



Home Health Care System
Aging in Place



Unified Alerts has been working with and providing senior care technology solutions since 2004. We take senior care technology to another level by actually working with senior care providers and partners testing the solutions we recommend and yes, we even test fall detection (OUCH, yes it does alert or no it doesn't) while becoming your inside technology advisor along the way.

Together we have tested and defined some really good solutions and continue to pursue the latest in senior care technology all centered on several concepts:

- a. Keeping seniors in their homes as long as possible, safely and comfortably
- b. Providing the most information back to the care giver as possible without being intrusive
- c. Enabling systems to work together wherever possible and streamlining communications by reducing the number of devices staff must carry

We have provided solutions that solve "pain points", uncovered sources of revenue, eased workloads and created quiet environments all around the concept of helping both the senior and care provider.

We are available for webinars, demonstrations and consultations to be sure the right solution is put into place for you.

We Take The Worry Out!

Sincerely,

Larry Graft
President

Home Health System How Does it Work?



The Home Health System base system is connected to any dedicated internet connection and communicates with non-intrusive “wireless” sensors throughout the residence.

Family member and caregivers can then log into a secure web portal to send communications to the loved one, view activity & Health-wellness sensor graphs and customize the automatic family and caregiver alerts.

A family member or caregiver may choose to receive a call, email or text message if specified conditions occur (medication noncompliance, unusual activity, change in vitals etc).

The loved one may also enjoy the socialization, entertainment and communication portion of the System as well. Family can virtually send pictures, messages, emails, reminders, calendar appointments, voice messages, family videos, music and more right to the Home Health Home Base System.

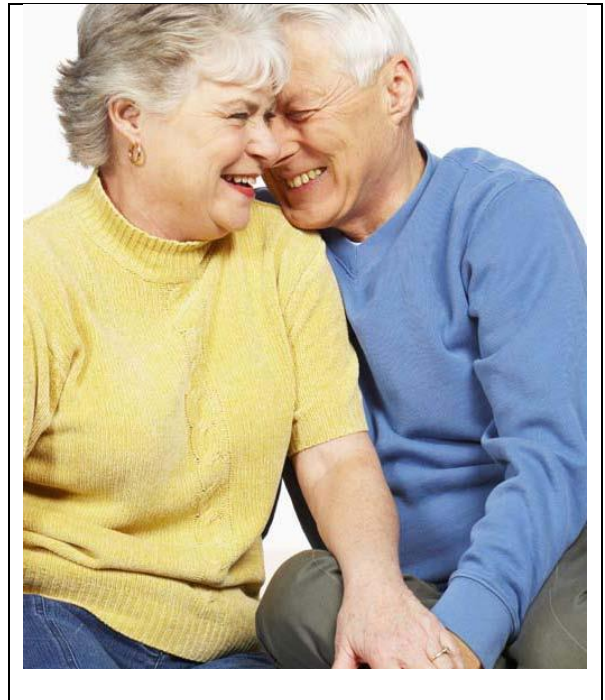
The loved one may also choose to play games, engage in brain benders, listen to favorite music, watch old film clips, view news & weather reports and more right from their own Home Health System.

It's easy and requires ZERO computer experience.

Benefits for the Loved One

The Home Health system provides many benefits not only for you as the loved one but also for your family who want to be sure that you are safe and secure. Specifically:

- Give your family peace of mind knowing you are OK.
- Stay longer in your own home with improved safety and security.
- Save money by delaying or avoiding the need for more supervised care.
- Allow your family to easily communicate with you.
- Save money by reducing energy costs with the green features of Home Health.
- Enjoy all the benefits of the Internet (pictures, email, weather, news, websites) without any technical skills.
- Improve your memory and cognition by viewing the rich content of GCTV.
- Have the system remind you of birthdays and anniversaries.
- Have the system remind you to take your medication on time.
- It allows you to keep current on important events with the calendar or messages from your friends and family.
- It can improve your health by better management of chronic conditions.
- Enjoy the entertainment provided by Home Health.



Benefits for the Family



The Home Health system can not only improve the life of your loved one but also offers numerous benefits to the family caregiver. Specifically:

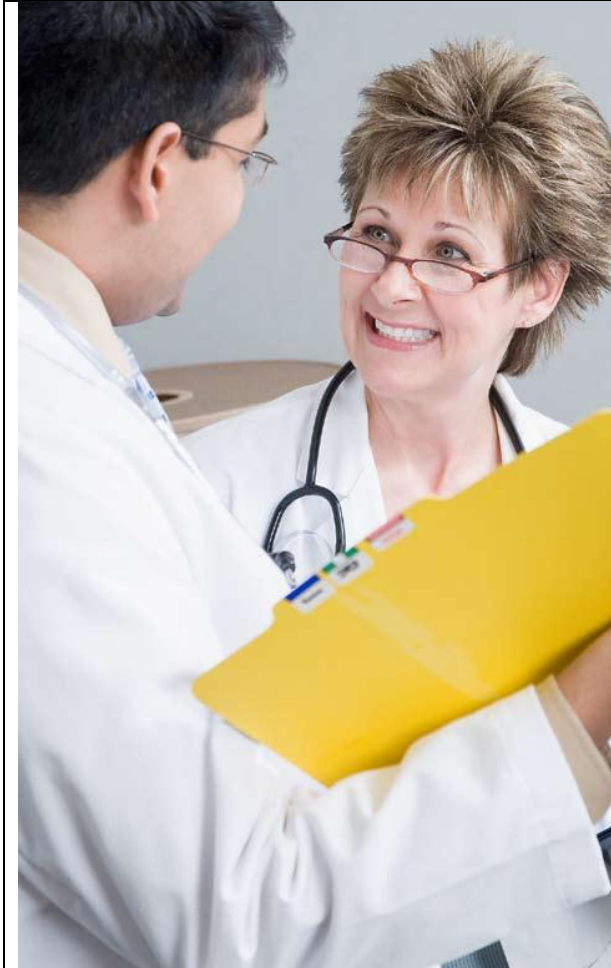
- Reduce caregiver stress by knowing your loved one is safe and secure.
- Save money by delaying or avoiding the need for more supervised care.
- Keep your loved one connected by sending pictures, messages and email.
- Make better decisions on the level of care with better assessment information.
- Save money by using services only when you really need them.
- Improve your loved one's memory and cognition by displaying current and historical events on the TouchScreen HomeBase.
- Let Home Health remind your loved one of all the important birthdays and anniversaries.
- Let Home Health remind your loved one when it is time to take their medications.
- Discreetly monitor household activity through wireless sensors.
- Improve your loved one's health by being able to better manage their chronic conditions.
- Protect your loved one from telephone scams targeting seniors.
- Enjoy providing endless entertainment for your loved one.

Benefits for the Professional

As a professional caregiver you strive to provide a better life for your clients. Home Health can help by providing timely information 24/7 that improves the efficiency of care.

Specifically:

- Create a Care Triangle among independent seniors, their families and your staff.
- Provide improved safety and security for your residents.
- Get more information for better resident assessment that can help in care decisions with the family.
- Save money for your residents by delaying or avoiding the need for more supervised care.
- Earn the respect of your community by reaching out to independent seniors.
- Build awareness of your facility by providing outreach services.
- Allow families to send pictures, email, weather, news, nostalgia, trivia straight to their loved one's TouchScreen HomeBase.
- Let Home Health remind your residents of all the important birthdays and anniversaries.
- Share peace of mind between residents and their families by knowing all is well.
- Discreetly monitor household activity through wireless sensors.
- Improve your residents' health by better management of chronic conditions.
- Provide a smoother continuum of care from private homes to independent living to assisted living.
- Provide a new source of revenue for your organization.



Current Home Health TouchScreen Buttons



You can pick and choose which buttons would be most useful to your loved one. The current buttons to choose from are:

- Daily/Weekly/Monthly calendar
- Messages with voice
- Two way video chat utilizing SKYPE
- News/Weather updated regularly
- Picture albums as sent by familial caregivers
- Email
- Websites can be set by remote caregiver. For example, the caregiver sending the loved one YouTube videos.
- Home Health also has games such as Solitaire, MasterMind, Trivia and Tic-Tac-Toe. There are also exercises like *Pick the Caption/What's This/What Year* as well.
- Music can be linked to online radio stations or online music videos.
- Health (telehealth graphs, simple interactive assessment)
- CallerID allows for the loved one/family/caregiver to see previous calls, incoming calls and a picture of the caller.
- There is also a Service Portal which is used by long term care to schedule services.

Home Care System Actions



For every rule a number of system generated actions are possible. For example:

- Phone call to loved one or caregiver with voice synthesis with any typed message. For example, "meds were not accessed" or "blood pressure is too high".
- Cascading list of caregiver phone contacts.
- Messages to the TouchScreen with optional voice.
- Email message- web based, scrolls on TouchScreen HomeBase.
- Text message (SMS).
- Control of SMART HOME device.
- Light up alert indicator on central system dashboard.

Activities of Daily Living Remote Monitoring

Motion Sensors

- Home Health provides caregivers both daily and weekly graphs which detect patterns of motion. For example, were pills accessed? Was there an increase/decrease in motion?
- Home Health also provides summary reports and a dynamic daily show.
- Home Health enables the set up of alerts and notifications to the designated caregivers/family members.



Example Rules for Motion Sensors

- If **NO** motion in kitchen from 8 am to noon then email daughter.
- **ANY** motion at foot of bed at night then turn on bathroom light.
- If **EXCESSIVE** motion in bathroom for more than 45 minutes between 10 pm and 6am then call Emergency Call List.
- If **WANDERING** motion is detected in the home then call daughter.

Door Sensors

- Door sensor can be used for regular doors, cabinets, pill boxes etc.
- Daily graphing detects door openings/closings (Did the caregiver arrive? Did the loved one open the door during the night?)
- Home Health allows for the set up of door sensor alerts and notifications to designated caregivers/family members.



Example Rules for Door Sensors

- If door **OPENED** from 10pm to 6am then call neighbor.
- If pill box is **NOT OPENED** between 8am and 10am then make a reminder call to the loved one.
- If front door **NEXT OPENED** then call daughter at work because the caregiver has arrived.

Bed Sensors

- Bed sensors can be used for beds, chairs etc.
- There is nightly graphing to detect sleeping patterns and if someone gets out of bed and does not return during the night.
- Home Health allows for the set up of bed sensor alerts and notifications to the designated caregivers/family members.

Example Rule for Bed Sensor

- If there is nobody **IN BED** for more than 45 minutes between 10pm and 6am then text night nurse.

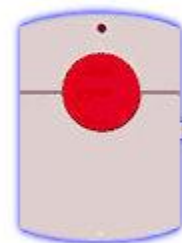


Alert/Action Buttons

- There are fixed buttons and wearable buttons.
- Each button can be assigned various actions.
- These buttons are NOT a personal emergency response system nor a crisis management device.

Example Rules for Alert/Action Buttons

- If nightlight button is **PUSHED** then turn on light.
- If contact me button is **PUSHED** then call daughter.
- If wake up button is **NOT** pushed between 7am and noon then email the front desk.



Tele-Wellness Remote Monitoring

Blood Pressure Device



- Wireless Bluetooth Enabled

Example Rule for Blood Pressure Device

- If blood pressure is **NOT TAKEN**, show message on Home Health TouchScreen "Dad, It's Time to Take Your Blood Pressure".

Weight Scale



- The weight scale has monthly/yearly graphing with some multiple reading graphs.
- There are various options for scaling/interpolation/printing/interoperability.
- Readings from the scale can be automatically uploaded to Google Health.

Example Rule for Weight Scale

- If weight **INCREASES BY MORE THAN 5 POUNDS** in 2 days then call the caregiver.

Rx Tender



What is Rx Tender?

Rx Tender is an automated medication dispenser designed to aid persons who take medications on a scheduled basis.

How Does Rx Tender Work?

Rx Tender is designed to alert the person by having an alarm ring at the time they need to take their medication. The unit is lockable which helps to prevent the person from inadvertently over-dosing or under-dosing. It has 28 compartments to hold medications and can be programmed to deliver up to four doses a day. The alarm is silenced when the person opens the door to take their medication. Rx Tender also works with Home Health to alert the person to take their medication.

Socialization/Communication/Cognition



- There is continuous display to Home Health Interactive TouchScreen of email, text messages, pictures, calendar events, news events, weather, word definitions, famous quotations, trivia, nostalgia and spiritual offerings.
- Displayed items can be specified by remote caregiver via net interface.
- There is a web based interface for messages with variable times, email and full featured calendar.
- There is care note input which is distributed to the caregiving network.
- The Home Health System comes with stock pictures, trivia questions and nostalgia items.
- There are numerous options such as background color, speed of banners, picture showing time etc.
- Trillium TouchScreen provides simple interaction with the senior. A simple touch interrupts continuous display and it is password protected for sensitive areas.
- It can support any number of applications.
- The display is set by any remote designated family member or professional caregiver.

FAQs

If I start with the least expensive system, can I add features later?

Absolutely. You might want to start with the basic communication package and then add telehealth features as they are needed. You will not have to change any equipment either. It is all upward compatible.

My parent's income is fixed. Will Home Health keep their monthly prices the same or will they increase them each year?

There is no absolute guarantee that the monthly cost for the Home Health software updates will be the same forever. However, we can tell you that Home Health knows their buyers and is aware that the majority of their clients may be on fixed budgets. The company and infrastructure to support the systems has already been heavily invested in and built with the intent to be able to keep the costs where they are for quite some time. Unless there is some unforeseen legislation or circumstances that dramatically prohibit Home Health to provide the services they are contracted to do with the dealers and clients nothing should change.

My mother/father wears Life Alert/Life Care "button" around her/his neck. Is this the similar? How is it different? Will she still need to have the Life Alert system?

Yes, Home Health does provide similar "functionality", similar initiating items and alerting capabilities. However, there are differences that require clarification. Life alert and similar devices are sold as a PERS system (Personal Emergency Response System). There are many types of these devices now available for families to purchase. Home Health is a communication, health wellness and governing (monitoring) system, not a crisis management system. A PERS company has a staffed contact center 24 hours a day 7 days a week so as to be able to respond to any personal emergency. Additionally, most PERS systems also have the ability to "listen in" to a home with a microphone in the case of emergency. This "listen in" functionality is similar to some home security and automation systems. Home Health does not offer this "listen in" ability nor do they employ a staffed contact center. A PERS is a welcome and complementary add-on to any Home Health System. Home Health offers more personalized features than a traditional PERS system, but does so without any written or implied guarantee to the PERS response and experience.



Is there a Home Health person who monitors the alerts that are sent from a system?

No person at Home Health or Unified Alerts, will be monitoring your alerts 24 hours a day, 7 days a week, 365 days a year. Some caregivers may choose to do this. Typically, it is the family, caregiver or a close neighbor that is designated as the primary responder. The primary responder is the person designated to respond to any of the personalized alerts generated by your Home Health system.

Can the Home Health System sense if a burner has been left on?

Home Health does have temperature sensors that could be set in the area near the burner to detect the temperature rise that could indicate a burner has been left on. However, we recommend that you and Unified Alerts field test these sensors thoroughly for this application. Since they are generic temperature sensors, the location, temperature alerting values and rules need to be coordinated to minimize false positive alerts. Home Health is, however, looking into these types of sensors for future implementation.

Are any parts of the Home Health System tax deductible?

Neither Home Health nor Unified Alerts is a professional that can determine what items are tax deductible and what ones are not. If a doctor recommends an off the shelf device that integrates into a Home Health system then it may be tax deductible. The total system may also be subject to the 7% medical expense minimum on an individual's return or even available for other federal or state credits. However, this is a tax advisors decision and we tend to think this decision will most likely involve a doctor recommendation or prescription. We recommend you talk to your tax advisors, attorneys and doctors before you deduct anything. Please remember that you are not buying Home Health for a tax deduction; its value is so more than that!

Can multiple caregivers use Home Health?

Of course! Each family will be issued a username and password to log onto the Home Health website. The entire family can add notes, pictures & calendar events to their loved one's TouchScreen HomeBase. The caregivers can also simultaneously monitor the various sensors placed around the home. All of this can be done simultaneously from multiple locations from anywhere in the world!



Can multiple caregivers alternate who is "on call" for alerts?

Yes. The Home Health website has an easy form for specifying the phone numbers/email addresses that Home Health will contact and in what order. If the first person on the list does not acknowledge the call then the Home Health system will contact the next person on the list.

What if I don't answer Home Health's Alert Call?

When Home Health Systems makes a call, the receiver has to push "1" to confirm the phone call. This feature can distinguish answering machines from a live person on the other end. If the call is not confirmed, Home Health Systems will call each additional number in the order submitted by the caregiver.

Can I choose how I want to be alerted by Home Health Systems?

Yes. You can choose to be alerted by telephone, cell phone, email or all of the above. Change these options at any time by logging into the Home Health website and clicking on *options*.

Does my parent need a high speed internet connection?

Yes and no. You will need a full time internet connection, but it does not really have to be that fast. Some of our current customers use a dialup connection so you can find the most economical connection available.

Does my mother have to be living at home to use Home Health?

No. Home Health can work almost anywhere as long as your mother has a private telephone line and an internet connection. She can live in her own home, apartment, condo, in an independent living facility, in a group home or in an assisted living facility.



Since there may be several people set up in a callout list, is there a way for a person on the list to indicate that they have received the alert and will handle it?

Good question. First of all, all persons in a callout list are called when an alert is generated. So initially everyone will be notified. Now in getting back to your question, YES, there is a way to minimize the confusion. When any rule is written to generate an alert there is an option in the setup that asks "do you want to create a managed alert". When the rule is violated and the alert action is initiated, the managed alert is shown on the dashboard. The dashboard is the first landing page of the website after log in. All managed alerts are red in color until checked by an authorized user. These managed alerts can be seen by anyone responding to the alert with a quick log into the website. The person who is responding can acknowledge the managed alert. When acknowledged, the managed alert will then change to green in color. Any other persons responding would be able to log in and see the managed alert has been acknowledged. This will help minimize confusion rather quickly.

How can I ensure that the system doesn't unnecessarily generate a lot of false alerts that wake people up in the middle of the night?

This is one of the reasons why Home Health only sells to factory trained dealers. The installation and placement of the sensors will be the critical factor in minimizing false positive alerts at any time of day or night. However, as we all know, no electronic system is forever error free. Your dealer is taught how to thoroughly test the system and the communication of the devices when it is installed. Keep in mind that your relationship with the dealer does not end after the installation is done. There should be follow ups after the installation has been completed. As you and the caregivers adjust the rules or if the needs of your loved one changes, it is advised that you consult every so often with the dealer. The residence assessment, field testing and understanding of the care plan need to converge and always be synergistic and understood by all parties involved. This is the primary reason why we do not advise that interested clients wait long before having a system installed at the point where there is a rush, crisis or panic. Home Health works best when a "holistic" proactive care approach is taken.



The system will amass a lot of very personal data. How can I be sure that someone driving down the road can't pick up the signals and "steal" the data?

Home Health is a proprietary system and has built in security mechanisms that use a combination of mathematical algorithms, timing and encryption schemes to keep the data "disguised" to anything outside of the system. The wireless sensors use multiple types of technology. The wellness devices use Bluetooth technology. This is used commonly in wireless earpieces for cellular phones and to enable hands free driving in vehicles. Bluetooth uses a "pairing" and a security key exchange when the devices are initially synchronized with each other. This process ensures that the devices will only talk to each other when transmitting and receiving data. The governing or "monitoring" devices use a wireless technology called z-wave. These devices operate and send signals on selected frequency ranges and have a similar pairing process to that of Bluetooth.

Will Home Health or Unified Alerts use my name, address and personal data to sell to other companies?

This is a common question and we understand your concern. There are many federal and state laws that are in place to protect and compensate you if we were to do this. Rest assured, Home Health and Unified Alerts are **not** in the business to sell any clients information. They are in business to sell their products and services. They value you as a client and are grateful that you have chosen to trust them with your health management needs. They will not sell your information.

For more information contact us at:

1-800-513-5572

www.unifiedalerts.com