



# Happy Communities Start Here

One Easy-to-Use Software  
Platform for Assisted Living

**NEW!**

## ECP Move-Ins

Track Every Step—  
from First Tour to  
Move-In Day—  
All in One Place



eMAR



EHR and  
Care Plans



CRM



Move-Ins



Billing

# You're in Good Company with ECP

## SOLUTIONS FOR

- Assisted Living
- Senior Living
- Memory Care
- Independent Living
- Intellectual and Developmental Disabilities
- Pharmacies



**8,000+**  
Communities



**1,000,000+**  
Cares Tracked Every Day



**650+**  
Pharmacy Partners



**50**  
US States and Abroad

## OUR MISSION

Build world-class software that increases quality of life for seniors and individuals with disabilities, and improves clinical, business, compliance, and operational performance for our customers.



# Reduced Med Errors, Improved Oversight, Happier Residents

## Medication Safety Starts with the Right Tools

ECP's eMAR helps your team catch errors before they happen—with AI-powered automation that saves time, protects residents, and makes med passing safer.

## Seamless Pharmacy Sync

Med orders and updates flow automatically into the eMAR from your pharmacy. No manual entry. No missed changes.

- 650+ pharmacy connections nationwide
- Instantly update orders, notes, and preferences
- Communicate with your pharmacy—all in one place

## AI-Powered Medication Safety

ECP's AI-powered tools make medication administration safer, smarter, and simpler.

- **Prevent Medication Errors:** AI alerts staff of potential risks, like duplicate orders or over dispensing, ensuring safer care.
- **Reduce Incidents:** Automatically flag controlled substances, streamline documentation, and ensure compliance.
- **Save Time:** Pharmacy automation reduces manual work, letting caregivers focus on residents.

Medication Pass For Laurie Anderson
✕

**Laurie Anderson**  
Apt. #: 101  
Birth Date: 10/25/38 (86)

**Friday**

DAY

Date: 02/07/2025
Shift: DAY
Scan Barcode: 
Resident: Anderson, Laurie
APPLY
PRINT

Scheduled Medications
PRN Medications
Scheduled Treatments
PRN Treatments

PASS ALL PREPPED MEDS (1)

**ACETAMINOPHEN 325MG TABLET**
8:00 AM

Take 2 by Mouth Every 6 Hours as needed for Pain  
*Reason: Pain*

NO PASS

ON ORDER

PREP MED

?

Route: Oral (by mouth)  
 RX: 56876271 Desc: Round, White, Gpi A325

**AMLODIPINE 5MG TABLET**
8:00 AM

Take 1 Tablet by Mouth Once daily  
*Reason: To treat high blood pressure.*

NO PASS

KIEs

08:30 AM

Route: Oral (by mouth)  
 RX: 56876288 Desc: Round, White, Z 3



# Easier Charting, Better Care, Happier Residents

## A Better Way to Build Care Plans — Faster and with Fewer Errors

Our EHR makes it easy to complete assessments, generate care plans, track incidents, and keep happier residents. With smart automation and customizable workflows, your team can spend less time on paperwork — and more time delivering exceptional care.

## Build Care Plans Automatically

Assessments flow directly into care plans, task lists, and reporting — no double entry needed. Customize every workflow to fit your community's needs.

## Simplify Compliance and Reporting

Capture digital signatures, track incidents in real-time, and stay audit-ready without extra work.

## Improve Outcomes with Smarter Tools

Advanced incident tracking and real-time updates help your teams respond faster, reduce errors, and deliver better resident experiences.

**Care Plan For Laurie Anderson** ✕

**Linear Care Plan** ✎ 📄

**Matrix Care Plan** ✎ 📄

**Active Cares** 📄

ADD CARE

IMPORT FROM LIBRARY

DISCONTINUE ALL

**Active Cares** | Discontinued Cares

Filter:  Sort By: Task Type ▼ FILTER LISTING

CARE	START	DISCONTINUE / END
<b>Fee Based Items</b>		
<span style="font-size: 0.8em;">✎ 📄 ● ▼ ✎</span> Guest Meal <small>Document guest meals</small>	02-01-2025	No End Date
<span style="font-size: 0.8em;">✎ 📄 ● ▼ ✎</span> Laundry - Extra Load <small>Document extra loads of laundry.</small>	02-01-2025	No End Date
<span style="font-size: 0.8em;">✎ 📄 ● ▼ ✎</span> Salon Services <small>Document additional salon services. \$2.00 for each service item.</small>	02-01-2025	No End Date
<b>Annual Lab Report</b>		
<span style="font-size: 0.8em;">🕒 📄 ● ✎</span> Lab Check 6 Months	08-012025	No End Date



CRM

# Capture Leads, Grow Occupancy, Move In Happy Residents

ECP CRM helps you capture leads, nurture relationships, and manage your sales process—all in one place. Grow occupancy and move residents in faster with the easiest-to-use CRM for senior living.

## All-in-One Lead and Sales Management

- See lead activity across all your locations with one dashboard.
- Launch email campaigns and follow-ups without leaving CRM.
- Sync your calendar to stay on top of tours and meetings.
- Connected to ECP Clinical for faster, error-free move-ins.

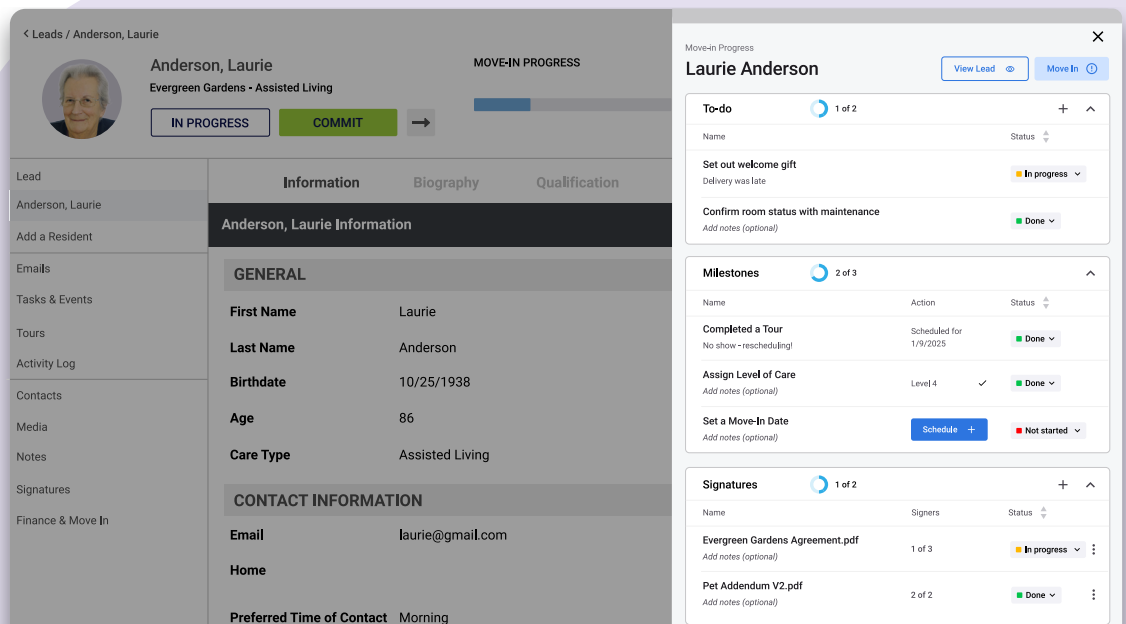
## NEW! ECP Move-Ins

### Track Every Step—From First Tour to Move-In Day—All in One Place

ECP Move-Ins helps communities manage the entire admissions process, from approvals to completed paperwork, with easy-to-use digital workflows.

### Faster, Compliant, Stress-Free Move-Ins

- Track every document, approval, and task automatically.
- Use custom workflows to keep move-ins on schedule.
- Collect digital signatures — no extra software, fees, or delays.
- Improve family experience with a smooth process.





Billing

# Happy Families and Residents: It Starts with Accurate Billing

## Real-Time Revenue Capture, Fewer Errors, Less Stress

When charges flow automatically from Clinical into Billing, your team saves time—and your business captures more revenue. ECP Billing connects everything into one simple platform, helping you reduce errors, cut down manual work, and invoice with confidence.

## Simplify Financial Workflows

- **Export with Ease:** Send billing data directly to the most common GLs used in senior living.
- **Streamline Payments:** Process ACH and debit/credit card transactions directly through ECP for faster, more accurate payments.
- **Automate Adjustments:** Track out-of-facility days and mid-month proration automatically, so resident changes are reflected in real-time—no spreadsheets or manual policy checks needed.



**Laurie Anderson**

Move in Date 02/01/2025  
Payor Type: Private

Current Balance  
**\$6,312.00**

Charges    Invoices    Deposits    Ledger    Activity Log    Preferences

### Charges ⌵

Date Range

This Month

Start Date

03/01/2025

End Date

03/31/2025

ADD NEW

IMPORT

	DATE	TITLE	CATEGORY	BILLING CONTACT	INVOICE	AMOUNT
	03/10/2025	Additional meal	Care Item	Nadine Bueller	3015	\$12.00
	03/01/2025	Level 4	Care Rate	Nadine Bueller	3015	\$2,300.00
	03/01/2025	Apartment 101	Rent	Shane Anderson	3015	\$4,000.00



# Increase Profitability with Improved Revenue Capture

Capture all the revenue you're owed. With streamlined processes, one ECP customer saw a 12.4% increase in care revenue per resident per day by automatically capturing charges. This not only boosts your financial health but also ensures you're compensated for the services you provide—without added complexity.

## 6 Steps to Drive Financial Growth

- 1** Automate invoicing and payment processes.
- 2** Ensure accurate proration with proper policies.
- 3** Coordinate billing and clinical to capture level-of-care changes.
- 4** Billing for ancillary services outside of care plans.
- 5** Reassess residents as acuity creeps upward.
- 6** Utilize a fully-optimized revenue model.

# ECP Integrations—We Play Nice with Others

ECP integrations make life easier by keeping your teams productive and your systems in sync—so you can get even more out of the tools your team already knows and loves!

## 50+ Integrations

- Business Intelligence
- Dining
- Financials & Billing
- Operations
- Pharmacy & Med Information
- Sales & Marketing
- Staffing



# Make Compliance Easy with Built-In Reports



With nearly two decades of experience supporting Assisted Living communities, ECP can help you meet your state-specific regulatory and reporting requirements.

Many state-required reports are built-in and print just how they need to be submitted. Alerts can be set to remind you when the next assessment or report is due.

ECP also has a customizable reports engine that makes it possible to export your own custom reports. This makes it easy to comply with regulations, handle audits without breaking a sweat, and produce your own quality improvement reports.

# Practices to Protect All Your Data

Your data's safety is our top priority. We follow the best security practices to keep your information secure. Rest assured, all the data you store with us remains yours, and we are dedicated to ensuring it stays private and protected from unauthorized access.

## Secure and Reliable Infrastructure



## SOC 2 Type II

ECP is SOC 2 Type II certified. This means that we have implemented nearly 100 security and business-continuity controls, ranging from background checking all employees and encrypting customer data to performing annual disaster recovery tests and penetration tests – and have been audited by a third-party firm who has checked our homework.

SOC 2 Type II, established by the AICPA, is a rigorous audit that assesses whether an organization's controls are properly designed to mitigate risks and protect client data consistently in day-to-day operations



**SOC 2  
TYPE II  
CERTIFIED**

# Making Good Communities Great Through Innovation

At ECP, innovation is at the heart of everything we do. Senior living communities need more than just software—they need solutions that evolve with the changing demands of the industry. That’s why we prioritize continuous advancements, integrating cutting-edge technology like AI to create a user-friendly, forward-thinking experience. Our commitment to staying

current ensures that our platform is intuitive, efficient, and responsive to the needs of caregivers, administrators, and residents alike. By leading with innovation, we’re empowering communities to streamline operations, enhance care quality, and ultimately create happier, healthier environments for everyone involved.



**100+**

**Releases per year**

(we update each of our products at least every other week)

**1,700+**

**Total features and improvements released in 2024**

**100%**

**All engineers, QA, and product managers are US-based full-time employees**

(no outsourcing or offshoring)

**99.99%**

**Uptime on average across ECP platform**

# Receive a Custom Implementation Plan and Ongoing Support

Our Implementation Managers work with you to create a plan that fits your needs. The user-friendly interface makes training quick and easy so you can start using ECP right away.

You can also explore the helpful guides and videos in our knowledge base and in ECP University. These resources will help you learn more and onboard new staff independently.

## 100% US-Based Professional Support Team Dedicated to Customer Satisfaction

ECP's support staff is the best. Not only are they well-versed in our software, many have extensive experience in assisted living and are ready to answer your pressing questions.

### Average Customer Effort Score (CES)

**6.5** out of **7**

We asked if ECP made it easy to handle your issue.

### Average time taken to first support action

 **5.5**  
**MINUTES**  
and under

“

“Call returned expeditiously. I was guided over the phone & issue resolved within 5 minutes.”

“Support walked me through how to fix the issue on my end, and fixed the issue on their end. This was all done within about 5 minutes. It was super easy and quick.”

“Always get quick response, always someone with patience and very informative. Just can't say enough about your team. They are the best!!”

# Features

## CLINICAL

### eMAR

- Medication pass
- Medication audit mode
- AI powered resident tools
- Med cart assignments and management
- Med pass shifts
- Controlled substance count
- PRN Administration report
- Psychotropic medications report
- Medication inventory management
- Medication reordering
- Med destruction & return log
- Medication history (MAR)
- Medication refusals
- Physicians order sheets
- Pharmacy integration
- Fever tracking and reporting
- Infections tracking and reporting
- Symptoms tracking and reporting
- Vaccination tracking and reporting
- Vitals tracking and reporting

### EHR and Care Plans

- Assessments
- Next due date report
- Care plan/service plan
- Care plan projections

- Care plan items library
- Care provided history
- Care time per shift
- Daily tasks/activities of daily living (ADLs)
- Tasks audit mode
- Task administration record (TAR)
- Level of care setup and status
- Level of care change report
- Resident level of care summary
- Resident report reviews
- Resident roster
- Incident reports and investigations
- Quality improvement report
- Rent roll report
- Service summary report
- Service tracking
- Weight fluctuation summary
- Custom reports

### Resident Features

- Resident file
- Resident diet tracking
- Resident status tracking
- Resident observation documentation and history
- Life story report - background, hobbies, and interests
- Additional resident fields
- Resident diagnoses (DX) - ICD 10 codes
- Resident face sheets

- Resident key indicators
- Resident provider tracking
- Resident status census
- Custom resident status library
- Discharge management

### User Features

- User account management
- Custom user access levels/rights
- Employee contact sheet
- Employee records management
- Employee training and certifications reports
- ECP University report
- Multi-factor authentication

### General

- Executive dashboard
- Custom account settings
- Building compliance task tracking
- Internal notes, notifications, and alerts
- Apartment census tracking
- Birthday report
- File repository
- Follow up rules
- Petty cash management and reporting
- Risk agreement
- Knowledge Base
- ECP University
- Seamless integrations
- Audit log
- Digital signatures

# Features

## CRM

- Document signing via electronic signatures
- Lead tracking
- Key milestones
- Ready-made forms for resident data collection
- Performance dashboard
- Conversion metrics
- Referral source tracking
- Marketing campaign spend tracking
- Collect information and files directly from family contacts
- Task management
- Contact management
- Followup reminders
- Record tours and home visit data
- Utilization of clinical assessments prior to move-in
- Occupancy management
- Move-in process into ECP Clinical
- Move-in checklist
- Email notifications
- Media / file management
- Reporting and key metrics
- Office 365 email and calendar integration

## **NEW!** MOVE-INS

- Customizable move-in workflow
- Collect digital signatures
- Move residents directly into clinical
- Collect information and files directly from family contacts
- Complete clinical assessments prior to move-in
- Lead management
- Group-based user access
- Create new leads via API

## BILLING

- Rent charge capture from ECP Clinical
- Levels of care charge capture from ECP Clinical
- Automatically adjust Resident billing for resident time away with proration rules
- Ancillary charge capture from clinical
- Custom charge library
- Approval process for ancillary charges
- Resident ledgers
- Security deposit tracking
- Monthly invoice generation

- In arrears/in advance billing by charge type
- Printing/emailing invoices
- Invoice revisions
- Invoice import into major accounting softwares
- Custom charge categorization
- Record check/credit card/cash payment receipt and deposit
- Record ACH payment receipt and deposit
- Resident/billing contact balances reporting
- Print/email statements
- Balance/invoice write offs
- Notifications center for updates from ECP Clinical
- Financial reporting
- Payment processing (ACH and debit/credit card)
- Journal entries reporting and exporting

# Trusted by 8,000+ Happy Communities Nationwide

“

“We’re thrilled to have ECP as our partner. It’s been amazing to see how they handle the technology side, allowing us to really pour our energy into growing our business and ensuring our residents are well-supported. ECP is a true partner to our team and essential to our operations and success. We’re eagerly looking forward to continuing to grow together.”

**Almir Sajtovic**  
President



“We fully trained and completed pharmacy integration for nine properties with an average of 75 to 150 residents and 50 to 60 staff members at each location – within 60 days.”

**Christina Trentham**  
Executive Vice-President of Operations and Clinical Services



“

“A key factor in SAL’s decision-making was finding a software provider that acted as a partner, not just a service. We really felt like we had a true partner in ECP. The CEO, head of Implementation, and lead Sales Account Engineer all came to meet with us and that is what drew us to ECP. ECP hears our needs and we weren’t just another number on the wall like other providers.”

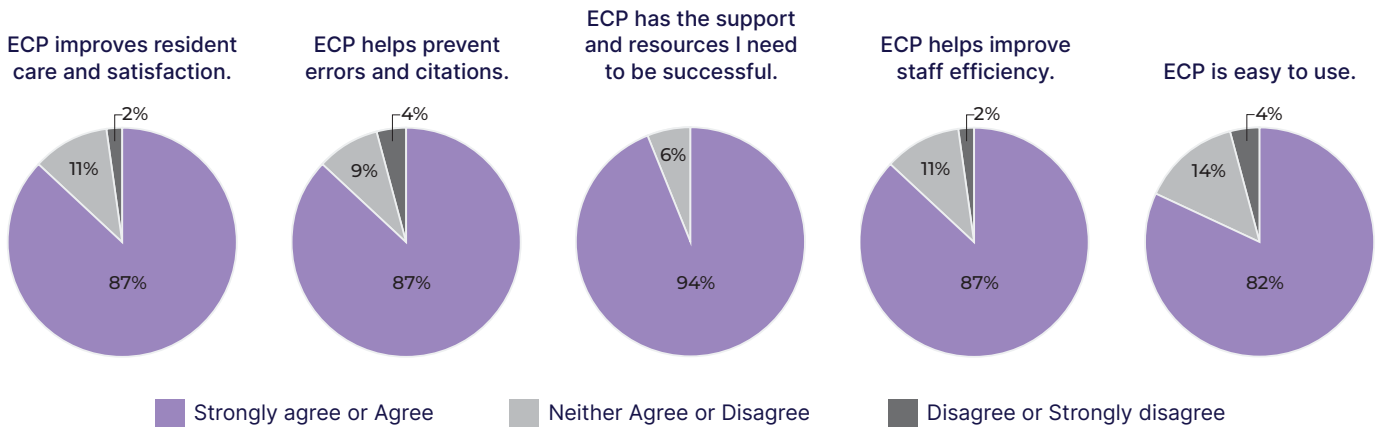
**Brody Jardine**  
Chief Financial Officer



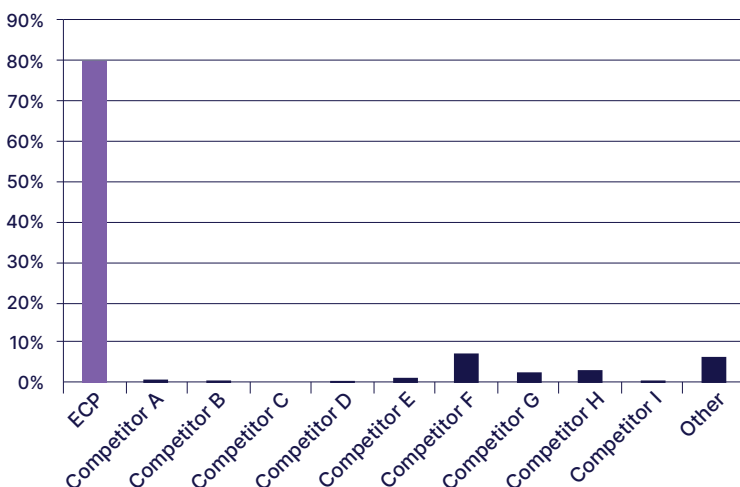
# Customers Agree on ECP

## Customer Survey—Methodology and Results

- Survey of customer experience conducted in 2022 with nearly 4,000 respondents.
- Survey questionnaire was published for all current ECP customers to participate in.
- 97% of survey data is comprised of responses by job titles including caregiver, med passer, nursing, director, administrator, owner, and operations.
- Feedback from this survey helps ECP decide which features to build and what improvements should be made.
- ECP takes all feedback and strives to develop the best software that meets the needs of the customers.



### Which charting software do you prefer?



Nearly **80%** of assisted living professionals that have used other software **prefer ECP.**

(Based on 1,808 survey respondents)

# Recognized as a Leader in Assisted Living Software

