



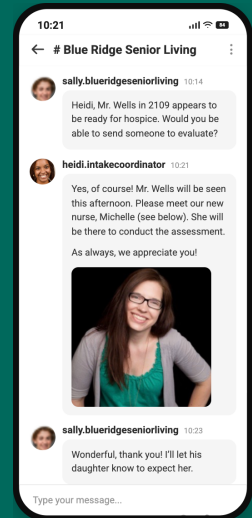
More referrals. Happier families. Hours back for your team.

The EMR is a clinical system of record. But Serenity is your relationship system: the partners who refer, the families who choose you, and the team that delivers every visit. And it's all in sync with your EMR.

Mobile

Laptop

Smart assistant



REFERRAL PARTNERS

Become the easiest hospice to refer to

Referrals are your census, and communities prefer to send patients to communicative partners. Serenity connects every referral partner straight to your intake team, so cases move in minutes, not days.

Referral partner communication

Automated responses

Read receipts

5x

REFERRAL-DRIVEN CENSUS GROWTH

"We grew our census fivefold by becoming the easiest hospice to work with in our referral network."

MorseLife Hospice

FAMILIES

Keep every family close, wherever they are

A daughter three states away opens her phone to a photo of her dad, settled and listening to music. Families who feel included say so when the CAHPS survey reaches them.

4 stars CAHPS, UP FROM 3

Family Hospice Care credits family communication for the jump.

Secure messaging

Care Circles™

Photos & updates

LEADERSHIP & FRONTLINE STAFF

Give your team time, support, and kudos

Coordination overhead is where patient-day margin leaks and where burnout starts. Serenity automates routines, and escalates what actually matters. And ensure your team always knows they are valued.

5 hrs PER WEEK, PER STAFF MEMBER

Dignity Hospice reports five hours a week back per person.

AI briefings & alerts

Leadership reporting

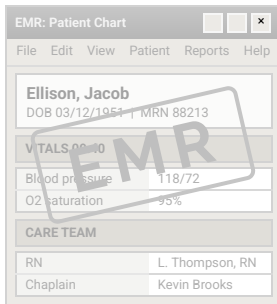
EMR sync

Some capabilities shown are part of our Premium plan. Ask for the full Core vs. Premium comparison for plan details and usage-based fees.



We start where your charting stops.

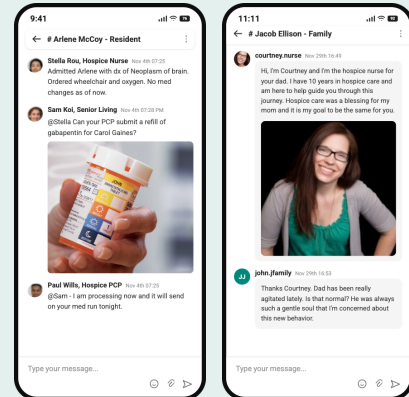
Charting stops at the EMR.



Everything else lives in Serenity.

Relationships
Conversations
Referral partners
Staff communication
Family communication

All automatically synced with your EMR.



Why not just the EMR?

Your EMR documents care: charting, certifications, IDG minutes, billing. It faces inward and records the past. A family is not a portal login, it is a circle, and your referral partners are not in your EMR at all. Serenity is the relationship layer on the EMR you already have, and it eliminates the workaround every hospice knows: staff texting from personal phones, outside HIPAA and outside of your view.

Core or Premium? Core covers secure family communication and EMR patient-list sync. Premium adds referral partners, Care Circles™, and AI guidance.

The Hospice Math

Grow census. Referral partners drove a 5x census increase for one hospice.

Optimize every patient-day. Five hours a week per staff member is margin returned.

Guard the scoreboard. Three to four CAHPS stars is meaningful movement.

All three are communication problems. Multiply that by your team, and Serenity pays for itself.

75,000+ Users

across hospice, home health, and senior living

HIPAA-compliant

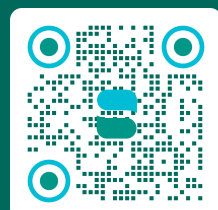
with a signed BAA for every customer

Syncs with your EMR

FireNote, PointClickCare, MatrixCare, Serenity's open API

Ready to see it for yourself?
Book a 20-minute demo.

hello@serenitysmart.com | 833.550.5280 | serenitysmart.com



Core vs. Premium: Feature Comparison

See what's included in every Serenity plan, and what Premium adds.

FEATURE	Core	Premium
CORE COMMUNICATION & COORDINATION		
HIPAA-compliant secure messaging A BAA is signed with every customer	✓	✓
Family updates, photos & documents	✓	✓
Conversation read receipts	✓	✓
One-way or two-way communication Choose per channel, based on your needs	✓	✓
Automated responses & business-hours logic	✓	✓
EMR integrations (FireNote, PointClickCare, MatrixCare) Automatic patient list sync	✓	✓
Reporting & oversight Standard reports	✓	✓
PREMIUM PLATFORM CAPABILITIES		
Custom reporting Tailored reports and trend analysis	—	✓
Referral partner communication	—	✓
Care Circles™ unified relationship model	—	✓
Appointment reminders Automated, preference-based reminders by email, SMS*, voice*, or app	—	✓
Advanced EMR connectivity Serenity Open API for EMRs not listed above, plus IDG team member sync and automated family-contact sync from your EMR	—	✓
Custom email domain Invites, reminders, and notifications sent from your organization's own domain instead of Serenity's	—	✓
AI guidance ADD-ON Automated escalation alerts* and daily briefing summaries	—	✓

*SMS and voice messages beyond your plan's bundled allotment incur additional usage-based fees. AI guidance is available as an add-on to Premium plans.

Core vs. Premium: Feature Comparison

Platform, implementation, and support details, continued.

FEATURE	Core	Premium
PLATFORM & SUPPORT		
Patient / Care Circle limit	Up to 200 patients	No limit
Staff, family & referral partner users	No limit	No limit
Data retention	✓	✓
Enterprise hierarchy Multi-location and multi-community support	—	✓
SSO login & Active Directory user sync	✓	✓
Enterprise identity ADD-ON Dynamic roles from AD groups, multi-org switching, and AD-to-org structure mapping	—	✓
Implementation & onboarding Documentation and a dedicated support channel included on both plans	Guided self-setup + admin training	Full white-glove setup + admin training

Why hospices choose Premium

Premium is built for hospices ready to grow referral partnerships, unify every relationship around the patient, and get ahead of problems before they show up in your CAHPS scores.

- ✓ Turn referral partners into your easiest growth channel
- ✓ Catch issues early with AI guidance and custom reporting
- ✓ Unify patients, care teams, and families with Care Circles™
- ✓ Scale across communities with enterprise hierarchy & identity

A one-time implementation fee applies to both plans.

See it in action.
Book a 20-minute demo.

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