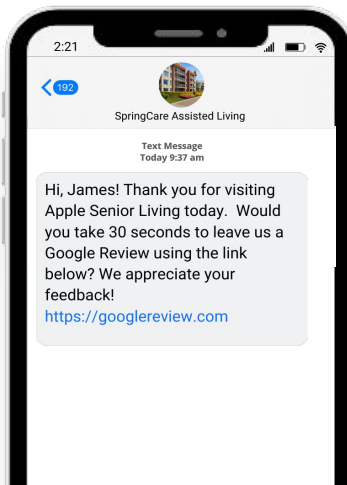
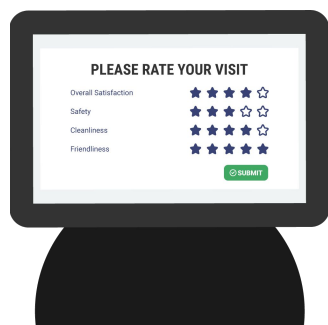
Accushield offers a streamlined, enterprise approach to **boost online reviews** and **enhance customer experience** across all post-acute and senior living facilities.

By integrating our digital visitor management platform, we simplify visitor and patient check-ins while **collecting valuable, real-time feedback** to address concerns.

This process not only reduces front desk congestion but also **automates Google review collection** leading to higher engagement, increased review volume, and improved ratings.



Automated feedback that drives online growth



# Customer Testimonials

## The ROI and metrics from customers using Accushield

BRIGHTVIEW  
SENIOR LIVING



3X Google Reviews in



45 days



"We initially piloted Reputation Accelerator in eight communities with great success, and then launched all communities, which increased our Google reviews 289%, with an average rating of 4.84 stars in just 1.5 months,"

- Mike Thompson, Director of Digital Marketing, Brightview Senior Living

THE VILLAGE  
AT THE TRIANGLE



20 Google Reviews in the first



60 days

"The biggest value is that we hope everyone has a good visit, and if they happen not to, they let us know when they sign out so we can follow up instantly, which is really the key to customer service,"

- Joel Quade, Executive Director, The Village at the Triangle



**1.7 MILLION**

Total ratings collected  
for customers



↑ **4.6** vs ↓ **4.3**

Accushield  
Customer  
Median Rating

Non-Customer  
Median  
Rating



Accushield is the #1  
source of attributable  
Google Reviews in  
Assisted Living.

# Collect the Feedback That Matters

Discover issues before they surface and make smarter decisions

**Customize your rating prompts** to collect the most valuable feedback to drive operational improvements locally and across the enterprise.

Ask specific questions that allow visitors and care providers to **alert staff to potential trip and fall hazards**. Tailor the questions to each facility's specific needs.



## MONITOR YOUR REPUTATION METRICS ACROSS ALL YOUR COMMUNITIES



Monitor your reviews in real time and **understand reputation reporting metrics** for all visitors, third-party caregivers, vendors, and staff, allowing management to analyze all feedback and evaluate trends.

Easily identify the facilities that can serve as **case studies for outstanding customer experiences** while at the same time highlighting facilities that have operational complications to address quickly.

# Capitalize on the Good & Respond to the Bad

## Fully customizable auto-response templates

Passively collect feedback from every visitor that comes through your doors, so you **don't miss a story worth celebrating.**

**How Was Your Visit?**  
Give 5 Stars for a Great Experience

Overall Satisfaction	★ ★ ★ ★ ☆	4/5
Safety	★ ★ ★ ☆ ☆	3/5
Cleanliness	★ ★ ★ ★ ☆	4/5
Friendliness	★ ★ ★ ★ ★	5/5

**SUBMIT**

✓

**THANK YOU FOR YOUR RESPONSE. WE'RE GLAD YOU ENJOYED YOUR VISIT**

We encourage you to share your experience with a Google review. Can we send you a link via email or text?

[Email](#) [Text](#) **Later**

Instantly know when someone has a bad experience, and empower your team to **intervene with alerts and customizable response templates.**

✓

ON BEHALF OF [COMMUNITY], I AM SORRY FOR THE NEGATIVE EXPERIENCE. I WILL BE IN CONTACT SHORTLY TO FIND WAYS WE CAN IMPROVE OUR SERVICES.

SINCERELY,  
BRAD PARKS  
EXEC. DIRECTOR

