



Free Visit Policy

Free visits are a benefit for the resident and are credited to the resident's account. Therefore **the resident is the only one who can book a free visit**. This allows the resident at your facility full control of whom they want to use their free visit with.

There are also **advanced scheduling rules that control the timeframe that a free visit can be booked**. The rules will vary by facility. If a resident books a visit outside this timeframe he will not be allowed to use a free visit.

How can a Resident use their free visit?

1. Book the visit with their friends or family (F&F).
2. Suggest a visit with their friends or family. The F&F must have no prepaid funds on their account at the time they confirm the suggested time. The resident's free visit will then be deducted.
3. Confirm a suggested visit from their friends and family. The F&F must have no prepaid funds on their account at the time the resident confirms the visit. Resident's free visit will then be deducted.

How can Friends and Family schedule a free visit?

The only way a F&F can use a free visit is by suggesting a visit with the resident. If the resident has a free visit available and there are no prepaid funds on the F&F's account at the time the resident confirms, the free visit will be deducted from resident's account.

An administrator can also book a free visit for a resident if one is available.

If you are seeing behavior that is different from the above mentioned please call the facility support line at 1-800-205-5510 for more assistance.