



# Independent LifeStyle Assistant™ (I.L.S.A.)



## Family/Caregiver Manual

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Field Test



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# Introduction

As a family member or professional who provides in-home care to a client, the Independent LifeStyle Assistant™ (I.L.S.A.) monitoring system can help you better serve your clients and assure you of the safety of a family member. I.L.S.A. monitors their activities in your absence, making it possible to stretch your resources without compromising the quality of care.

I.L.S.A. is customized to the specific needs of each client and any agreement between you to protect the client's safety and privacy. This early version of I.L.S.A. provides:

- Remote monitoring of medication use and mobility patterns. I.L.S.A. gives you reports of history and trends.
- Alerts when medication use or mobility deviate significantly from expected behavior.
- Alarms when a client presses a Call button. (Note: If your client already has a response service, you may elect to not receive alarms. In this case, I.L.S.A. will record use of the Call button in a report but will not send you a notice at the time it occurs.)
- Custom notices when specific patterns of medication use occur. (Note: This feature may not be available when you start using I.L.S.A. but will be added in the near future.)
- Delivery of personalized reminders to clients.

Most of these features are accessible through both a telephone and a World Wide Web (WWW or Web) interface. Customization features are available only through the Web interface. I.L.S.A. can also send notifications and alerts to you by e-mail.


## Terminology

While using I.L.S.A., you will need to understand and remember a few specialized vocabulary terms. Some of the terms distinguish the types of messages you will receive from I.L.S.A.

**Alarm**—urgent message that indicates I.L.S.A. has detected a life safety issue and believes the client needs immediate attention. A respondent must be identified and assigned to the situation as quickly as possible. Alarms are broadcast to all I.L.S.A. caregivers that have responsibility for the endangered client. When a caregiver accepts responsibility for the alarm, I.L.S.A. not notify other caregivers.

**Alert**—moderately urgent message that indicates I.L.S.A. has detected a change in patterns of behavior over time that may indicate a decline in health or other chronic care situation. Caregivers should check the client to see if a change in treatment or caregiving is required. A respondent must be identified and assigned to the situation soon. Recipients must explicitly accept or decline each alert.

**Caregiver**—a professional health or home service worker, friend, or relative who oversees or monitors the daily routine and safety of a person (client) who has I.L.S.A. installed in their home. A user of this manual and the I.L.S.A. caregiver interfaces.

**Cursor**—pointer on the screen that indicates the selected item or the item that will be selected when you click. In I.L.S.A., the cursor is usually an arrow . When you need to type in a box on a form, the cursor becomes a vertical line |.

**Click**—tap a mouse button (usually the left button) when an item is selected on the display. For example, an instruction that tells you “Click the Notices button,” means

that you should move the cursor to the  and tap (don’t hold) the button on your mouse.

**Client**—a person for whom you are providing care and who has I.L.S.A. installed in their home.

**Day period**—one of four six-hour time intervals. I.L.S.A. reports client status for night (12:01 A.M.–6:00 A.M.), morning (6:01 A.M.–noon), afternoon (12:01 P.M.–6:00 P.M.), or evening (6:01 P.M.–midnight).

**Interface**—means through which I.L.S.A. communicates with caregivers. Current interfaces include Web pages, telephone, and e-mail.

**Mode control**—indicates whether I.L.S.A. is sending notices for a specific client. When the mode is Off, you will receive no alarms, alerts, or notifications about this client, and this client will receive no reminders. I.L.S.A. will continue to collect data, and you can see the trends when you or the client change the mode to On.

**Mobility**—pattern of activity that is defined for each client based on interviews with the client and caregivers. I.L.S.A. tracks mobility through sensor firings and reports whether a client’s mobility is normal or out of range (low or high) according to the customized settings and past patterns.

**Notification**—low-urgency message in which I.L.S.A. gives system information or indicates it has detected a situation for which the caregiver has requested notice. I.L.S.A. does not require feedback (accept/decline) from the recipient. Some notifications are created by a caregiver (user-initiated or UIN), and only that caregiver receives them; I.L.S.A. can send some automatic notifications to all caregivers.

**Reminder**—message for a client that is delivered by telephone, to the client’s WebPad or both. The caregiver creates messages for I.L.S.A. to deliver at scheduled times and can track whether the reminder was sent.

**Scroll**—view information that’s on the same page but doesn’t fit in the display. On the right or the bottom of the display you will see a scroll bar—a bar with arrows at either end and a movable box. Move the cursor to point at the box; hold down the mouse button and drag up/down or left/right to see other parts of the page.

**Time blocks**—15-minute intervals into which I.L.S.A. divides each day period. An Active block is one in which any sensor is triggered. An Inactive block is a 15-minute period in which no sensors are triggered. Mobility levels are calculated according to the number of blocks (24 per day period) in which clients are typically active.

**UIN**—user-initiated notification. Custom notification requested by the recipient. *See Notification.*

**WebPad**—the Internet browsing device that I.L.S.A. clients use to see their reminders and reports.

## **Getting Technical Assistance**

If you need help using any of the I.L.S.A. features or the system does not respond as you expect, call I.L.S.A. technical assistance at 612-490-5612 or 612-951-7579 in Minnesota and 352-494-4080 in Florida.

## I.L.S.A. Guide for Caregivers



## Using the Web Interface

In some ways, the I.L.S.A. Web interface is similar to other computer programs you have used such as e-mail applications and client tracking tools. For many users, the program feature that may be unfamiliar is the method of access. Rather than starting the program from your computer desktop, you will use I.L.S.A. through your Internet browser.

When you first see the Web site, you will be asked to log in. After logging in, you will see a summary of current alarms, alerts, and notices. From this page, you can navigate to pages that show client information, status displays, and other I.L.S.A. features and functions.

## Logging In and Exiting

When you sign up to use I.L.S.A., you are assigned an ID and password that give you access to the system. Both the ID and password are numeric. (Your client also has a numeric ID that you use to request information on the telephone.)

Your ID: \_\_\_\_\_

Password: \_\_\_\_\_

### To start up I.L.S.A. on the Web:

1. Start Internet Explorer and enter the URL for I.L.S.A. (<http://129.235.70.87:31080/caregiver>). The browser displays the I.L.S.A. Login page.



2. In the **Caregiver login ID** field, type your I.L.S.A. user ID.
3. In the **Caregiver Password** field, type the digits of your password.
4. Click the **Login** button. The login page is replaced with the Notices display. If you enter an incorrect ID or password, I.L.S.A. issues a message and redisplay the login page.

### Logging out of I.L.S.A.:

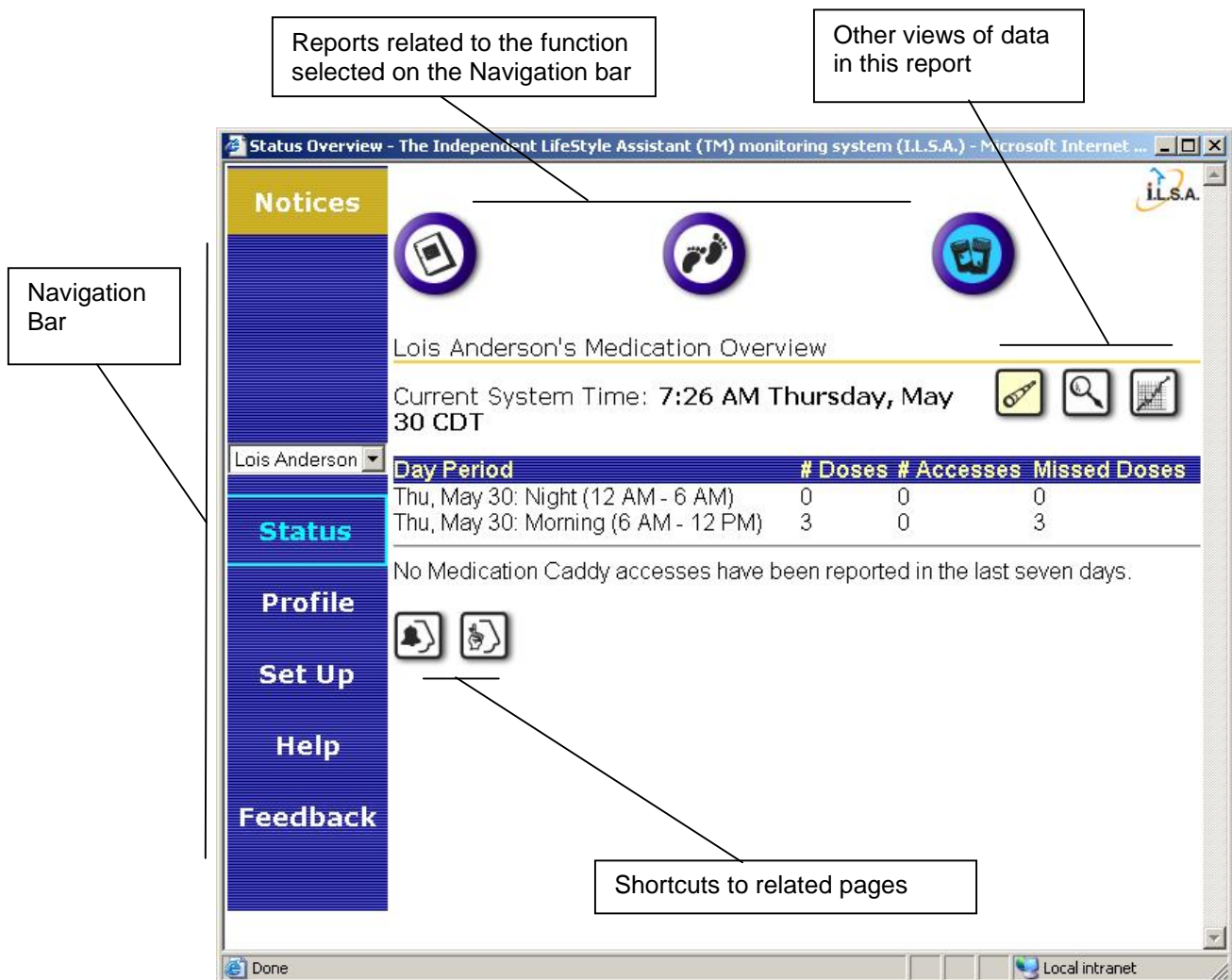
When you are done using I.L.S.A., close your browser or visit a different site (URL).

Note: Logging out of I.L.S.A. does not turn it off. You will still receive notices by phone unless the mode is Off.

### Layout








Every page of the I.L.S.A. Web site is laid out in a similar manner, making it easy for you to identify your current work and to see other features and functions.

Along the left side of each page, navigation buttons give you one-click access to main I.L.S.A. functions.



## Navigation and Display

I.L.S.A. pages include three types of navigation controls:

- Click an item in the list (the navigation bar) on the left side of each page to display the overview of a major function.
- Click a round button on the top of the page to display a report or form within that function. (When you move the mouse pointer over a button, I.L.S.A. displays a short description.)
- Click a viewing tool on the right to display the report data in another format (overview  , detail  , trend graph  ).
- Click a small button on the bottom of the page to go directly to a page of a related function. (In this version of I.L.S.A. you can display forms for creating new reminders  and notifications  .)
- Click  or  to page through details of list items.

## I.L.S.A. Guide for Caregivers

## Using the Phone Interface

I.L.S.A. delivers information to you by telephone as well as the Web. It can call you to deliver an alert, alarm, or notification. You can call in when you want to know the current status for a client or create or review recorded reminders.

When I.L.S.A. delivers a message, it asks you to confirm your name, then announces the message. If the message is an alert or alarm, you must accept or decline responsibility for it. You can repeat the message by pressing the star (\*) key. If you decline responsibility, I.L.S.A. will try other caregivers and will call you again if all others decline. For more information about message delivery, refer to Responding by Phone on page 12.

I.L.S.A. should not leave messages on your answering machine, but if a tone on your machine is similar to the confirmation tone, you may receive partial messages. If you do find a partial I.L.S.A. message on your machine, you may want to check the Web interface to be sure that an alert or alarm has been taken care of.

When you subscribed to I.L.S.A., you and each of the clients for whom you are responsible were assigned numeric IDs and passcodes. When you call I.L.S.A., you must use these codes to identify yourself and the client for whom you want to hear status.

Your ID: \_\_\_\_\_

Your Passcode: \_\_\_\_\_

Client ID: \_\_\_\_\_ for \_\_\_\_\_(name)

Client ID: \_\_\_\_\_ for \_\_\_\_\_(name)

Client ID: \_\_\_\_\_ for \_\_\_\_\_(name)

Client ID: \_\_\_\_\_ for \_\_\_\_\_(name)



## Receiving and Responding to Alarms, Alerts, and Notifications

The current version of I.L.S.A. advises you when any of three types of events—Alarms, Alerts, and Notifications (notices)—occur.

**Alarms** are high-priority events requiring immediate response and communication with the client. Alarms occur when the client presses the Call button. You must respond to an alarm by accepting or declining to check on the client. Alarms are sent to all responsible caregivers on all interfaces.

In this field test, each client is equipped with an approved commercial or contracted service which provides 24-hour coverage for emergencies. Family members may be able to view the alarms and optionally get called when they occur, but this feature may not be available in the initial release.

**Alerts** are events to which you should respond in a timely manner, but are not emergencies. You must respond to an alert by accepting or declining to check on the client. I.L.S.A. is configured to send alerts for these specific situations:

- Client has not taken medication within 24 hours or medication activity is significantly lower or higher than normal.
- Client hasn't moved in five hours or activity level has changed significantly over the past three days.

**Notifications** are events for which you have requested notice; for example, you may wish to know when your client takes medication. Notifications do not require responses and are sent only to the caregiver who requested the information. For information about setting up notifications, see *Reviewing and Creating Reminders on the Phone* on page 43. In this version of I.L.S.A., you will also automatically receive notifications, by Web only, when a client is active during normal sleeping hours or the mode changes.

### Receiving Notices

Notices can be sent to all interfaces but are listed together only on the Web interface Notices page. The telephone interface sends you alerts and alarms as individual messages.

You must explicitly accept or decline responsibility for an alarm or alert. Alarms and alerts are sent immediately on the Web to all responsible caregivers. Soon thereafter, I.L.S.A. will telephone the notice to caregivers. When one caregiver accepts responsibility no other caregivers will be contacted by phone and the notice will be removed from the Notices display. If no caregiver responds, I.L.S.A. will repeat the call until it receives a response.

## Responding by Phone

If I.L.S.A. is set to send messages to the phone nearest you (home, office, cell). When you pick up the receiver, I.L.S.A. delivers the message. If you do not answer the phone, I.L.S.A. will call the next caregiver on the list. If no caregiver answers or all caregivers decline, I.L.S.A. starts the call chain over.

All phone messages begin with this announcement: “Hello, this is an I.L.S.A. phone message for <yourname>. If you are <yourname>, press 1; otherwise press 2 or hang up.”

**Press 1** to confirm that you should hear the message. I.L.S.A. then gives the text of the message. If the message is an alert or alarm, you must respond by agreeing or declining to contact the client.

## Responding to Alerts and Alarms

**Press 1** to agree to check on the client. I.L.S.A. responds “Thank you. Goodbye,” and hangs up.

**Press 2** if you cannot check on the client at this time. I.L.S.A. acknowledges that you cannot check at this time and tells you that it will call back in a number of minutes if no one else can check. It then hangs up.

If you want to hear the message again before deciding, **press \***.

## Text of Alarm Messages

“There was a panic button alarm from <client> at <time>. Can you check on <client> immediately to determine what assistance is needed? If you agree to check, press 1. If you would like I.L.S.A. to find someone else to check, press 2.”

## Text of Alert Messages

### Medication

“There was a <medication> alert for <client> at <time>. <Client> missed all scheduled medication during the past 24 hours. <Client> last took medication at <time, day, date>. Can you check on <client> immediately to decide what assistance is needed? If you agree to check, press 1. If you would like I.L.S.A. to find someone else to check, press 2.”

### Mobility

“There was a <mobility> alert for <client> at <time>. <Client> has not moved in <number> hours.”

*Or*

“The I.L.S.A. system noticed a significant <increase/decrease> in activity during the past three days. Can you check on <client> immediately to decide what assistance is



needed? If you agree to check, press 1. If you would like I.L.S.A. to find someone else to check, press 2.”

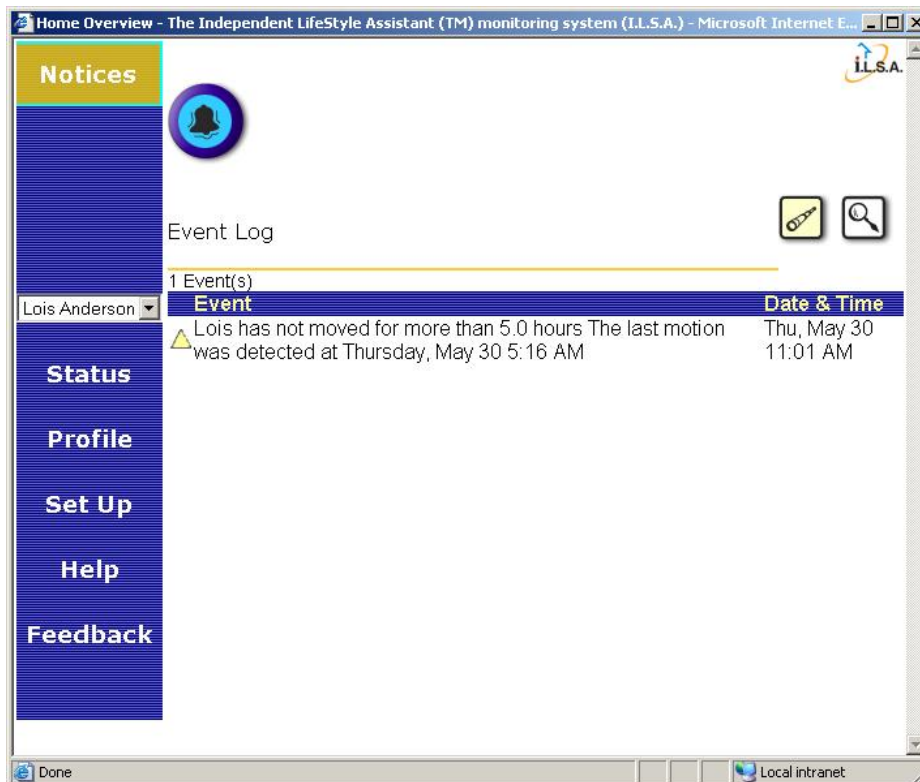
## Using the Web Notices Page

The I.L.S.A. Notices page lists all unaccepted alerts and alarms and recent notifications for all clients in your responsibility. Items are sorted by client and priority. Display the details of a notice before you respond to it.

If you are using the Web interface when an Alarm or Alert is delivered, the background of the Notices label will change color. Yellow indicates an alert; red indicates an alarm. When you see this indicator, display the Notices page to see the latest notice. I.L.S.A. does not signal the delivery of notifications.



## Displaying the Notices Page

- If I.L.S.A. is not currently displayed in your browser, log on (see Logging In, page 5). The Notices page is the first page you see after entering your password.
- If I.L.S.A. is displayed but you are using another function, click Notices on the navigation bar.



## To display details:

Highlight (click) the item for which you want more information. I.L.S.A. replaces the list with the entire message you requested.

To see details for another item, click  or . I.L.S.A. displays the preceding or subsequent message from the sorted list.

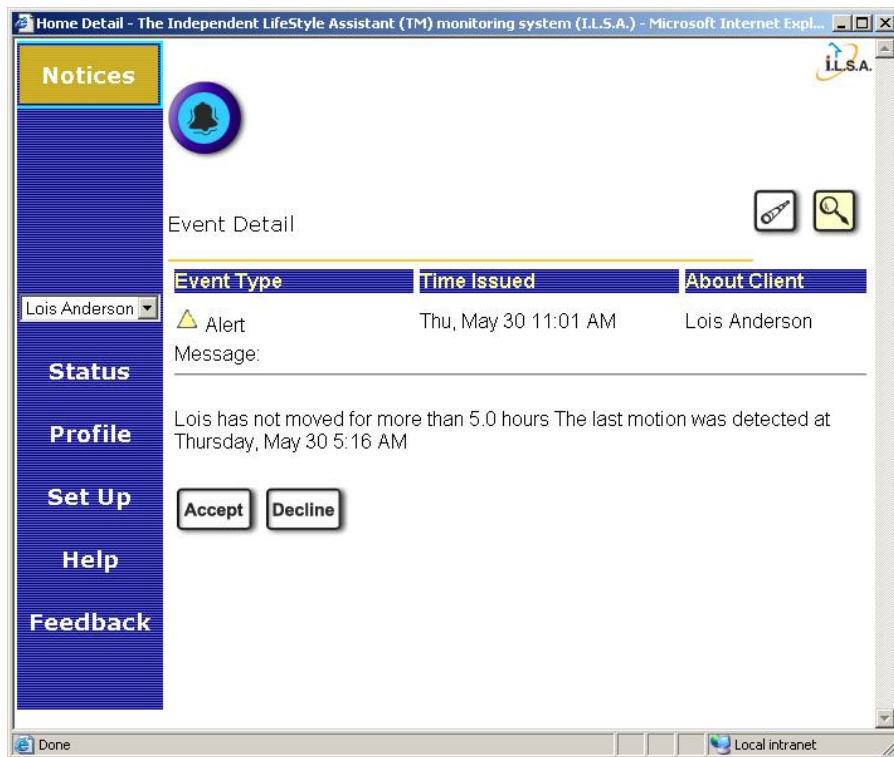
To return to the list, click the  button in the *viewing bar*.

## Responding to Alerts and Alarms

When I.L.S.A. issues an alert or alarm for you, it signals the delivery by changing the background of the Notices title on all I.L.S.A. Web pages. When it issues an alert, the background becomes yellow; when it issues an alarm, the background is red.

To respond to an alert or alarm from the Web interface:

1. On the **Notices** page, select the alert or alarm item. I.L.S.A. displays the entire message.



2. Read the message and determine whether you can respond.
3. To accept responsibility, click the **Accept** button at the bottom of the message. To decline, click the **Decline** button. I.L.S.A. closes the message and redisplayes the event list. If you Accept, the

system sends a message to other caregivers letting them know that the alarm is covered.

## **Receiving E-mail Messages**

You may be able to receive notifications at your e-mail address. Although this service may not be available when you start using I.L.S.A., we plan to offer it. For more information about setting up notifications, refer to page 43.



## Monitoring Status

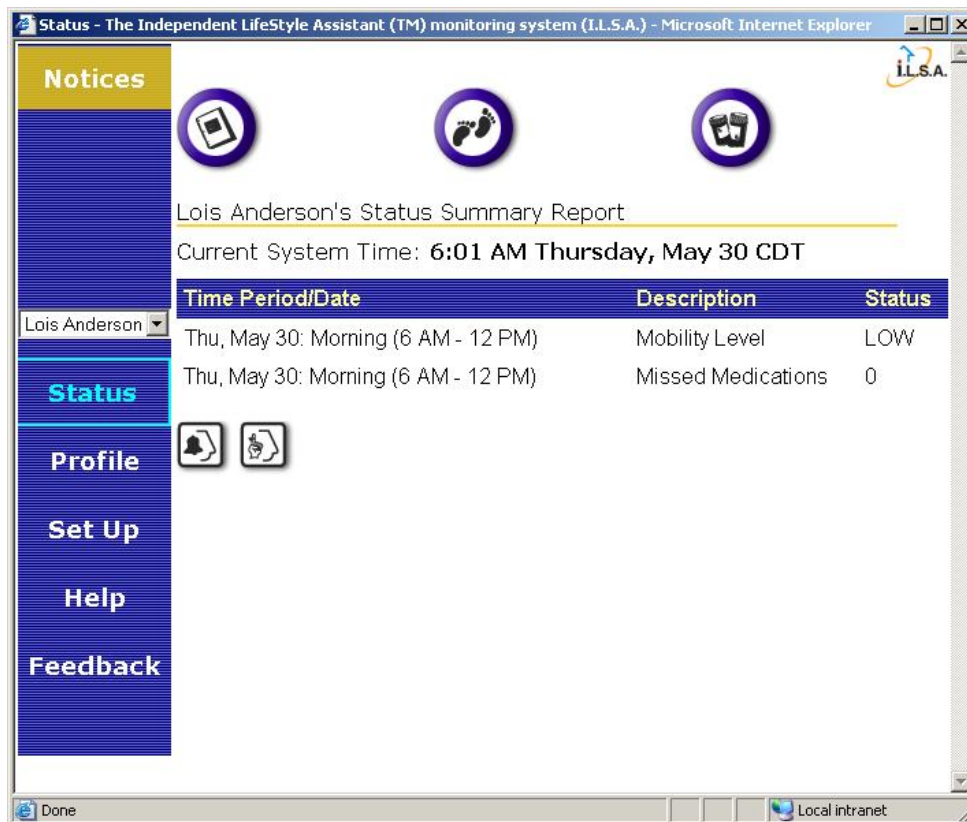
I.L.S.A. lets you review client status information by phone or through the Web interface. The phone review describes the client's current status; the Web interface lets you review status history as well.

### Reviewing Status Information on the Web

The I.L.S.A. Status pages display a client's current status and offer reports of activity (mobility and medication event) history. Historical reports are available in overview, detail, and as trend graphs.




#### To display the Status pages:

Click **Status** on the navigation bar. I.L.S.A. displays an overview of the client's current status.




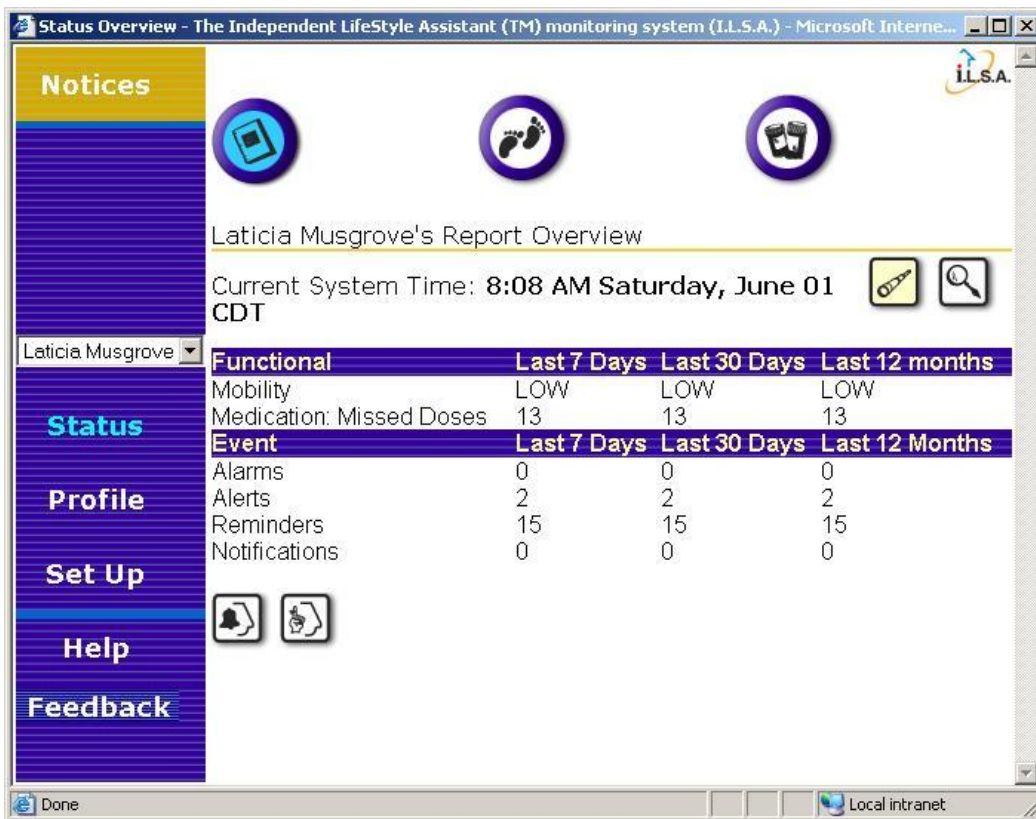
The page gives the current activity level (high, low, or normal) and the number of medication doses the client may have missed in this period. I.L.S.A. calculates doses by schedule and the number of times the medicine caddy is opened. If the client should have taken doses of two medications at 8:00 A.M., I.L.S.A. infers that both doses were taken even though the box was opened only once. If the box is not opened within 30 minutes of 8:00 A.M., I.L.S.A. reasons that both doses were missed.

To display other status reports, click a button on the top of the display:

Button	Displays
	An overview of the client's general activity (history)
	An overview of the client's recent mobility level.
	An overview of the client's medication activity.

## Reviewing History Reports

When you click the  button at the top of any Status page, I.L.S.A. displays an overview of all activity for the last 7 days, 30 days, and 12 months. You can display details for any item.



Functional	Last 7 Days	Last 30 Days	Last 12 months
Mobility	LOW	LOW	LOW
Medication: Missed Doses	13	13	13



  

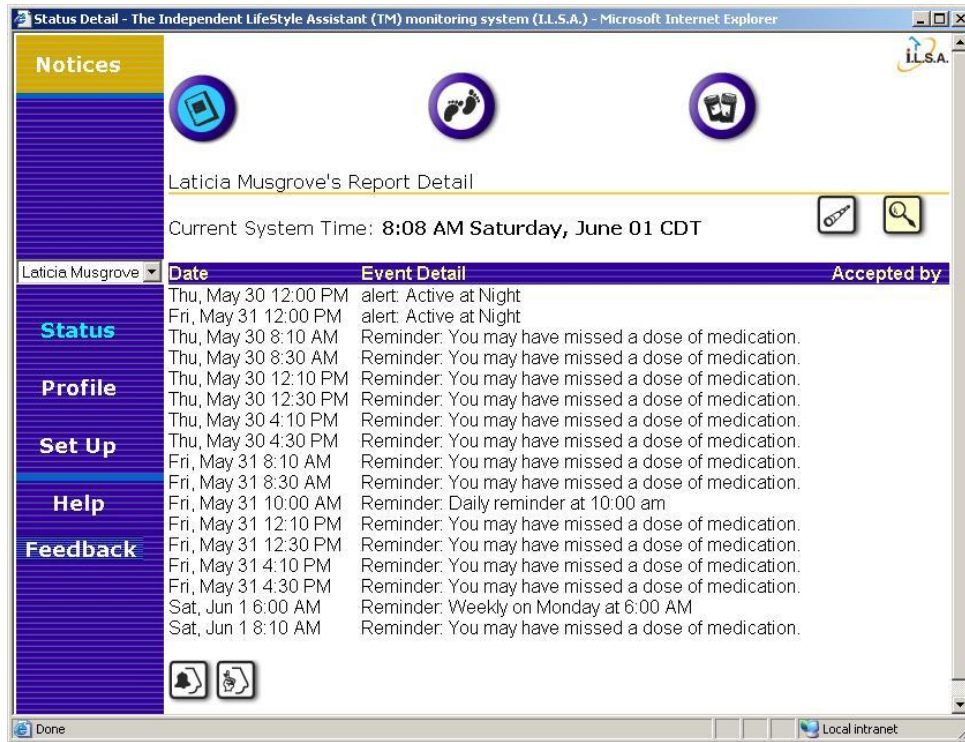
Event	Last 7 Days	Last 30 Days	Last 12 Months
Alarms	0	0	0
Alerts	2	2	2
Reminders	15	15	15
Notifications	0	0	0


The overview report page displays two tables. The Functional table summarizes the client's activity status and number of medication events for the most recent 7 days, 30 days and 12 months. The Event table gives the number of alerts, alarms, reminders, and notifications delivered this week, month, and year.


Click the  button to display details of the events.

## Reviewing History Detail


You can display details by clicking individual lines in the History report or by clicking the  button. When you click , I.L.S.A. displays information about all events. When you click a line, it displays details of just that item (for example: only Alerts or only Mobility).

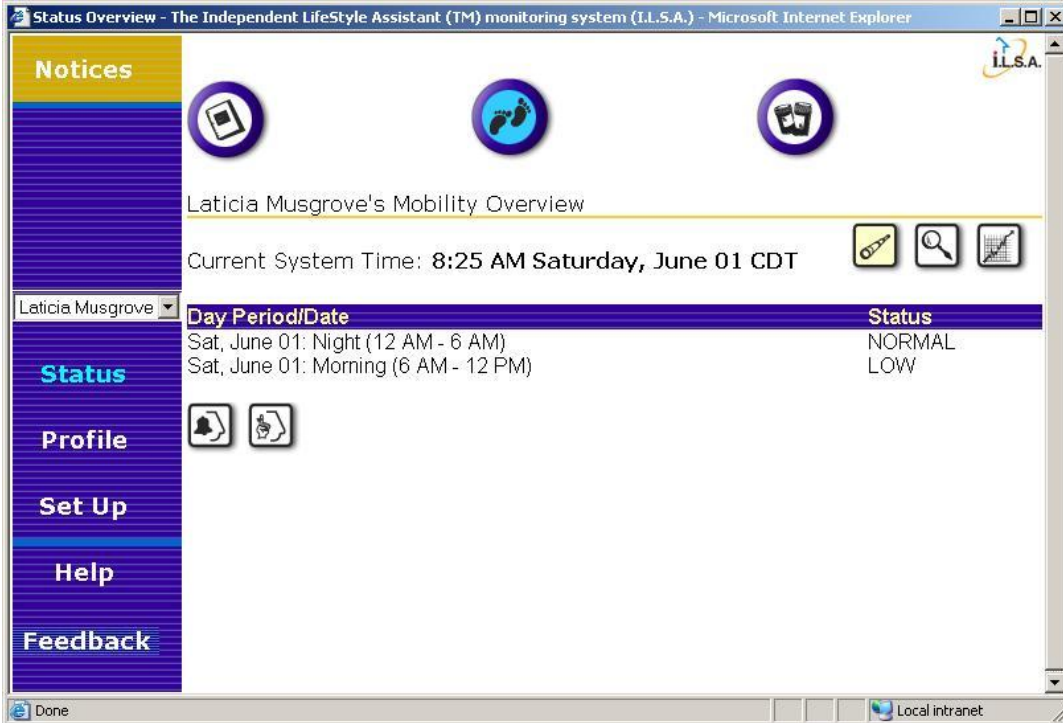


The  detail gives the date on which an event occurred, its message, and the name of the caregiver who accepted an alert or alarm.

Click the  button to return to the overview.



## Reviewing Mobility Reports

When you click the  button at the top of any Status page, I.L.S.A. displays an overview of all mobility in the client's home for the past 24 hours.




Day Period/Date	Status
Sat, June 01: Night (12 AM - 6 AM)	NORMAL
Sat, June 01: Morning (6 AM - 12 PM)	LOW

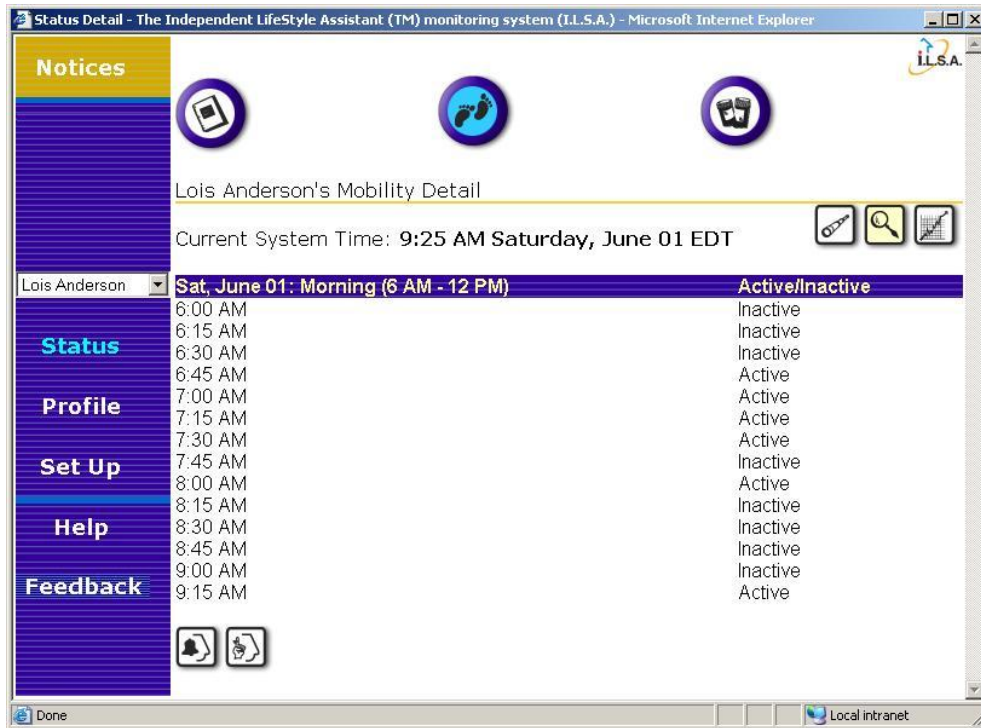
This view of mobility data shows the client's activity status (low, normal, high) for the four most recent day periods. Mobility is measured according to the number of 15-minute intervals—or time “blocks” (24 per day period)—in which a client is typically active during a day period. An Active block is one in which any sensor is triggered. An Inactive block is a 15-minute period in which no sensors are triggered.

Click a viewing button above the summary to display detail  of a selected day period or a graph  of mobility trends.






## Reviewing Mobility Detail

When you click a summary line or the  button at the top of a Mobility Status page, I.L.S.A. displays activity details for the period you selected, or if you did not select a period, details of the first period.




I.L.S.A. determines activity by whether a motion sensor fired during a 15-minute time block. If any sensor fired, the period is shown as Active. If no sensor fired, the time block is Inactive.

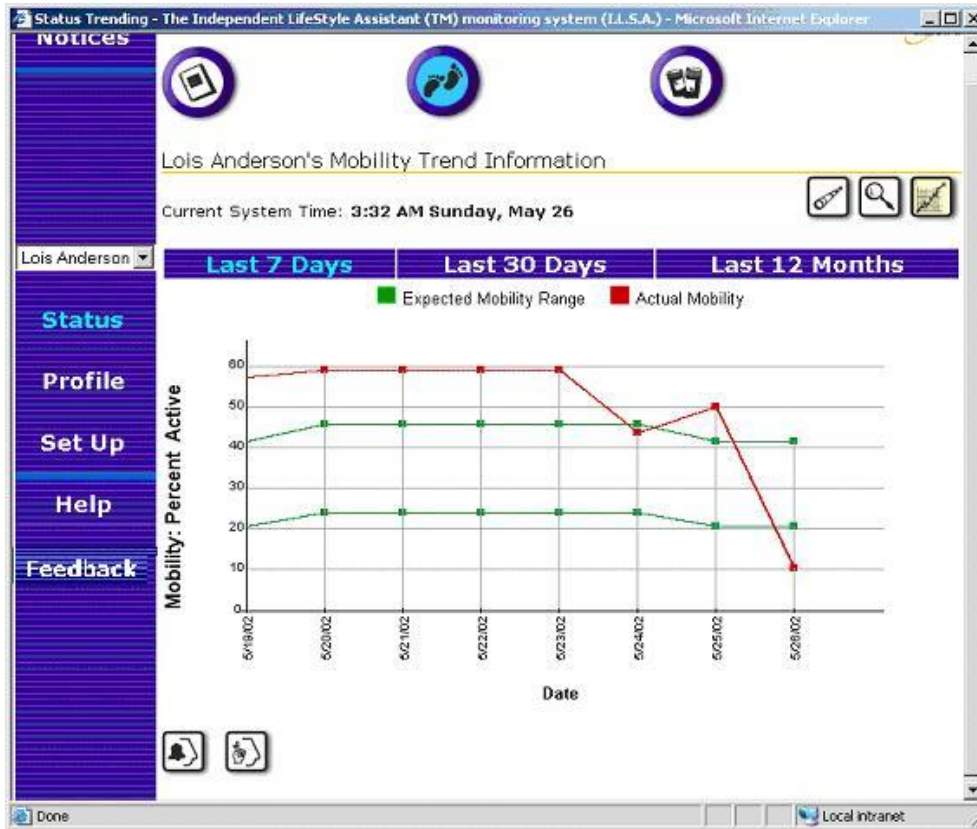
Use the   buttons to see activity in other periods.

Click the  button to return to the overview.

## Reviewing Mobility Trends




When you click the  button at the top of a Mobility Status page, I.L.S.A. displays a trend chart for the latest seven days of activity. You can also display trends for longer periods by clicking a button above the chart.




The green lines indicate the normal range of mobility for this client as percents of possible active time blocks. The red line shows actual activity. The timescale under the chart corresponds to the period for which you requested data: either days or months.

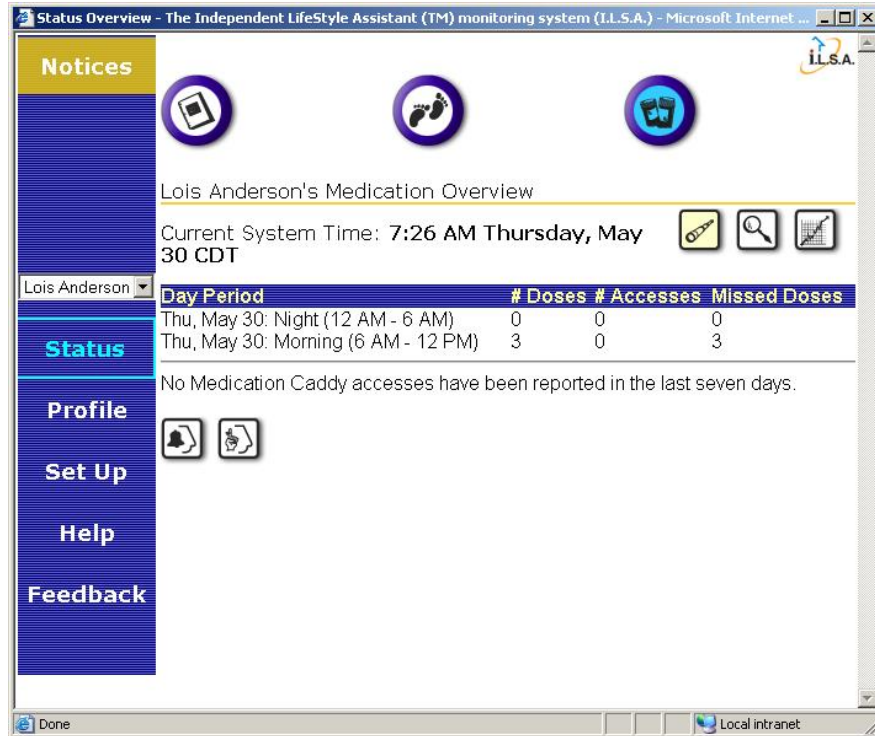
To select a different period, click Last 7 Days, Last 30 Days, or Last 12 Months above the chart.





Click the  button to return to the overview.

## Reviewing Medication Reports


When you click the  button at the top of any Status page, I.L.S.A. displays an overview of all medication activity in the client's home for the past 24 hours.

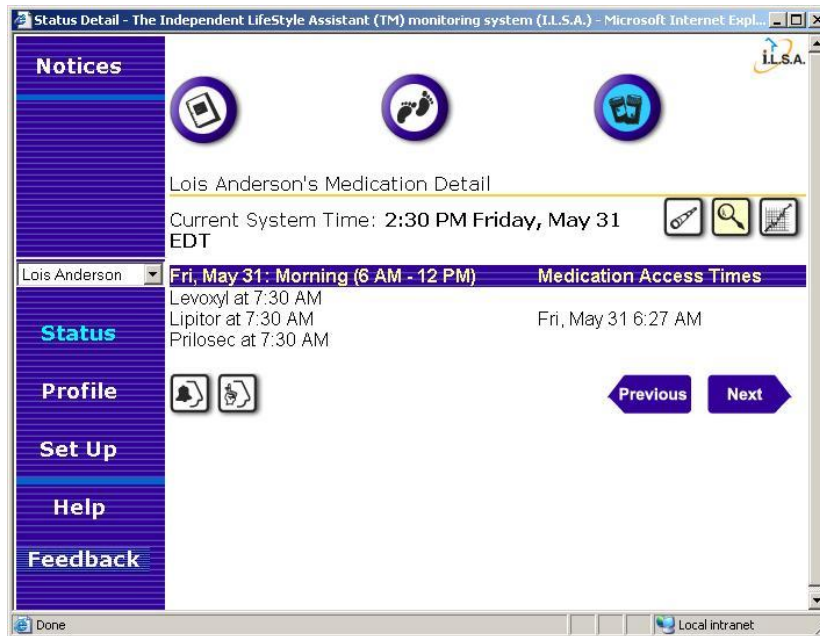





This view of medication data shows the day periods so far today (for example, if it is before noon, you will see Night and Morning), the number of doses the client was scheduled to take in each, the number of times the medicine caddy was used in each period, and the number of doses that may not have been taken.

Click a viewing button above the summary to display detail  of a selected day period or a graph  of medication trends.


## Reviewing Medication Detail

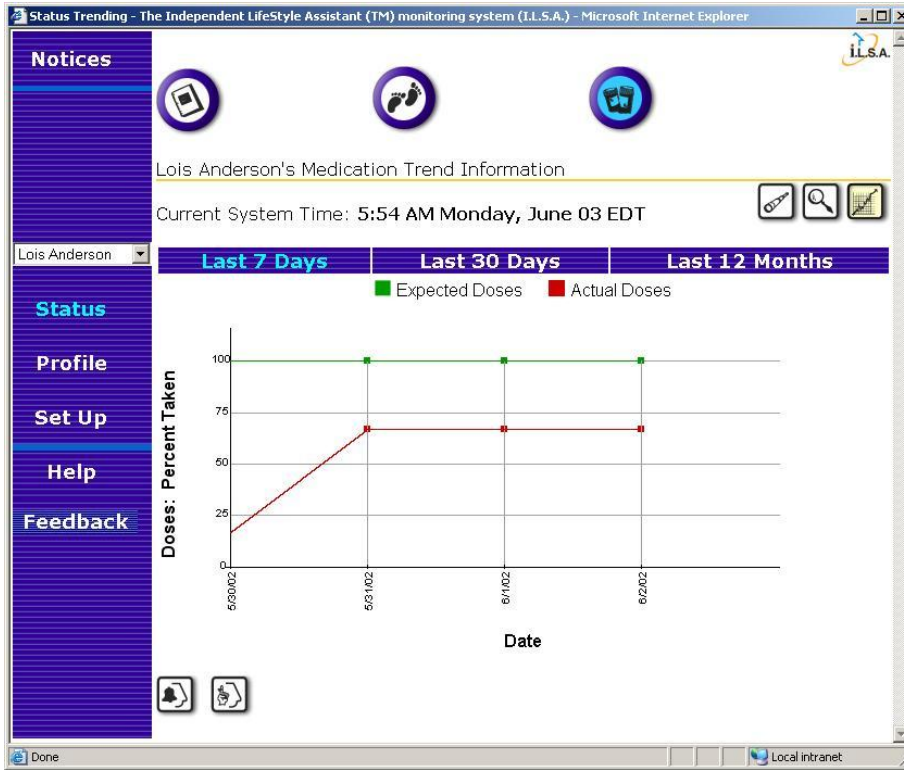
When you click a summary line, I.L.S.A. displays details of the period you selected on the overview. If you click the  button at the top of a Medication Status, you see details of the first period.



Use the   buttons to see other pages. Click the  button to return to the overview.


## Reviewing Medication Trends

When you click the  button at the top of a Medication Status page, I.L.S.A. displays a trend chart for the 24 hours shown on the overview. You can also display trends for longer periods by clicking a button on the left side of the chart.



The green line indicates 100% of the scheduled doses. The red line shows actual activity. When the red line is not visible, the client opened the medicine caddy as scheduled for that day or month. The timescale under the chart corresponds to the period for which you requested data: either days or months.

To select a different period, click Last 7 Days, Last 30 Days, or Last 12 Months above the chart.

Click the  button to return to the overview.

## Reviewing Status Reports by Phone

You can call I.L.S.A. at any time to hear a report of a client's mobility and medication status for the current day period. Note that you press the # key after each part of your identification. When you make a report selection after identifying yourself the client for whom you are requesting information, I.L.S.A. may pause while it gathers the information. Do not press the # key—or any other key—during this pause.

To request a status report by phone:

1. Dial the toll-free I.L.S.A. number 1-866-623-8351. When I.L.S.A. answers, it tells you to enter your I.L.S.A. ID.
2. Dial **your ID** and press the # key. After verifying the ID, I.L.S.A. asks for your password.
3. Dial **your password** and press the # key. After verifying the code, I.L.S.A. asks for the ID of a client you wish to check.
4. Dial the **client's code** and press the # key. After verifying the code and that the system is ready, I.L.S.A. tells you to press 1 to hear status information, press 2 to hear and record reminders, or press 9 to end the call. (For information about recording Reminders, see Reviewing and Creating .
5. Press **1**. I.L.S.A. reports:
  - The ILSA sys is now one and it was switched onCurrent period and system status (on or off)
  - Status for client on this date
  - Mobility level in this period and the time of the last recorded activity.
  - How often the client accessed the medication caddy and the number of doses missed in this period.

I.L.S.A. then offers options for repeating the report (press 3), hearing a report of the previous period (press 4), or exiting (press 9).

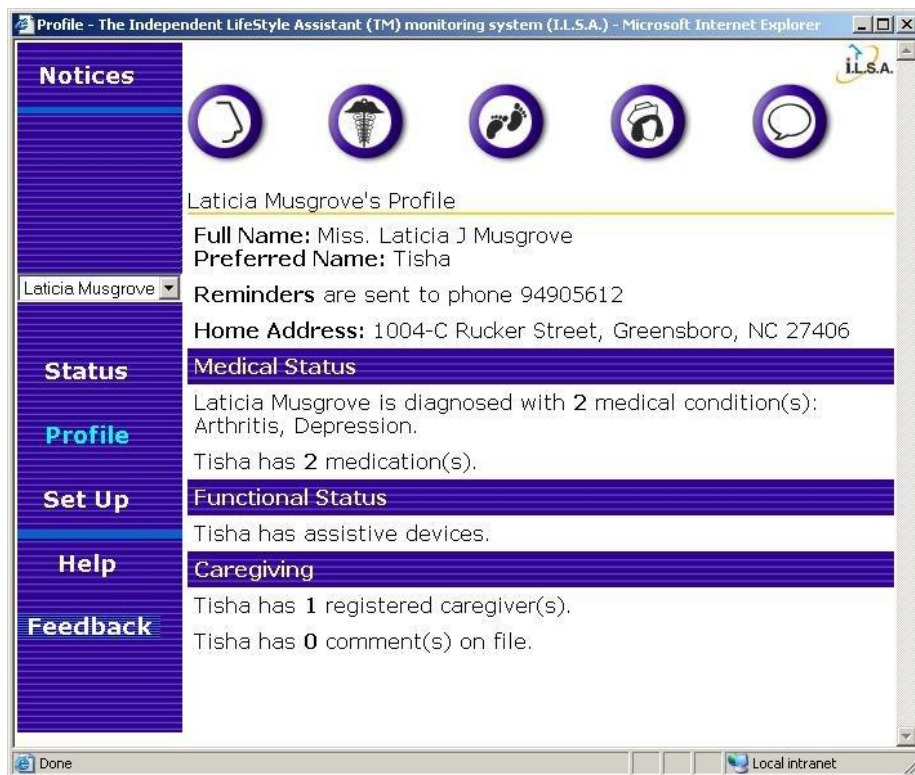
6. If you press **3**, I.L.S.A. gives the same report again.  
If you press **4**, I.L.S.A. gives a shorter report of the previous day period.  
If you press **9**, I.L.S.A. hangs up.

## Working with Client Profiles

In the I.L.S.A. Web interface, you can display a profile of any client in your care. The Profile pages display: personal information, a medical profile (both conditions and physicians), functional capabilities, and caregivers and their roles. You can view this information in overview or detail. This version of I.L.S.A. lets you add or delete items on some of the pages. You cannot change existing information (if an item requires correction, delete the old item and add a correct version).

### To display the Client Information pages:

1. From the drop-down list on the I.L.S.A. navigation bar, select the name of the client for whom you want to display information.
2. Click **Profile** on the navigation bar.



On the first Profile page, you see a summary of information from all other pages of the profile, including the client's contact information, medical and functional descriptions, and caregiver information. Click the round buttons at the top of the page to display each of the related pages.

**Button**

**Displays**



Address and contact information for the client.



Medication overview. You can delete incorrect information and add new prescription and dosage information.



Functional overview of the client's known conditions (vision, hearing, and so on).




List of all caregivers assigned to this client. You can display details for each registered caregiver.

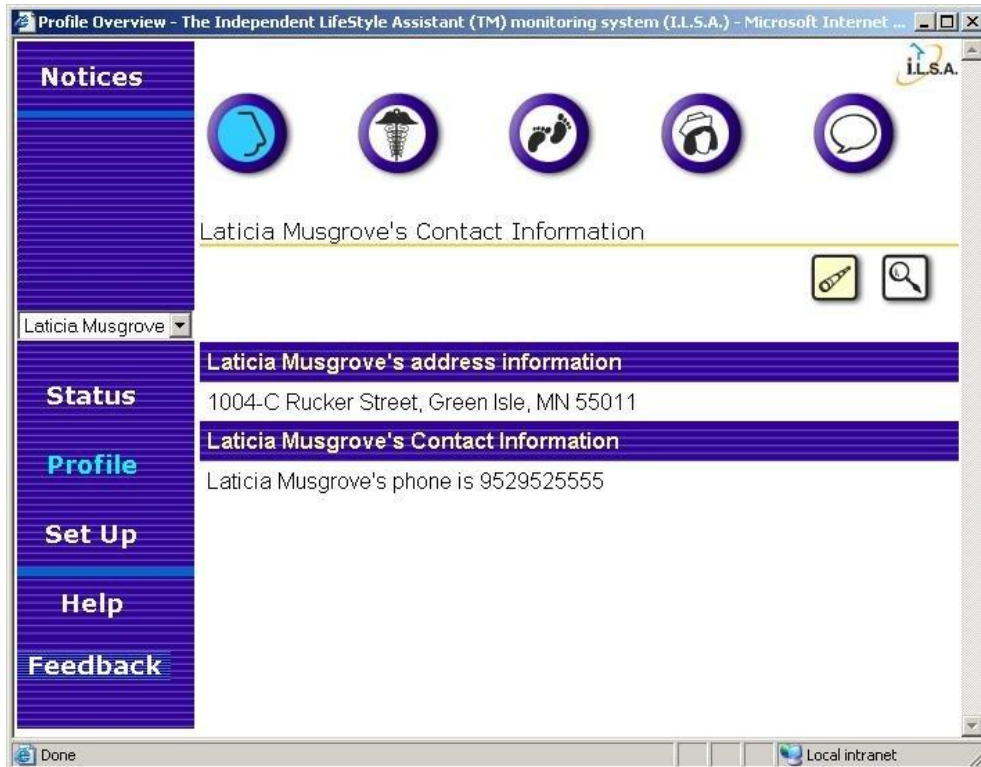


Observations about the client that help you provide better care. For example, information about the client's likes, dislikes, pets, or exercise routines. You can add and delete comments.




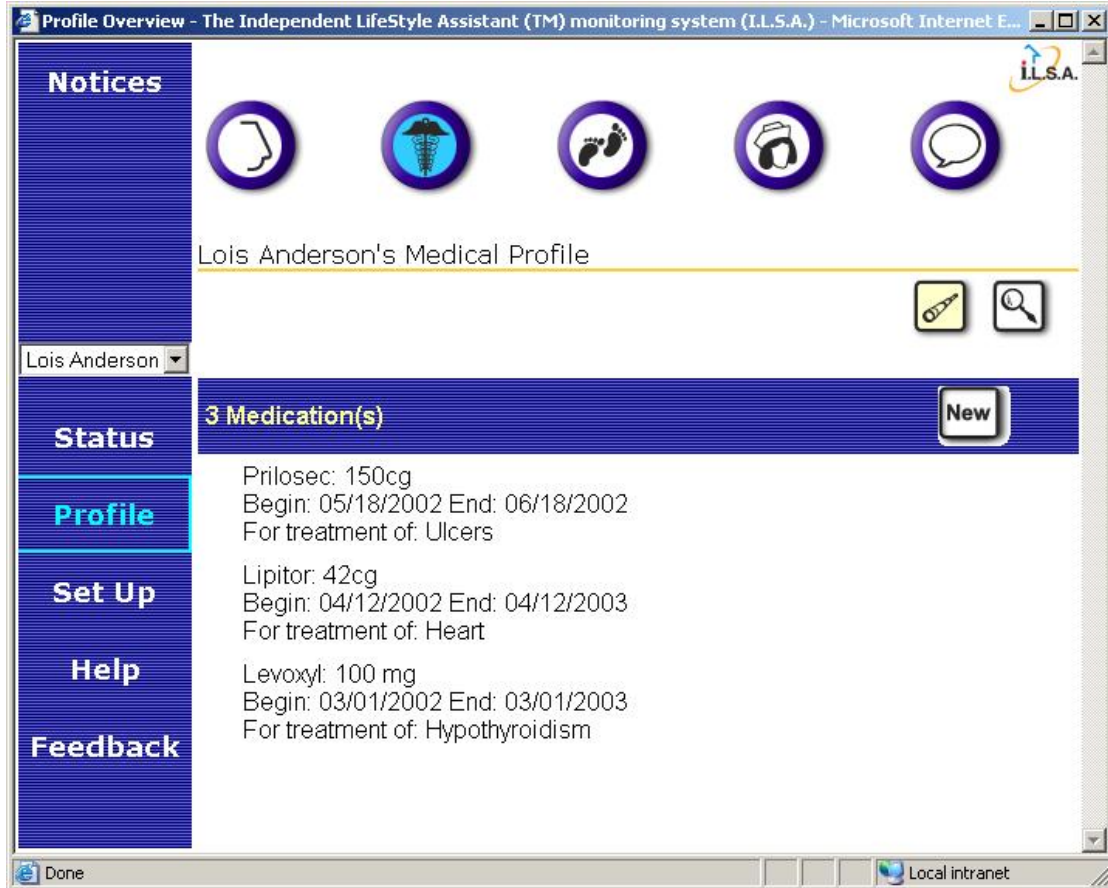
## Reviewing Client Address and Contact Information

When you click the Contact  button on any profile page, I.L.S.A. displays the client's address and the telephone, fax, and Web contact information for sending reminders. If the displayed information should be changed, contact I.L.S.A. support and provide the new information.



## Reviewing Medication Information

When you click the Medical  button on any profile page, I.L.S.A. displays a summary of the client's prescription information.




The summary organizes medication (prescriptions and supplements) data by medication, showing the name of the medication, dosage, coverage dates, and condition it treats. You can display and change details for each medication, delete invalid or out-of-date items, and add new items.

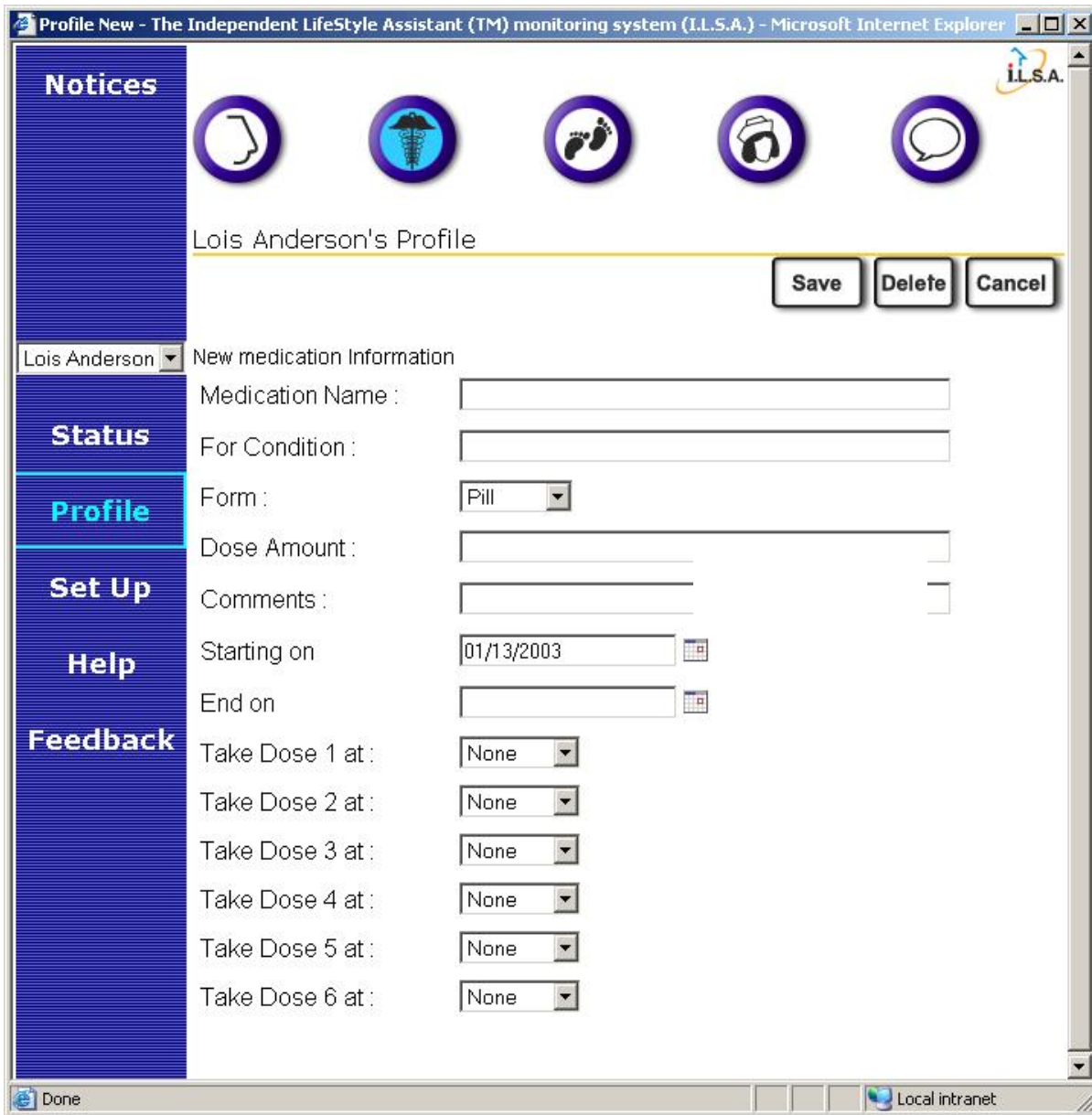
Click on a row to see the details of that record, including the dosage schedule.

Click a  button to display a form for adding new items to the list.

## Adding New Medication Data

To add a new medication record:

1. From the Medical Profile page, click the  button on the Medications line. I.L.S.A. displays a medication form.



Profile New - The Independent LifeStyle Assistant (TM) monitoring system (I.L.S.A.) - Microsoft Internet Explorer

Notices

Lois Anderson's Profile

Save Delete Cancel

Lois Anderson New medication Information

Medication Name :

For Condition :

Form :

Dose Amount :

Comments :

Starting on

End on

Take Dose 1 at :

Take Dose 2 at :

Take Dose 3 at :

Take Dose 4 at :




Take Dose 5 at :


Take Dose 6 at :

Done Local intranet

I.L.S.A. Guide for Caregivers

2. Fill in or select information as described in this table.


In the box labeled:	Do this:
Medication Name	Click in the box and type the name of the medication(s). List them in the order you listed the conditions and separate the names of medications with semicolons. Example: Celebrex; Zoloft; coumadin.
For Condition	Click in the box and type the name(s) of the condition the medication treats. If you are describing several conditions and medications, separate the conditions with semicolons. Example: arthritis; depression; heart.
Form	Click the arrow  on the right end of the box to display a list. Click on the correct description of the medication delivery method (Pill, Liquid, Injection). If you are listing several medications in different forms, ignore this box.
Dose Amount	Click in the box and type the strength of each dose. List them in the order you listed the medications and separate doses with semicolons. Examples: 150 mg; 250 ml; 42 cg.
Comments:	If you want to include more information or instructions about this medication, click in this box and type a comment.
Starting on	This box automatically shows today's date as the first date on which the client will take the medicine. To change the date: Click the calendar button  on the right end of the box. I.L.S.A. displays a calendar of the current month. To select a date in this month, click the number of the date. To select a date in another month, click the arrow next to the name of this month until you see the correct month name, then click the correct date. When you click a date, the calendar closes and I.L.S.A. displays the date in the Starting box.
End on	If the client is taking the medication for an acute condition, select the last date on which it will be taken. Use the instructions from the previous box. If the medication is for a chronic condition, leave the box blank.
Take Dose 1-6 at	Use these boxes to record up to six dose times for this medication or combination of medications. All doses are assumed to be scheduled 7 days a week. Click the arrow  on the right end of the box to display a list. In the list, click on the time at which the client should take one dose of this medication. Complete one box for each daily dose. For example, medication the client should take at each meal will show a time in the boxes for Dose No. 1, Dose No. 2, and Dose No. 3. All other Dose No. boxes will show N/A.

3. Click . I.L.S.A. closes the medication form and displays the new information on the Medical Profile page.

## Changing Medication Records

If a medication was entered incorrectly or you need to update scheduled dose times, you can make changes to its record.


To view and change a medication record:

1. Select the prescription line on the Medication Profile page. I.L.S.A. displays the details of the prescription.
2. Type or select new information in the fields as described in the previous procedure (Adding New Medication Data).
3. Click the  button above the record. I.L.S.A. closes the medication form and displays the new information on the Medical Profile page.

## Deleting Medication Records


If a record for a medication is no longer needed, you should remove the information from I.L.S.A.

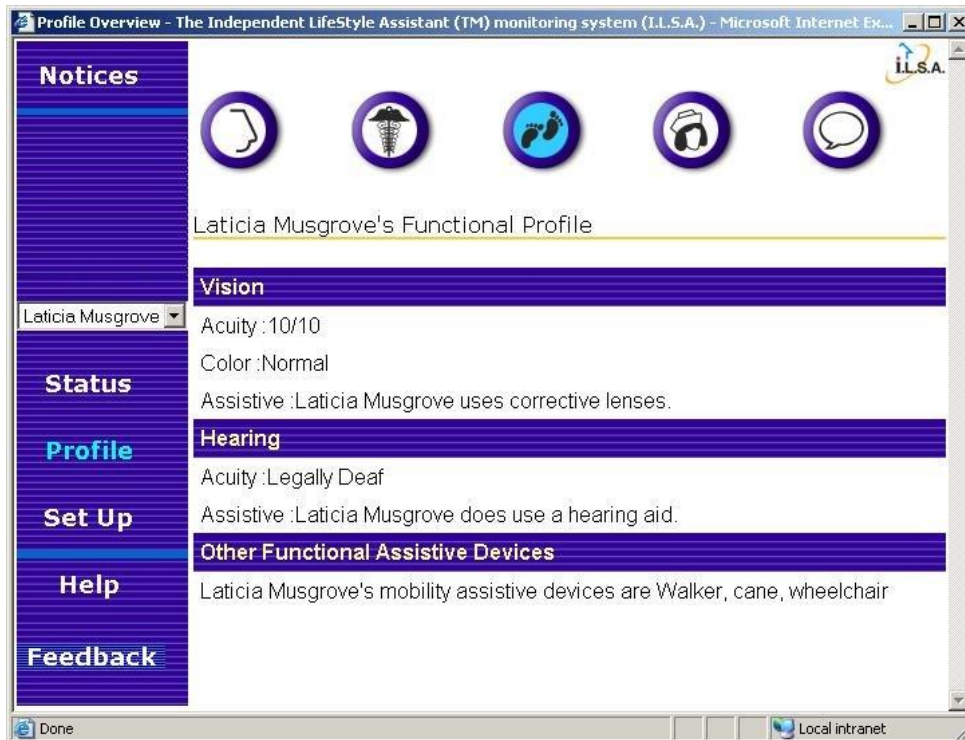
To delete a record:

1. Select the prescription line on the Medical Profile page. I.L.S.A. displays the details of the selected record.
2. Review the record to be sure you want to delete it.
3. Click the  button above the record. I.L.S.A. displays the Medical Profile page—the deleted item is no longer on the list.

## Reviewing Functional Information




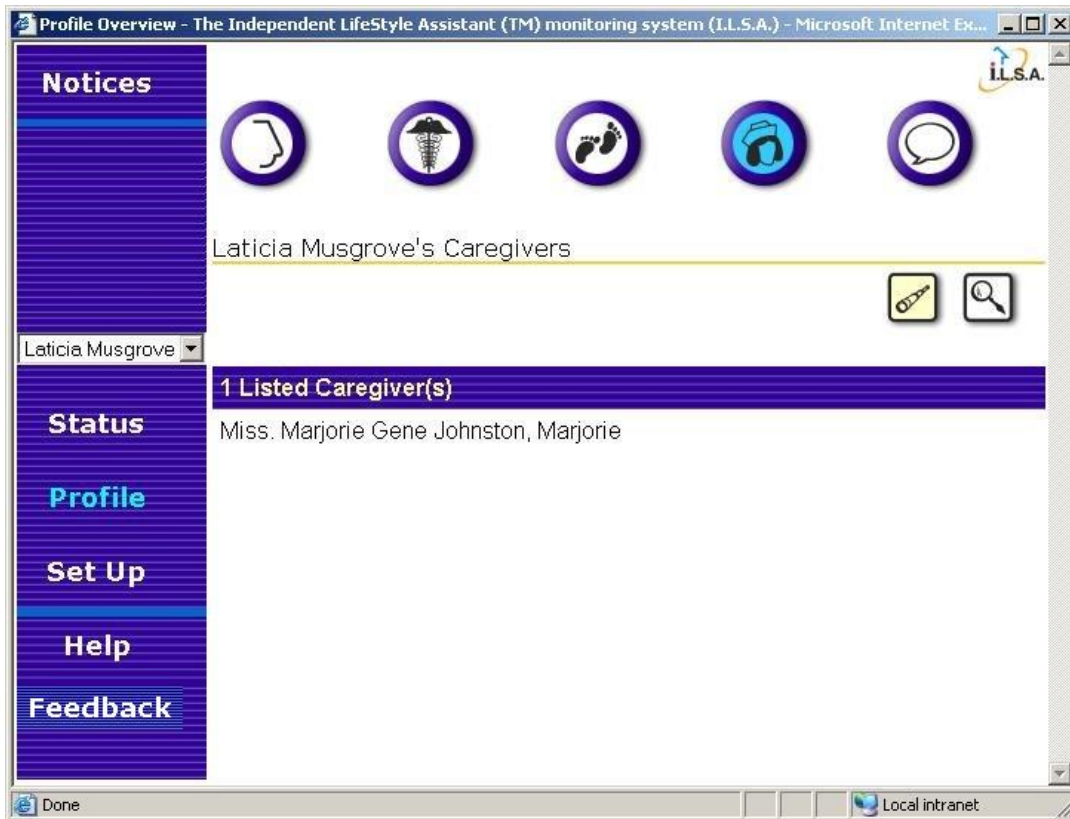
When you click the  button on any profile page, I.L.S.A. displays a summary of the client's functional condition. I.L.S.A. support staff recorded the functional description from data you and the client provided when you signed up for the service. If this data requires corrections, contact I.L.S.A. staff.



The functional profile describes the client's vision, hearing, and any conditions requiring additional assistance.

## Reviewing Caregiver Information

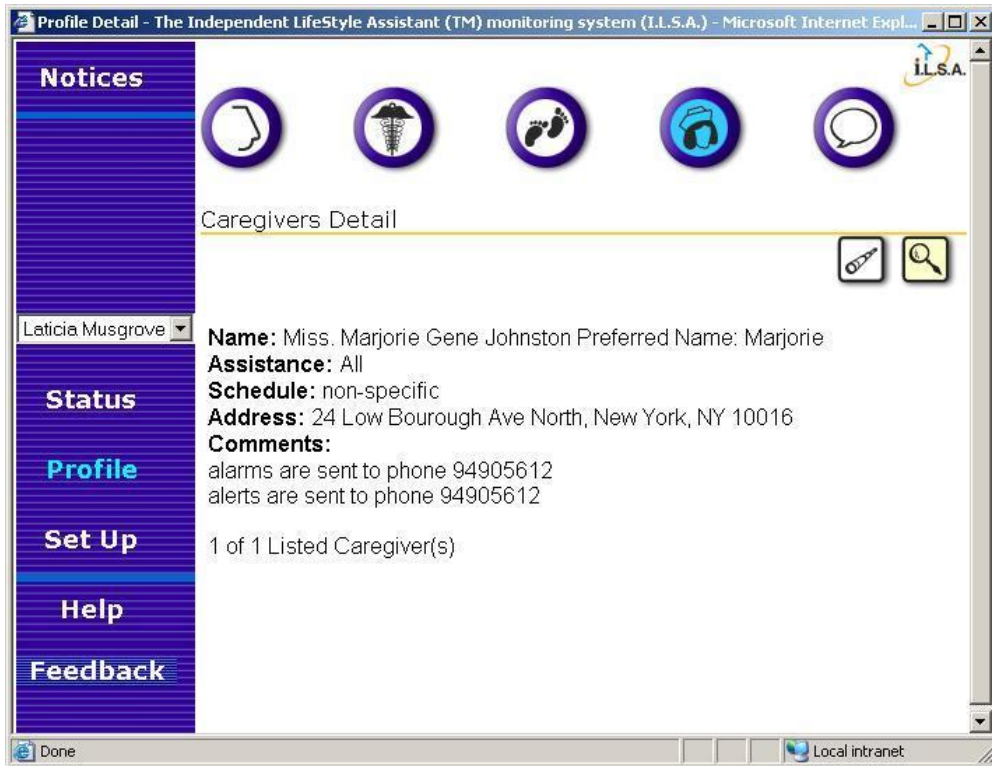
When you click the  button on any profile page, I.L.S.A. displays a list of caregivers for the client. I.L.S.A. support staff recorded the information from data you and the client provided when you signed up for the service. If this data requires corrections, contact I.L.S.A. staff.




The Caregiver Summary lists the full and preferred name of each professional or family caregiver.

Click any summary line to display detailed information about that caregiver.


# I.L.S.A. Guide for Caregivers

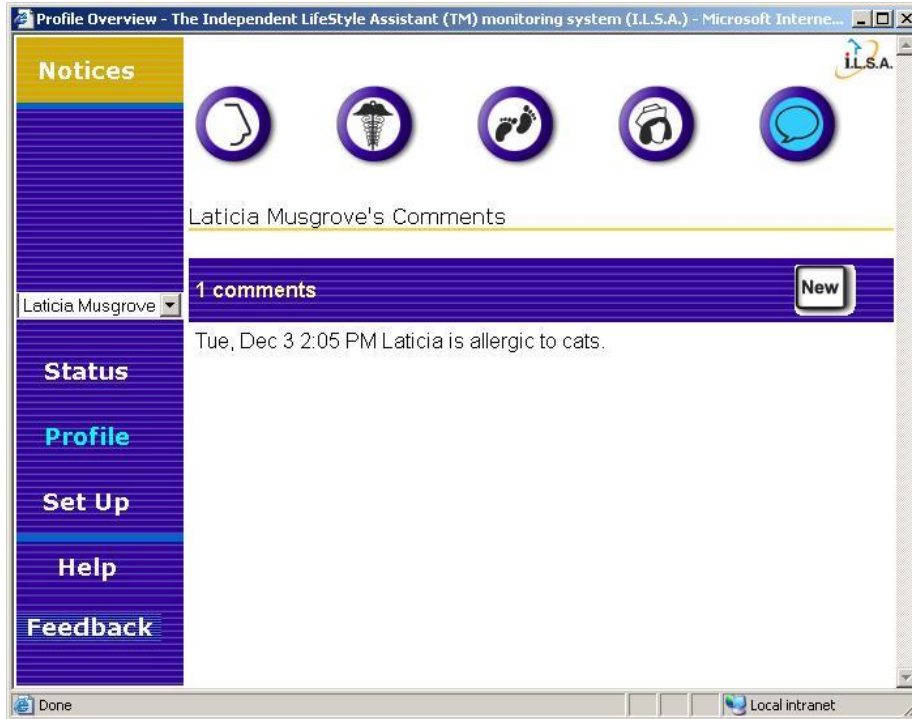


Click  to display the Caregiver Summary.




## Reviewing and Adding Comments

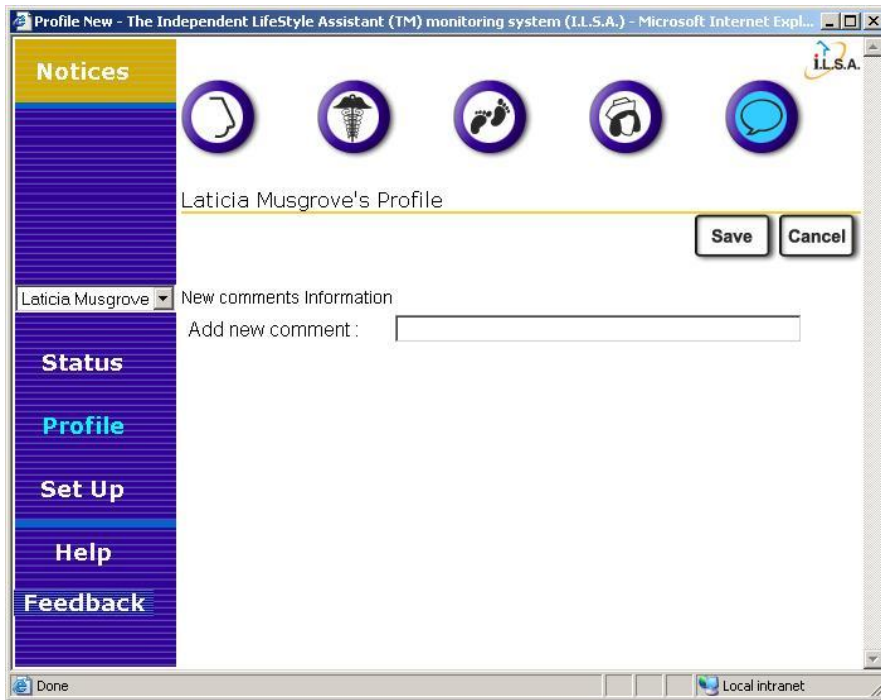
When you click the  button on any profile page, I.L.S.A. displays a list of observations about the client or the client's situation. You can add new comments.




The Comments list gives the date and text of each comment.

To add a new comment:

1. Click the  button. I.L.S.A. displays a comment form.

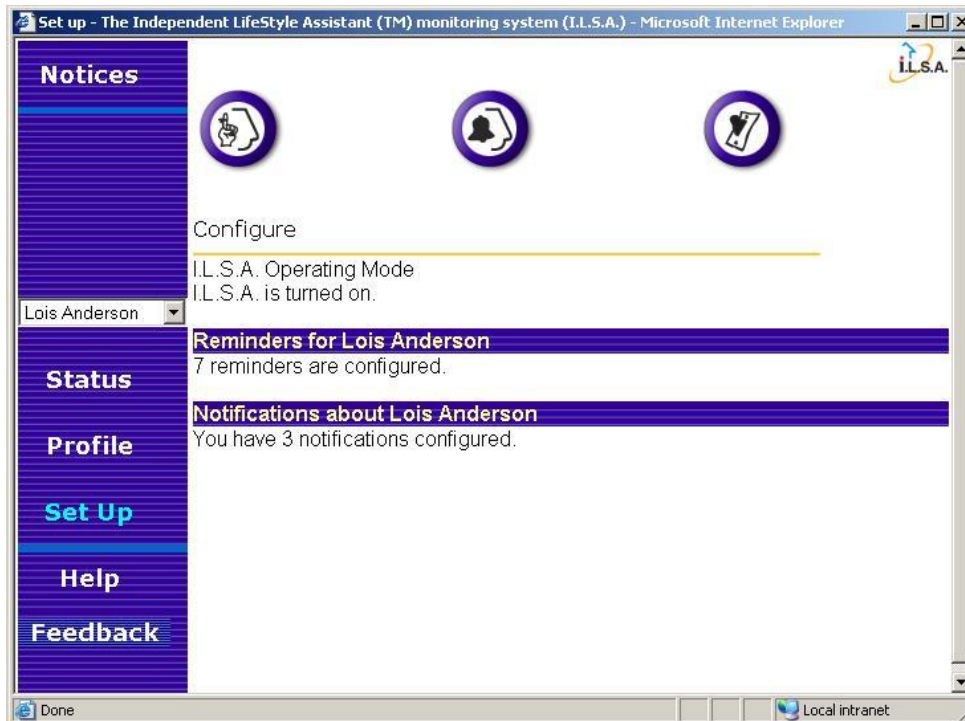


2. Type your observation in the **Add new comment:** box.
3. Click . I.L.S.A. closes the comment form and displays the new comment on the Comments page. The date of the new comment is included.

## Customizing I.L.S.A. Options




I.L.S.A. lets you review current reminders for a client and notifications you will receive about the client, create new reminders and notifications, and change I.L.S.A.'s On/Off mode for the client. Changing the mode means that you turn on or off notices. When the mode is Off, you will receive no alarms, alerts, or notifications about this client and this client will receive no reminders. While the mode is Off, I.L.S.A. will continue to collect data and you can see the trends when you or the client change the mode to On.

To work with any of these customization features on the Web, click **Set Up** on the navigation bar. I.L.S.A. displays the Configuration Overview.



This overview tells you whether the client's I.L.S.A. mode is on or off and how many reminders for and notifications about this client have been set up.


Use the buttons at the top of this or any Set Up page to display Set Up options.

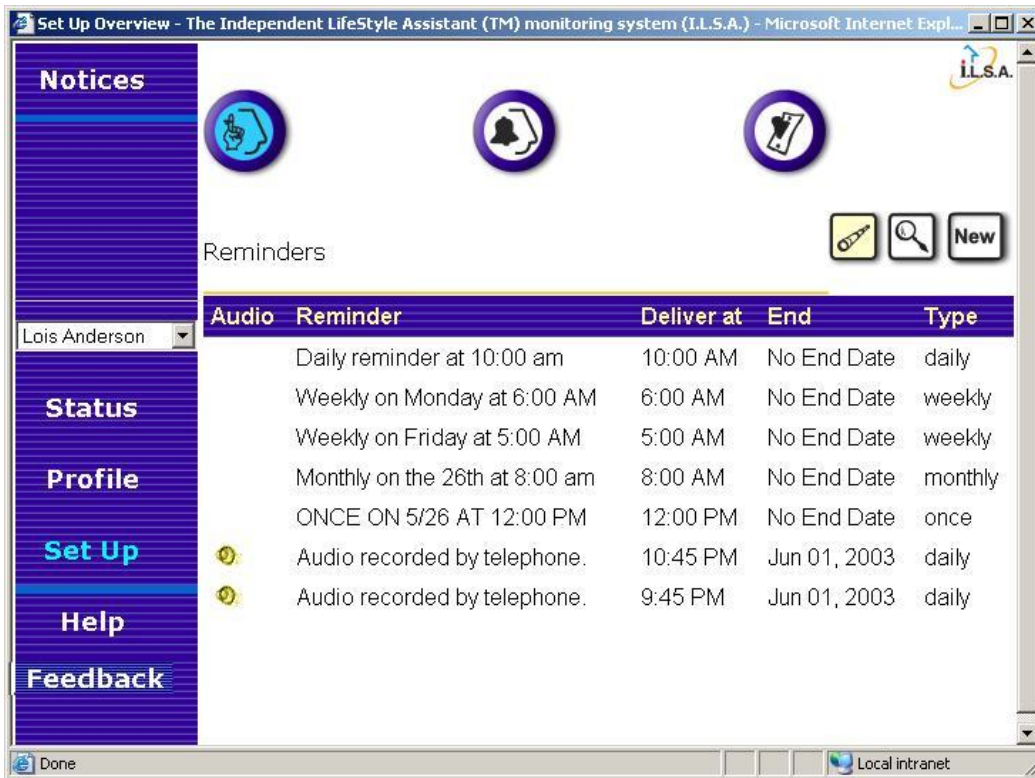
Button	Displays
	A list of the reminders currently set up for this client.
	A list of notifications that you have requested about this client.
	The current I.L.S.A. mode for this client and a control for changing it.



## Reviewing and Creating Reminders


You can review scheduled reminders, create new reminders, and delete those that are no longer relevant using either the telephone or Web interface.


### Reviewing Reminders on the Web

When you click the  button on any Set Up page, I.L.S.A. displays the Reminder Overview page. This option is also available from status pages.



The Reminder Overview lists the texts of reminders created for this client and the type of schedule (daily, weekly, monthly, once) defined for each. If a reminder is available as a recording to be sent by telephone, it will have an Audio icon . If your computer has a sound card, you can hear the recording when you click the .


Click  to create a new reminder

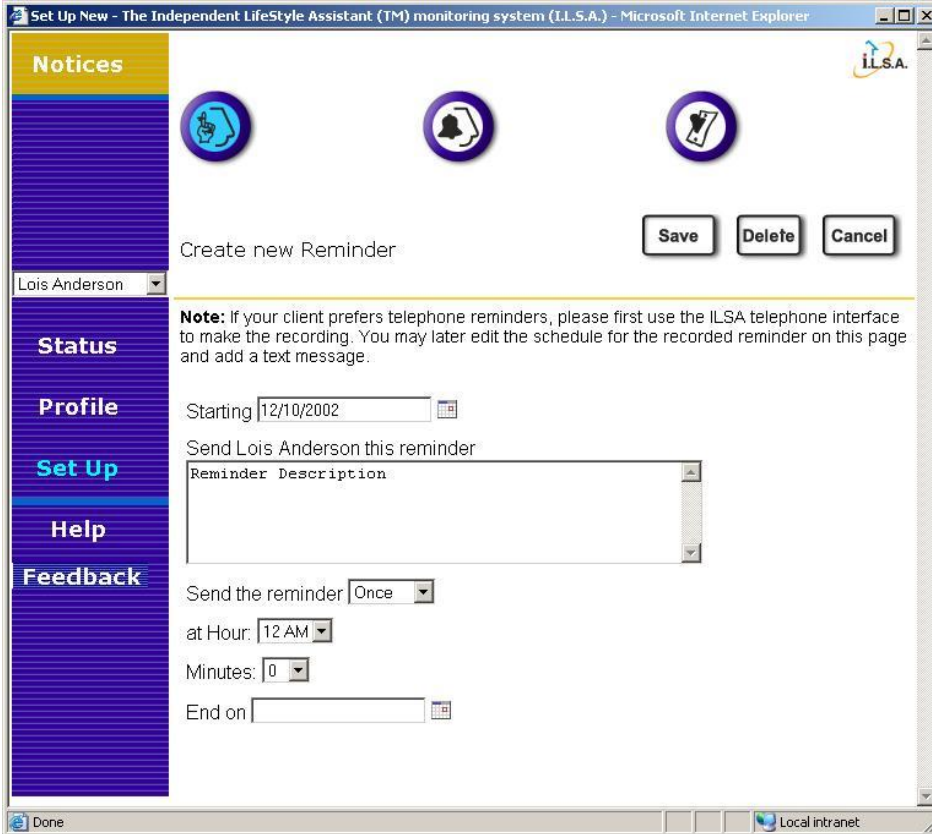
You can see the details any reminder—and make changes to it—by clicking the line for it, or click  to see the details of the first reminder. If you recorded a reminder on the phone, you may want to change the default text to a message that describes the reminder content.

## Creating Reminders on the Web

When you or your client think it would be useful to schedule a new reminder, you can create one that will be delivered once or each day, week, or month.





To create a new reminder:


1. Click the  button on the Reminder Set Up page. I.L.S.A. displays a reminder form.




The screenshot shows a web browser window titled "Set Up New - The Independent LifeStyle Assistant (TM) monitoring system (I.L.S.A.) - Microsoft Internet Explorer". The page has a blue sidebar with navigation links: Notices, Status, Profile, Set Up (highlighted), Help, and Feedback. The main content area is titled "Create new Reminder" and includes a dropdown menu for "Lois Anderson". There are three circular icons at the top: a hand, a bell, and a mobile phone. Below the icons are "Save", "Delete", and "Cancel" buttons. A "Note" states: "If your client prefers telephone reminders, please first use the ILSA telephone interface to make the recording. You may later edit the schedule for the recorded reminder on this page and add a text message." The form includes a "Starting" date field (12/10/2002), a "Send Lois Anderson this reminder" section with a "Reminder Description" text area, and scheduling options: "Send the reminder" (Once), "at Hour" (12 AM), "Minutes" (0), and "End on" (empty). The browser status bar shows "Done" and "Local intranet".

2. Select or enter information for each box in the form.

In the box labeled:	Do this:
Starting:	<p>This box automatically shows today's date as the first date on which the reminder will be sent.</p> <p>To change the date:</p> <p>Click the calendar button  on the right end of the box. I.L.S.A. displays a calendar of the current month.</p> <p>To select a date in this month, click the number of the date.</p> <p>To select a date in another month, click the arrow next to the name of this month until you see the correct month name, then click the correct date.</p> <p>When you click a date, the calendar closes and I.L.S.A. displays the date in the Starting box.</p>
Send <i>clientname</i> this reminder:	<p>Click in the box and type the text of the message you want the client to see. Example: Lois, you have an appointment with Dr. Brown at 10 this morning.</p> <p>If you are changing an existing reminder that was recorded on the telephone, you should enter a message that reflects the content of the recording.</p> <p>If you do not want an existing reminder to be sent by telephone, delete the .</p>
Send the reminder:	<p>Click the arrow  on the right end of the box to display a list. Click on the selection that describes how often the reminder should be delivered (Once, Daily, Weekly, Monthly).</p>
at Hour: Minutes:	<p>Click the arrow  on the right end of each box to display a list of hours or minutes. In the list, click on the time at which the client should receive the message.</p>
Ending:	<p>If you want the reminder sent for a specific number of days, weeks, or months, select the last date it should be sent. Use the instructions for Starting (above) to select a date.</p> <p>If the reminder is sent only once or should always be available, do not complete this box.</p>

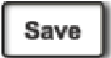
3. Click . I.L.S.A. closes the reminder form and displays the new text and type on the Reminder Set Up page.

Click  to redisplay the overview. The new reminder should be included in the reminders list.

## Changing Reminders on the Web

If a reminder was entered incorrectly or you recorded a reminder on the phone, you can change the text portions of the message using the Web interface. (If the recorded message is incorrect, you must delete it and re-record. See procedures for recording reminders by telephone below.)


To view and change a reminder:

1. Select the reminder line on the Reminder Set Up page. I.L.S.A. displays the details of the reminder.
2. Type or select new information in the fields as described in the previous procedure (Creating Reminders).
3. Click . I.L.S.A. closes the reminder form and re-displays the Reminder Set Up page.

## Deleting Reminders on the Web

If a reminder is no longer needed or was entered incorrectly, delete it from I.L.S.A. Add a new, correct reminder if necessary. You can delete Reminders only through the Web interface.

To delete a reminder:

1. Select the reminder line on the Reminder Set Up page. I.L.S.A. displays the details of the reminder.
2. Review the reminder to be sure you want to delete it.
3. Click the  button above the record. I.L.S.A. displays the Reminder Set Up page—the deleted item is no longer on the list.

## Reviewing and Creating Reminders on the Phone

If your client prefers to have reminders sent by telephone, you can record new reminders and review current audio reminders using I.L.S.A.'s telephone interface. Note that you can delete incorrect or out of date reminders only through the Web interface.

Note on the telephone interface: If I.L.S.A. does not respond as expected when you make a selection or if you want to leave the system, press \* to repeat the last prompt or press 9 to exit (ILSA should say "Goodbye"). If neither of these options work, simply hang up. Please report telephone interface problems to us at any time.

## Reviewing Audio Reminders on the Phone

I.L.S.A. lets you listen to existing audio reminders for your client through its telephone status interface. To hear reminders:

1. Dial the I.L.S.A. number number **1-866-623-8351**. When I.L.S.A. answers, it tells you to enter your I.L.S.A. ID.
2. Enter **your ID** and press the **#** key. After verifying the ID, I.L.S.A. asks for your password.
3. Enter **your password** and press the **#** key. After verifying the code, I.L.S.A. asks for the ID of a client you wish to check.
4. Enter the **client's code** and press the **#** key. After verifying the code and that the system is ready, I.L.S.A. tells you to press 1 to hear status information, press 2 to hear and record reminders, or press 9 to end the call.
5. Press **2**. I.L.S.A. reports the number of scheduled reminders (Note that this refers to recorded audio reminders, the client may have other text-only reminders.) and offers options to record new reminders or review the current reminders.
6. Press **2** to listen to the current audio reminders. The next menu prompts you to press 1 to hear the first reminder, press **#** to hear the following reminder, or press 9 to exit.
7. Select any of the three options. Note that you can press **#** or 9 while any reminder is still playing.

Before I.L.S.A. plays a recorded reminder, it gives you the reminder's schedule. For example: "This reminder is sched to be delivered once on May 30, 2002 at 7 am." You then hear the recorded message and are prompted to press 7 if you want to delete it or **#** to hear the following reminder.

If you press **#** after you've heard the last reminder, ILSA will say "that button is not available."

## Recording New Reminders

I.L.S.A. lets you record and schedule audio reminders for your client through its telephone status interface. After you record a reminder, you can make changes to the schedule or add text to identify the reminder topic using the web interface. To record reminders:

1. Dial the I.L.S.A. number number **1-866-623-8351**. When I.L.S.A. answers, it tells you to enter your I.L.S.A. ID.
2. Dial **your ID** and press the **#** key. After verifying the ID, I.L.S.A. asks for your password.
3. Dial **your password** and press the **#** key. After verifying the code, I.L.S.A. asks for the ID of a client you wish to check.



I.L.S.A. Guide for Caregivers

4. Dial the **client's code** and press the # key. After verifying the code and that the system is ready, I.L.S.A. tells you to press 1 to hear status information, press 2 to hear and record reminders, or press 9 to end the call.
5. Press **2**. I.L.S.A. reports the number of scheduled reminders (Note that this refers to recorded audio reminders, the client may have other text-only reminders.) and offers options to record new reminders or review the current reminders.
6. Press **1** to record a reminder. I.L.S.A. tells you to speak your message when you hear the tone and press # when you are done speaking. It then plays a tone.
7. Speak your message clearly and press the # key when you are done. I.L.S.A. gives you options to hear what you recorded (1) , schedule reminder delivery (2), exit the system (9), or repeat the menu (\*).
8. Press **1** if you wish to hear the message before scheduling it. I.L.S.A. plays back the recording then repeats the options, adding an option (3) to erase and re-record.
9. Press **2** to create a schedule. I.L.S.A. prompts you to select AM or PM delivery.
10. Press **1** to deliver the reminder between midnight and noon, or **2** to deliver it after noon. I.L.S.A. prompts you to give delivery hour and minute.
11. Press two keys to designate the delivery hour. For example, press 0 and 8 for 8 o'clock. I.L.S.A. prompts for minutes.
12. Press two keys to designate minutes after the hour. For example, press 0 and 5 to deliver at five minutes after the hour, or press 3 and 0 for delivery on the half hour. I.L.S.A. prompts you to select the type of delivery.
13. Use the information in this table to continue scheduling reminder delivery:

<b>If you select</b>	<b>I.L.S.A. prompts</b>	<b>You respond</b>	<b>I.L.S.A. prompts</b>
1 (once)	Gives a series of three prompts, telling you to enter two digits for the month, day, and year to deliver the reminder.	Select two numbers for each part of the date.	Confirms the schedule, e.g.: "This reminder will be sent once on May 31, 2002 at 8:30 a.m."
2 (daily)	Confirms the schedule, e.g.: "This reminder will be sent every day at 8:30 a.m."	go to Step 14	(na)
3 (weekly)	Prompts you to select a delivery day. 1 for Sunday, 2 for Monday, and so on.	Select the number that designates the delivery day.	Confirms the schedule, e.g.: "This reminder will be sent every Thursday at 8:30 a.m."
4 (monthly)	Prompts you to select a day of the month for delivery.	Select two numbers for the day of the month.	Confirms the schedule, e.g.: "This reminder will be sent on the 12 <sup>th</sup> of each month at 8:30 a.m."

After giving the schedule, I.L.S.A. asks you to confirm that it is correct.

14. Press **1** if the schedule is correct or press **2** if it is wrong.

If you pressed 1, I.L.S.A. tells you the reminder is saved; if you pressed 2, it tells you it was not save. It then prompts you to record another reminder (1) or exit the system (9).


Repeat Steps 6-14 for each reminder you wish to create and schedule.

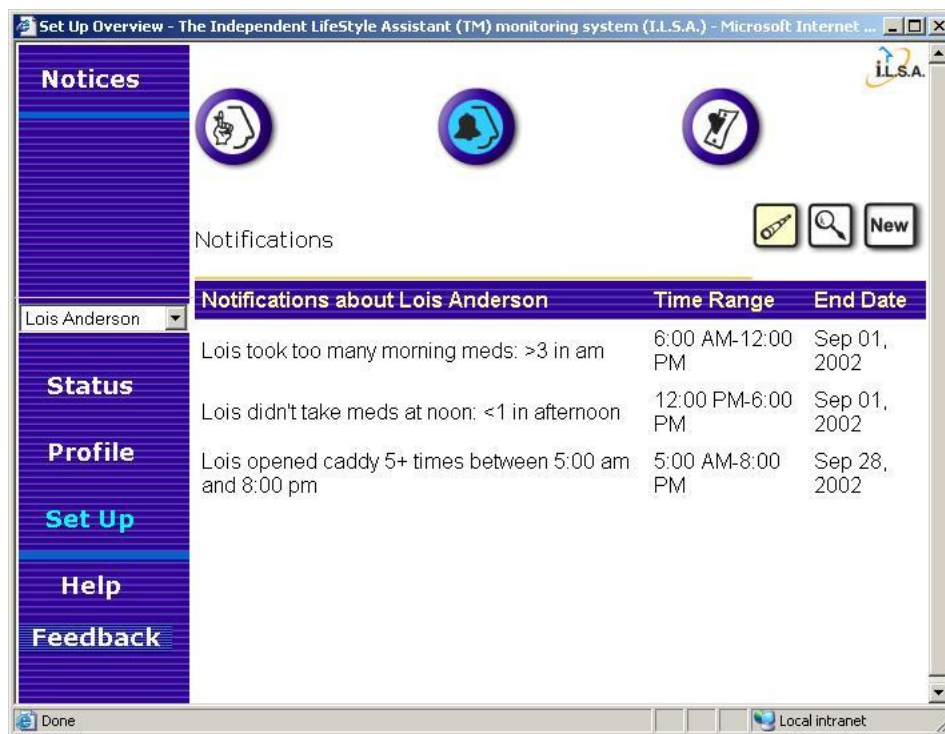
If you want to add text to any reminder or change any schedule, use the instructions under Changing Reminders on the Web on page 43.

## Reviewing and Setting Up Notifications


Notifications are messages that I.L.S.A. sends to indicate it has detected a situation for which you requested notice. You can set up any number of notification conditions. In this version of I.L.S.A., you can request notifications only for medication caddy events.




When you click the  button on any Set Up page, I.L.S.A. displays the Notifications Overview page. This option is also available from status pages.




The Notifications Overview lists all notifications about the client, the time range in which I.L.S.A. will look for the conditions, and the last date on which the notification can be displayed.

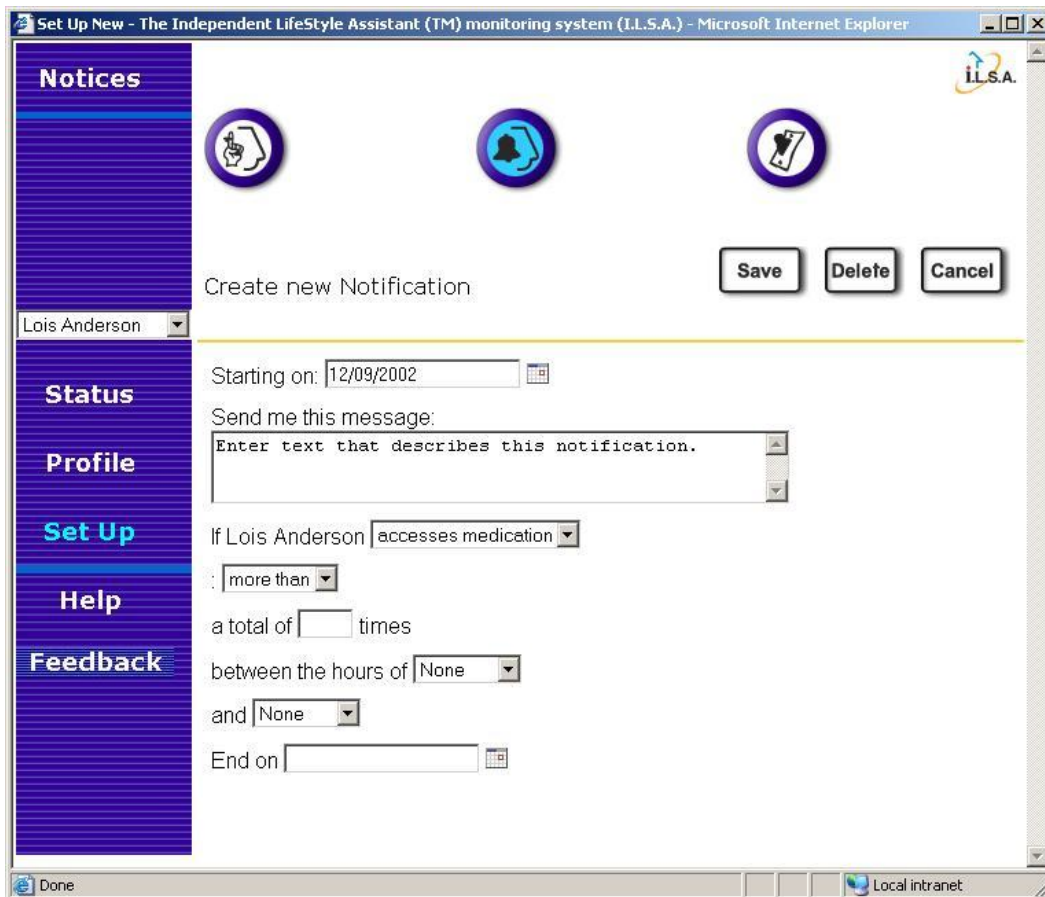
Click the  button on this page to create a new notification.

Click the  button to see details of the first notification; or click any line on the overview to see details of a specific notification. You can change or delete any current notification.

## Creating Notifications

To create a new notification:

1. Click the  button on the Notifications Overview page. I.L.S.A. displays a notification form.



Set Up New - The Independent LifeStyle Assistant (TM) monitoring system (I.L.S.A.) - Microsoft Internet Explorer

Notices

Starting on: 12/09/2002

Send me this message:  
Enter text that describes this notification.




If Lois Anderson accesses medication  
: more than  
a total of times  
between the hours of None  
and None  
End on


Save Delete Cancel


Lois Anderson

Done Local intranet

2. Select or enter information for each box in the form.

In the box labeled:	Do this:
Starting on:	<p>This box automatically shows today's date as the first date on which I.L.S.A. will check for the notification condition.</p> <p>To change the date:</p> <p>Click the calendar button  on the right end of the box. I.L.S.A. displays a calendar of the current month.</p> <p>To select a date in this month, click the number of the date.</p> <p>To select a date in another month, click an arrow next to the name of this month until you see the correct month name, then click the correct date.</p> <p>When you click a date, the calendar closes and I.L.S.A. displays the date in the Starting box.</p>
Send me this message:	<p>Click in the box and type the information you want to see when I.L.S.A. displays a notice. For example: Lois didn't take her morning medication.</p>
If <client name>:	<p>Select an action the client might take. This version of I.L.S.A. offers only one selection—accesses medication.</p>
: (following box)	<p>Click the arrow  on the right end of the box to display a list. Click on the designation—more than or fewer than—for quantifying the number of times the client opens the medicine caddy.</p>
a total of:	<p>Type 0 or a positive number that restricts the quantity of the medicine caddy accesses. (Note that 0 makes sense only when the condition is More Than.)</p>
between the hours of: and:	<p>Click the arrow  on the right end of each box and select the time range in which I.L.S.A. should look for the condition. For example, select 6:00 A.M. in the first box and 12:00 P.M. in the second if you are looking for a condition to occur between waking up and lunch.</p>
End on:	<p>If you want the notification sent for a specific number of days, weeks, or months, select the last date it should be sent. Use the instructions for Starting (above) to select a date.</p> <p>If the reminder is sent only once or should always be available, do not complete this box.</p>


3. Click . I.L.S.A. closes the reminder form and displays the new text and type on the Reminder Set Up page.

Click  to redisplay the overview. The new reminder should be included in the reminders list.

## Changing Notifications

If a notification is incorrect, you can change it.


To change a notification:

1. Select the reminder line on the Reminder Set Up page. I.L.S.A. displays the details of the reminder.
2. Type or select new information in the fields as described in the previous procedure (Creating Notifications).
3. Click . I.L.S.A. closes the reminder form and displays the new text and type on the Reminder Set Up page.

## Deleting Notifications

If a notification is no longer needed or was entered incorrectly, delete it from I.L.S.A. Add a new, correct reminder if necessary.

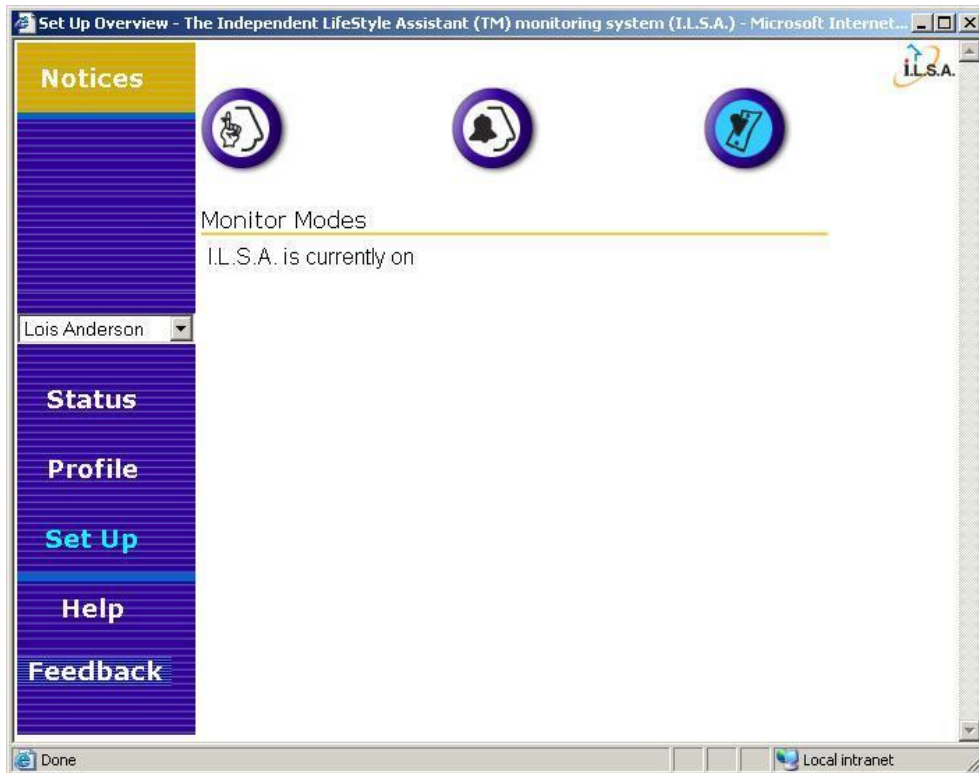
To delete a notification:

1. Select the reminder line on the Reminder Set Up page. I.L.S.A. displays the details of the reminder.
2. Review the reminder to be sure you want to delete it.
3. Click the  button above the record. I.L.S.A. displays the Reminder Set Up page—the deleted item is no longer on the list.

## Controlling I.L.S.A. Mode

Mode Control lets you view and change the current status of I.L.S.A. monitoring. Turning the mode to Off suppresses all alarms, alerts, and other messaging from I.L.S.A. to you or the client but does not turn off sensors or general logging. Note that the client can also change the mode. You may want to turn the mode to Off when you know the client's home situation will be sufficiently out of the ordinary that I.L.S.A. is likely to detect false alert situations. For example, if the client expects to have company for an extended time period, the motion sensors will fire more frequently than usual. Or if the client will be away from home, I.L.S.A. will detect no motion or medication events.

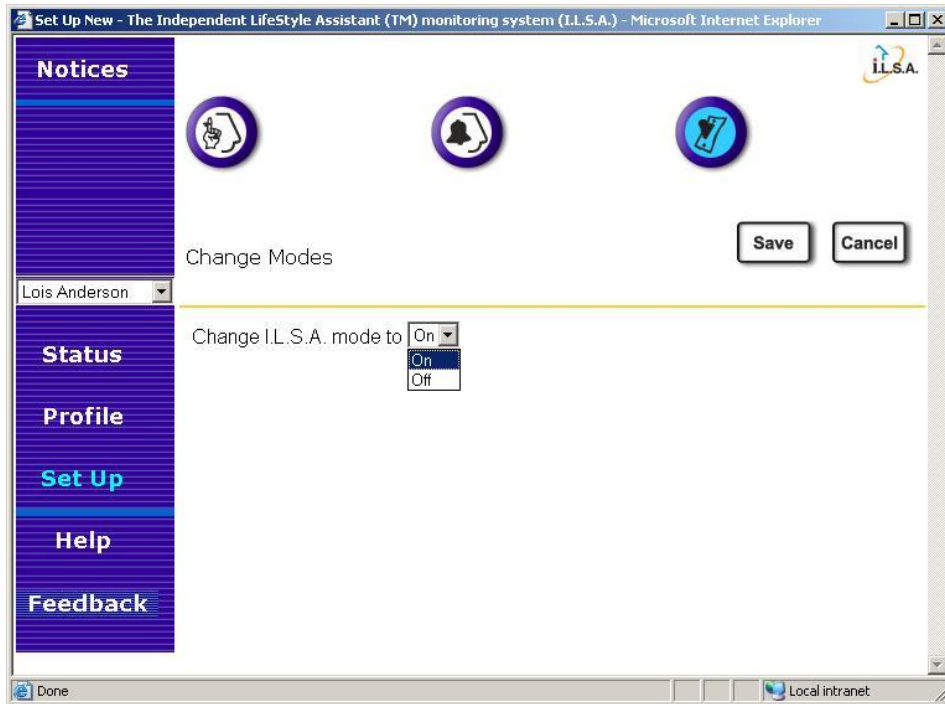
When you click the  button on any Set Up page, I.L.S.A. displays the Mode Control page.



Mode Control displays text that identifies the current mode.

To change the mode:

1. Click the text ( "I.L.S.A. is currently on" in the example above). I.L.S.A. shows a new display.



2. To change the mode, select On or Off from the drop down list after "Change I.L.S.A. mode to:"
3. Click the **Save** button. I.L.S.A. redisplayes the previous Modes page with the new designation.



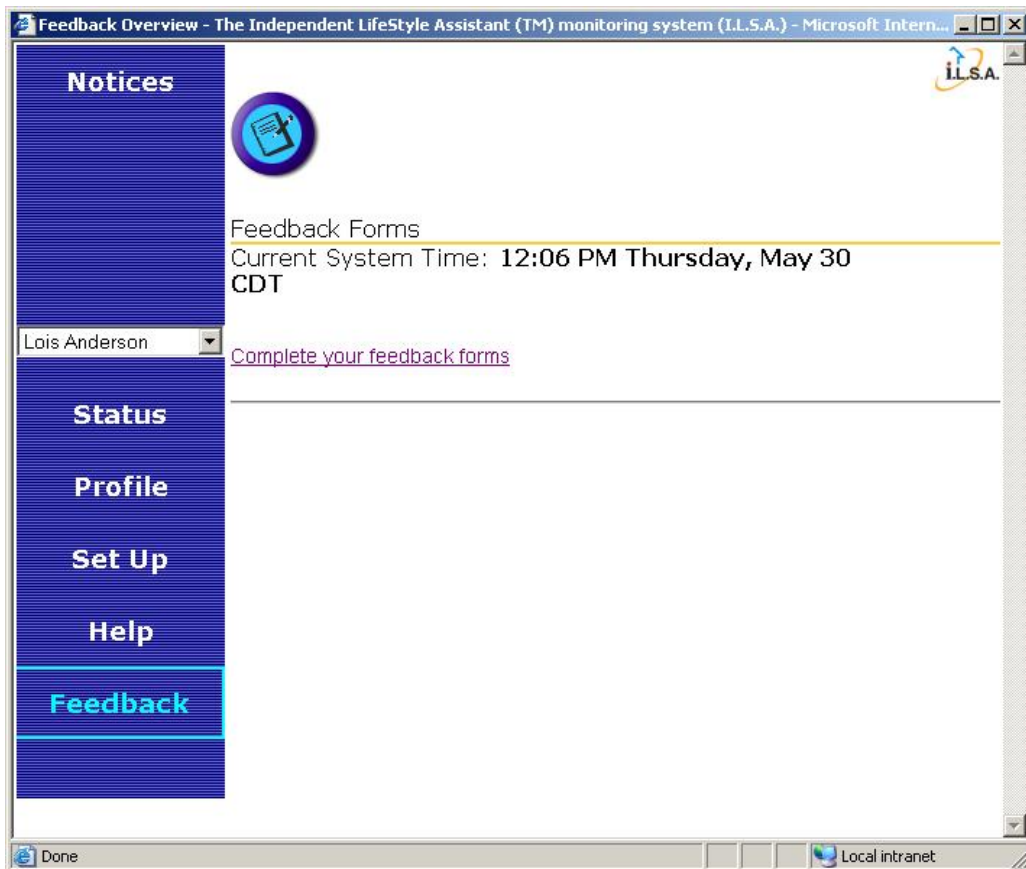


## Providing Feedback about I.L.S.A.

Part of your responsibility as a field tester for I.L.S.A. is providing feedback about how it works and what we can do to improve the system. One means of providing that information is through a standardized survey that records your experience during the previous week. Of course, we also welcome any comments you care to provide at other times through contact with the I.L.S.A. support team.

To fill out a feedback survey:

1. Click the **Feedback** link in the I.L.S.A. navigation bar. I.L.S.A. displays a Survey Overview with a link to surveys about your experience with I.L.S.A.



2. Click the **Complete your feedback forms** link on the Feedback Overview. I.L.S.A. displays a list of surveys in a summary window.

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3. Click the name of the survey you wish to complete ( For example, Caregiver Weekly Log due 01-04-03). I.L.S.A. displays a form composed of questions on the left and spaces for your answers on the right.

Question	Answer
1). How much time did you spend directly caring for your I.L.S.A. client this week?	<input type="text"/>
2). How much time did you spend talking with your I.L.S.A. client on the phone this week?	<input type="text"/>
3). How much time did you spend running errands for your I.L.S.A. client this week?	<input type="text"/>
4). How much time did you spend tracking down information and managing paperwork for your I.L.S.A. client this week?	<input type="text"/>
5). How much time did you spend communicating with other family	<input type="text"/>

4. Depending on the type of question, answer by typing as much detail as necessary or by selecting a choice from a drop-down list.

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- When you have completed all questions (you will need to scroll the window to see all of them), click the **Submit** button at the bottom of the form. I.L.S.A. redisplayes the Survey Summary. The form you completed has been deleted from the Pending Survey list.

Examples of completed questions:

Survey Form #4: Caregiver Weekly Log

Please describe your caregiving experience using I.L.S.A. during the past week. Answer the following questions as accurately as possible. For relevant questions, select Not Applicable if you did not use the listed feature at all this week. For the questions 1-4, round to the nearest quarter hour (e.g., 15 minutes would be .25 hours)

Question	Answer
1). How much time did you spend directly caring for your I.L.S.A. client this week?	6
2). How much time did you spend talking with your I.L.S.A. client on the phone this week?	1.5
3). How much time did you spend running errands for your I.L.S.A. client this week?	0
4). How much time did you spend tracking down information and managing paperwork for your I.L.S.A. client this week?	0
5). How much time did you spend communicating with other family	2

23). Which device was most useful this week?

website & phone are equal

Please explain:

24). Which I.L.S.A. features were most useful this week, and why?

Status history report showed me the reminders that Lois got. I used this to talk to her about medication schedules.

25). Which I.L.S.A. features were least useful this week, and why?

I didn't look at any of the Profile pages except the list of medications.

26). Has anything changed in your client's activities or medication that we should note in the I.L.S.A. system? For example, if you received false alerts, perhaps your client's waking and sleeping hours should be adjusted; or, your client is getting reminders for medication he or she no longer takes.

no

Please explain:

Reset Submit

## I.L.S.A. Guide for Caregivers

- Click the **Close** link in the upper right corner to return to the main I.L.S.A. display. You
- Click the link **Go back to Summary Page** on the upper right of the form, to display the list of pending surveys without completing the current form.
- Click **Reset** at the bottom of the form, to set all the answers back to blanks.
- To close the Summary Page, click the **Close** link.

## **What to do if . . .**

### **You can't display the I.L.S.A. Web interface or contact the phone interface.**

Call I.L.S.A. technical support.

In Minnesota, call: 612-490-5612 or 612-951-7579

In Florida, call: 352-494-4080

### **I.L.S.A. displays or sends a message about a problem in its system.**

You can:

Wait awhile, then try I.L.S.A. again.

Call I.L.S.A. support. The support technician may already know about the problem and can tell you how soon it will be fixed.

As a system under test, I.L.S.A. may exhibit problems that it can identify but that prevent it from giving you correct or current information. In most cases, the I.L.S.A. team will be aware of a problem and will work to fix it as soon as possible. Here are some messages you may see on the Web or hear in a phone call:

“Error accessing the page!”

“The I.L.S.A. system is not ready. Try again later.”

### **You think I.L.S.A. is showing incorrect information.**

Call I.L.S.A. technical support if you notice that I.L.S.A.:

Is giving the wrong date

Reports information that you believe is wrong (for example, your client was away from home, but I.L.S.A. shows the medication caddy was used).

Sends notifications that are incorrect or don't apply to your client

### **Your client's situation changes; for example, prescriptions or schedule are different.**

Tell I.L.S.A. support so the information can be corrected in the system.

