

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

Resident Manual

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Field Test

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National Institute of Standards and Technology



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Welcome to I.L.S.A.

The Independent LifeStyle Assistant™ monitoring system (I.L.S.A.) will help you, your family, and caregivers feel comfortable about your safety and health. It can also help you remember appointments and medications.

I.L.S.A. communicates with you through a Honeywell WebPad™ computer device and through the telephone. You can use the WebPad to see reminders and summaries of the reports that your caregivers see and to turn on and off the I.L.S.A. reminders and alerts. If you want to receive reminders by telephone, I.L.S.A. will call you with scheduled messages.

For I.L.S.A. to work correctly to remind you of medication, the only change you may need to make in your normal routine is to keep your medicine in a special caddy provided with the system. For more information about the caddy and how I.L.S.A works, refer to the section of this guide called “How I.L.S.A. Records Data.”

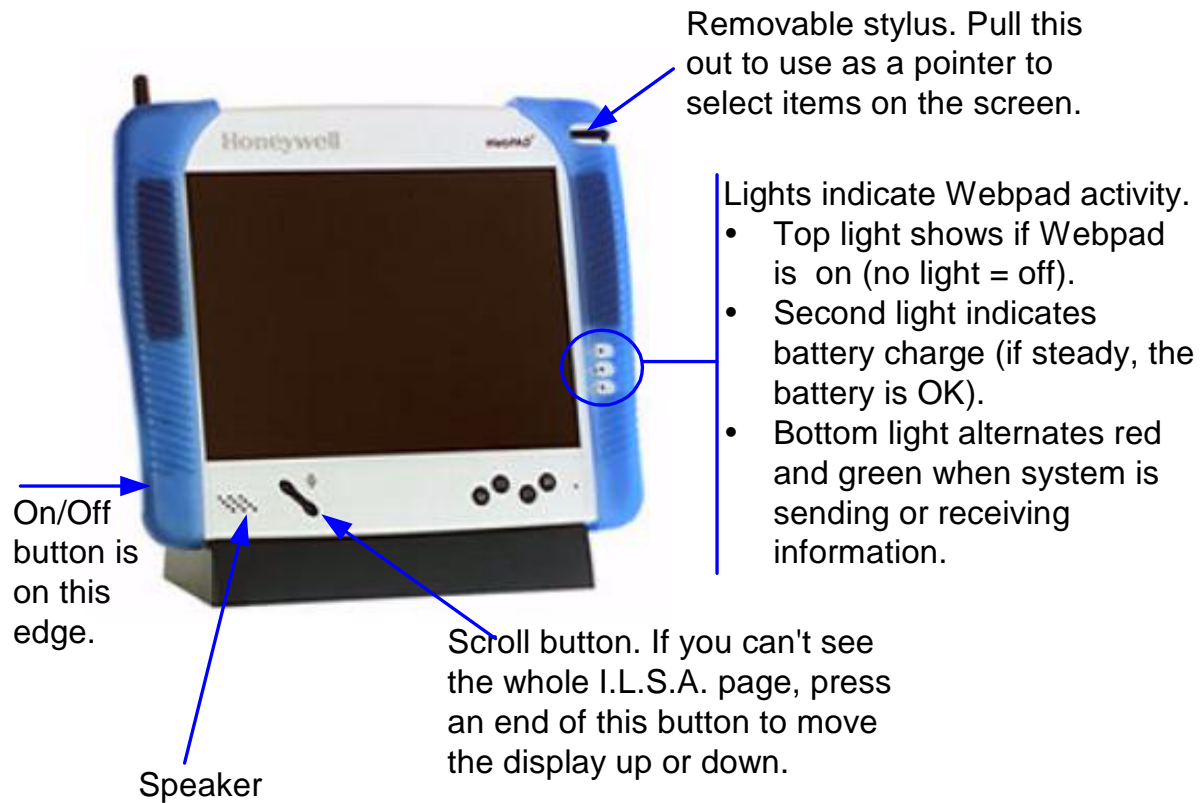
Remember that this is a test system: it may not always act the way you expect—or even the way we hope it will. The last section of this guide, “What to do if...” tells you about some problems that could occur and how to handle them. If you experience difficulties we have not anticipated or have ideas that will help us improve I.L.S.A., please feel free to let us know at any time.

Call the I.L.S.A. support team at:

612-490-5612 or 612-951-7579 in Minnesota

352-494-4080 in Florida

Your Honeywell WebPad



The WebPad sits on a base that is plugged into the wall. You can take the WebPad off the base to use it anywhere in your house. Just remember to put it back on the base within a couple hours so the batteries don't wear out.

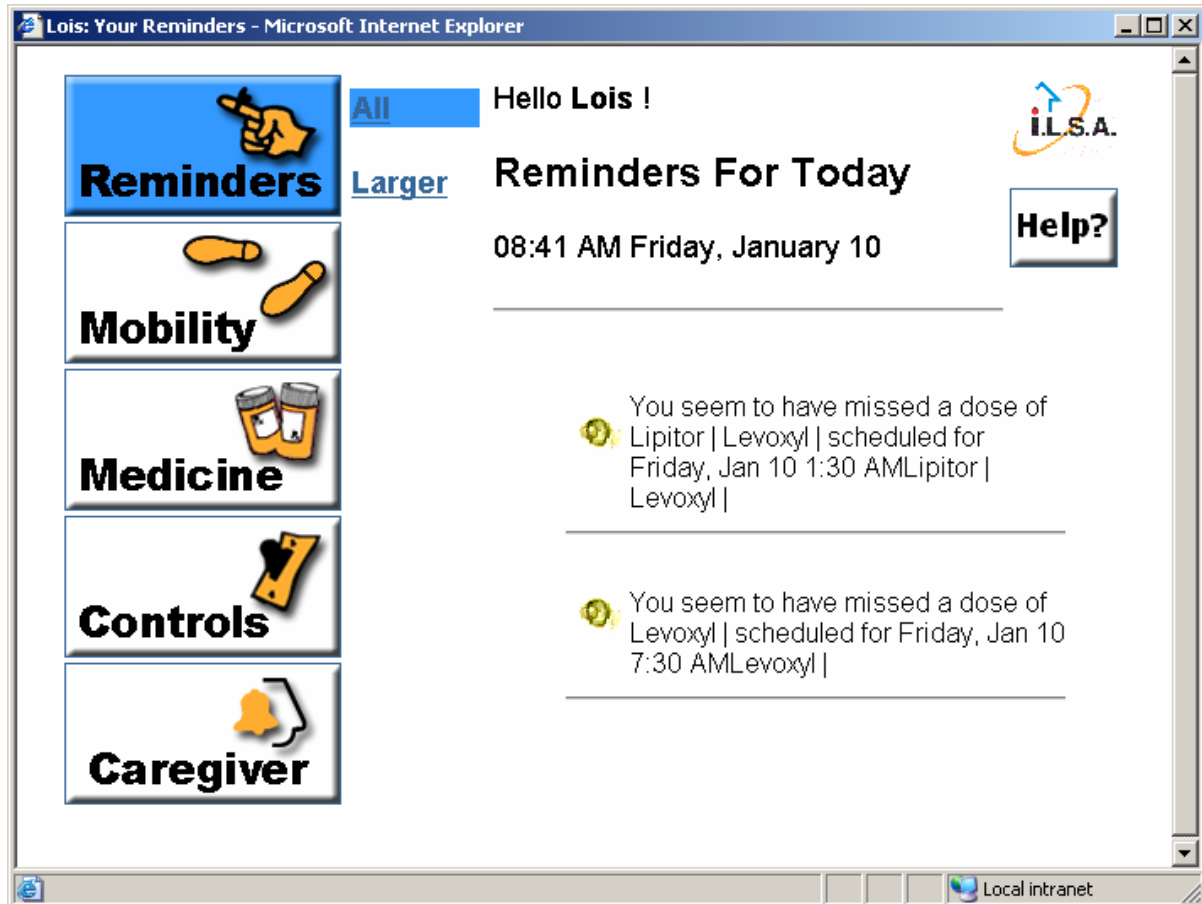
To turn the WebPad off, slide the button on the lower left corner down and hold it in that position for a few seconds.

To turn the WebPad on, slide the power button up. After a few minutes, I.L.S.A. will automatically be displayed.

Starting I.L.S.A. and Making Selections

Your WebPad is set to display I.L.S.A. when you turn the WebPad on.

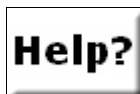
(Sometimes the WebPad screen may go dark even though it isn't turned off. You may be able to refresh it by simply touching the screen. In this case, I.L.S.A. will continue to display the last page you used.)



I.L.S.A. Guide for Residents

To use I.L.S.A., tap on a labeled rectangle—called a button—along the left side of the display. A blue button indicates which page is displayed.

Tap this:



To see:

notes to help you remember what you should do today.

a summary of your activity level today compared to other days. You can also see mobility status for yesterday.

a list of the medications you should take and whether you have taken them today. You can also see medicine status for yesterday.

the status of I.L.S.A. for your home. You can turn off I.L.S.A.'s reminders to you and alerts to your caregiver if you plan to be gone or have company.

the names of caregivers and family members who use I.L.S.A. and the messages they have received from I.L.S.A. in the last 48 hours.

what to do in an emergency and who to call if you want help using I.L.S.A. This may be customized for your residence. Note that this button is in the upper right of the I.L.S.A. display.

Receiving Reminders

Your caregiver can create reminders for I.L.S.A. to deliver to you at scheduled times. I.L.S.A. is also programmed to remind you when to take medication if you do not open your medicine caddy at the scheduled time.

The reminders can be either text that you read on your WebPad or audible messages that you receive by phone—but you can also listen to audio messages on the WebPad.



Receiving Reminders by Phone


When your caregiver records a reminder, I.L.S.A. will call you at scheduled times. When you answer the phone, I.L.S.A. will speak the message. Hang up when the message is complete. If you do not hear anything when you pick up the receiver, say “Hello.” I.L.S.A. may not recognize that you are listening until it receives a sound.

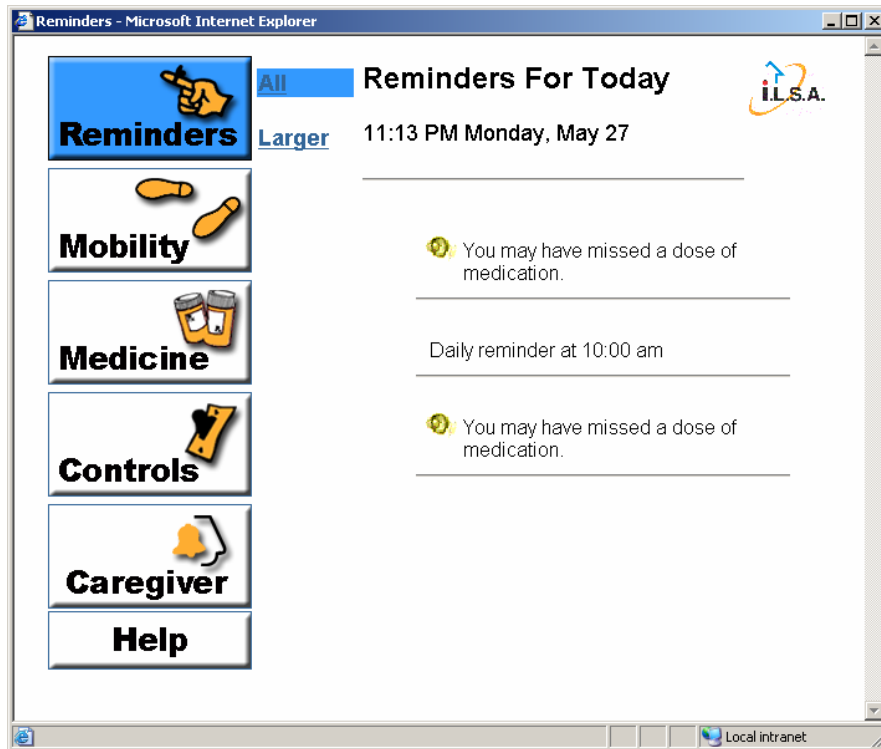
1. The beginning of all reminders is the same. A female voice says, “Hello, this is an I.L.S.A. message for *your name* If you are *your name*, press 1, otherwise press 2 or hang up.”
Press 1.
2. I.L.S.A. then delivers the message. When the message is complete, you will hear, “If you heard and understood this message, press 1; otherwise, press the star key to hear the message again.”
Press 1 if you are comfortable that you heard the message correctly.
Press the * key on the lower left corner of your telephone pad to hear the message again. You may hear the message as many times as you like.
3. I.L.S.A. responds, “Thank you, goodbye.” and hangs up.




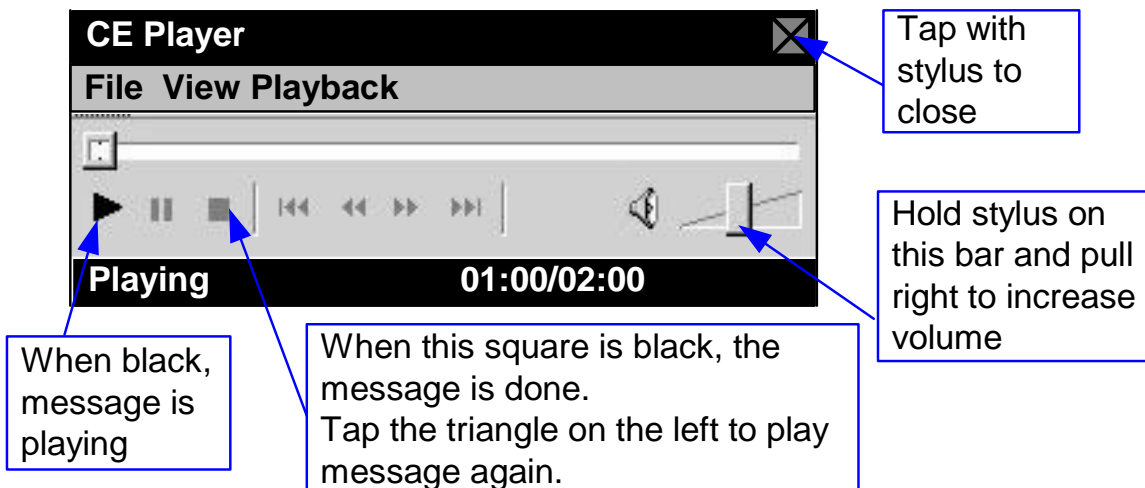
Viewing and Hearing Reminders on the WebPad

The first page you see when you display I.L.S.A. on the WebPad is a list of reminder messages. If you want to see Reminders after looking at

another page, tap .

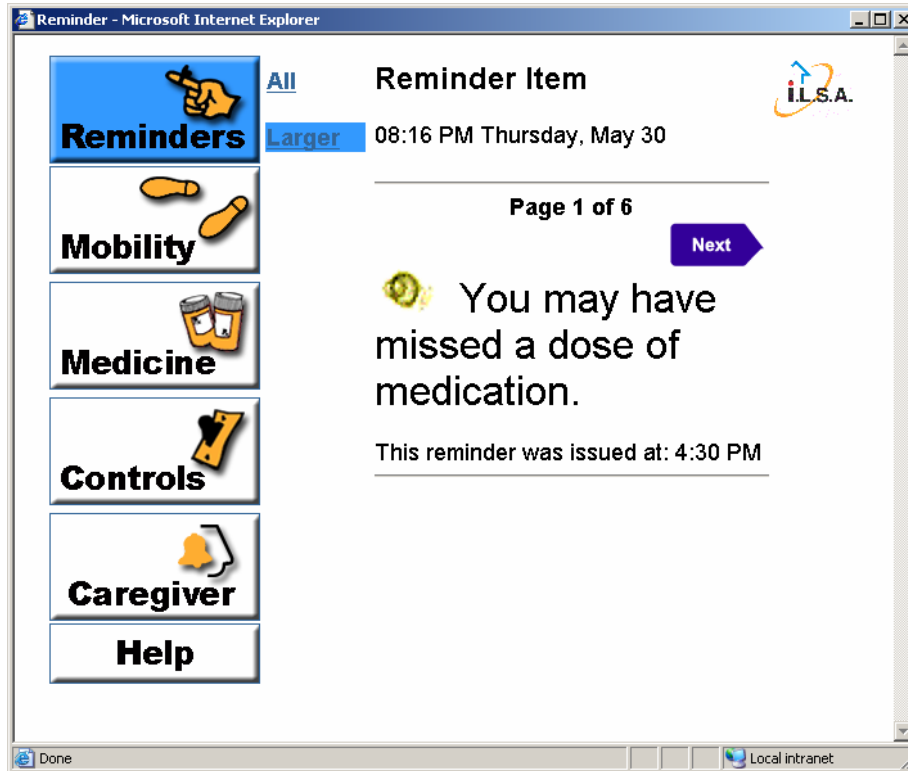




To hear any reminder, tap the audio button . A control for playing the message pops up at the top of your screen and I.L.S.A. speaks the message from the speaker on the lower right side of the WebPad.




I.L.S.A. Guide for Residents

Tap **Larger** to see an individual reminder in larger type.




If you have several reminders, tap  to see the following reminder, or tap  to see the preceding reminder.


Tap the audio button  to hear a reminder. (See instructions above for changing volume and closing the control)

Tap **All** to list all reminders for today.



Viewing Mobility

The Mobility page summarizes your activity (motion in the house) for each period of the day. Tap  to see this page.



Mobility Today
07:35 AM Saturday, June 01

Time Range	Status
Night	Normal
Morning	Low

Description of time-range names:

Time Range	Time
Night	Midnight to 6:00 AM
Morning	6:00 AM to Noon
Afternoon	Noon to 6:00 PM
Evening	6:00 PM to Midnight

This page shows two tables of information. In the top table, the Time Range column is a list of periods of the day and the Status column shows an assessment of your motion during each period: low, normal, or high. For example, if Morning shows Low, you may have waked up later than usual or gone out of the house for awhile.

The second table shows you the times of day that are included in each day period.

If no information is shown in the Status column of the top table, it is too early for I.L.S.A. to have all the data for *today*.

Tap the word **Yesterday** to see your activity for yesterday.

Tap the word **Today** to see today's activity.



Viewing Medicine

I.L.S.A. records the opening of the medicine caddy; it does *not* record whether you actually take medication. The Medicine page lists the medications you should take and whether you opened the caddy at the

correct time. Tap  **Medicine** to see this page.

This page shows three columns. Medicine lists the prescriptions you take, Time shows when you are scheduled to take a prescription, and Status shows whether you opened the medicine caddy on schedule. If the Status is Missed, you did not open the caddy within 30 minutes (before or after) of the scheduled dose time. If you open that caddy and take your medicine more than 30 minutes before or after the s, I.L.S.A. does *not* change the status. Status remains blank until after the scheduled dose time.

Medicine	Time	Status
Coumadin	7:30 AM	OK
Naproxen	5:30 PM	


Tap the word **Yesterday** to see medication status for yesterday.

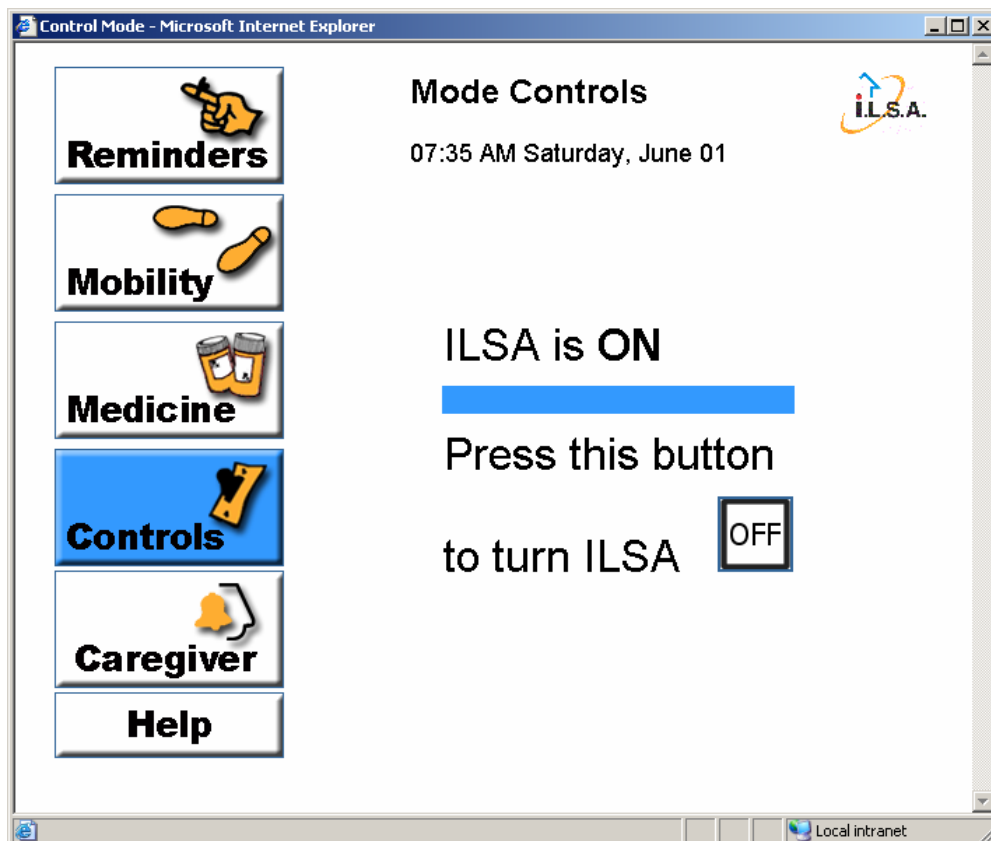
Tap the word **Today** to see today's list.





Controlling I.L.S.A.

I.L.S.A. records movement in your home and compares it to your “normal” activity. You may want to turn the system off if you plan to be away or if you have company for an extended period. Turning I.L.S.A. off will prevent the system from alerting your caregiver that you are not moving or are moving too much. The Controls page lets you turn I.L.S.A. on and off. Remember to turn I.L.S.A. on again when your daily

routine resumes. Tap  to see this page.



The first statement on this page tells whether I.L.S.A. is currently on or off. Tap the button ( or ) underneath this statement to change the mode from On to Off or from Off to On.

Note that turning the WebPad off or closing the I.L.S.A. display does NOT turn off I.L.S.A. You can only turn it off from the Controls page.



Seeing I.L.S.A.'s Messages to Your Caregiver

The Caregiver display shows you the messages that I.L.S.A. has sent to your family members or caregivers over the last two days. This display also shows the names of all your family members or caregivers that use I.L.S.A.



Tap **Caregiver** to see this page.

Monday, May 27

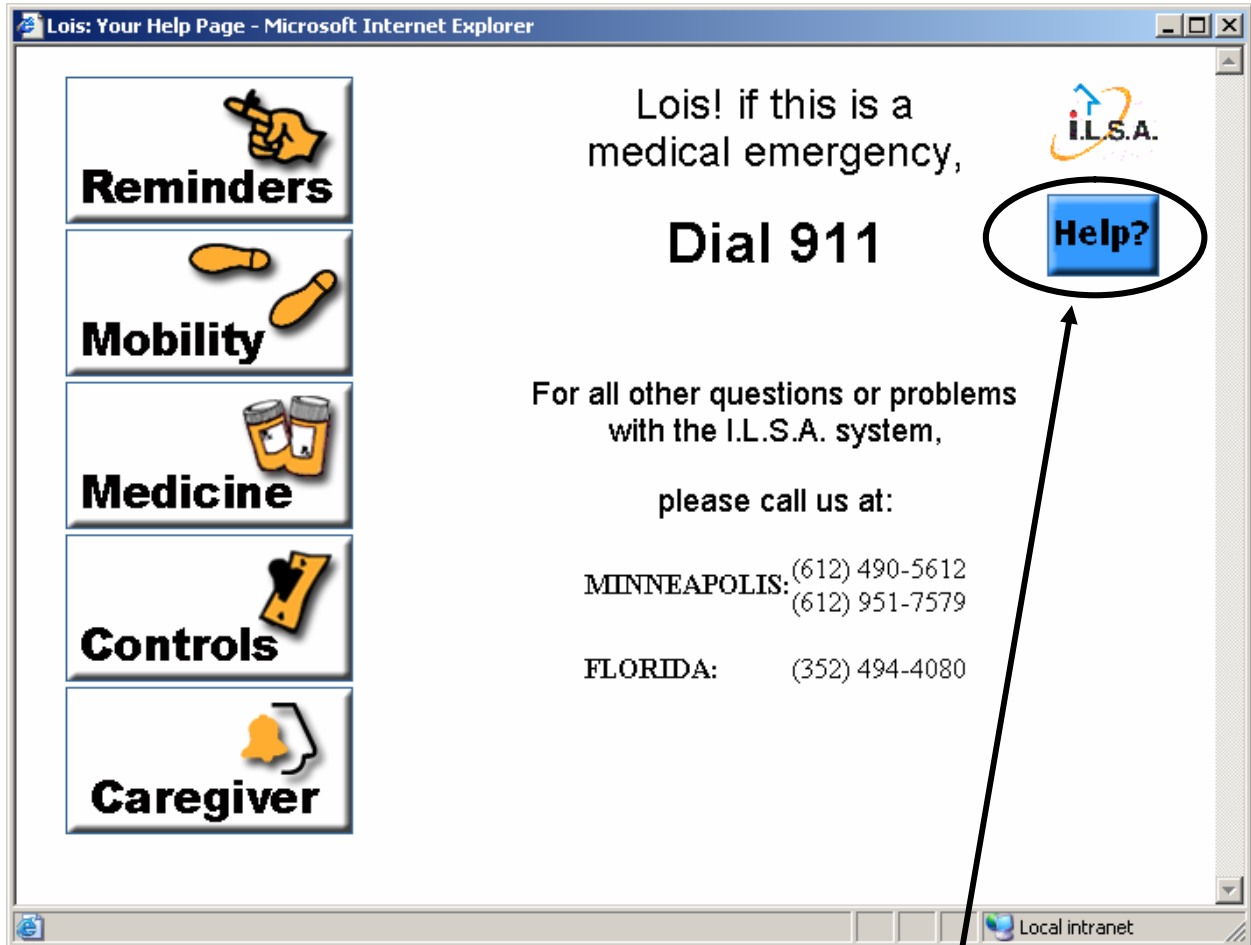
Family Caregivers
Miss. Florence Johnston

In the last 48 hours your caregivers received the following messages from I.L.S.A.

Message	Date/Time
Activity detected during normal sleeping hours	Sunday, May 26, 5:53 AM
This is a less than uin for Ryan: <1 in afternoon	Sunday, May 26, 6:01 PM

Getting Help

This display tells you what to do in an emergency and who to call if you have a problem or question about using I.L.S.A. Your emergency number will depend on your caregiving arrangements.



Note that the Help button is in the upper right corner of the display—not in line with other I.L.S.A. buttons.

How I.L.S.A. Records Data

Besides the WebPad, I.L.S.A. receives data from three types of devices in your home: motion sensors, a contact sensor in your medication caddy, and your Call button. These devices help I.L.S.A. determine your well-being by sending a signal each time you use them. The patterns of these signals are compared to your normal sleeping, activity, and medication schedules. Significant changes are shown in mobility and medication reports.

Signals from the Call button are always handled according to your specific situation. Alarms are handled by an around-the-clock service and later communicated to family members.

Your Medication Caddy

When the I.L.S.A. team installed motion sensors in your home, you also received a box or caddy for your medications. The caddy has a contact sensor that sends a signal to I.L.S.A when you lift the lid.

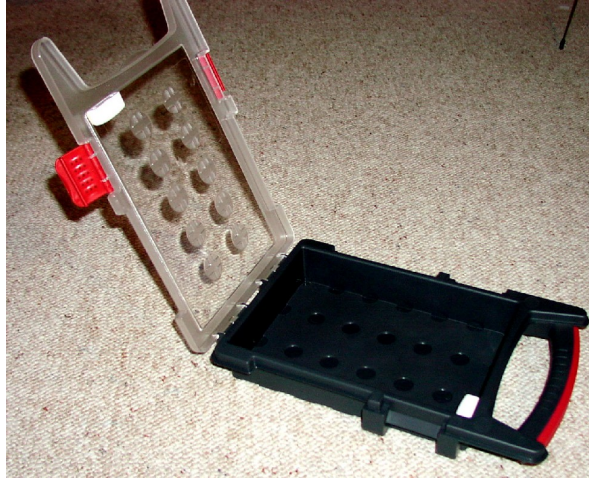
Caddy 1 Closed



Caddy 2



Caddy 1 Open



Caddy 3



If you open the caddy lid at about the time (within 30 minutes before or after) you are scheduled to take medicine, I.L.S.A. infers that you have taken your medicine.

IMPORTANT!

To make sure that I.L.S.A. accurately reports your medication use, it is important that you keep all your prescription medicines in the caddy and that you close the lid completely after you take medication.

If you are supposed to take two kinds of medicine on the same schedule, you can take both medicine containers out of the caddy at once (that is, you do not need to open and close the caddy for each container).

If you have trouble using the latches on the caddy, you do not need to latch the box; just close the cover. Just remember to either latch it or hold it carefully when you move the caddy from room to room.

Motion Sensors



When I.L.S.A. was installed in your home, the installer placed motion sensors in three or four rooms. The sensors send data to I.L.S.A. that indicates the presence of a person in a room. I.L.S.A. uses the data to interpret whether you are awake and able to move.

Motion sensors do not record all movement or indicate types of movement. For example, if you have a small pet, such as a cat, the sensors should not record its movement. If you are sitting down, then stand up, a sensor records only that you moved, not that you stood up.

In the section about Controlling I.L.S.A., we suggested that you might want to turn I.L.S.A. off when you have company. Because motion sensors do not distinguish between you and another person, they will record all movement, and the data could be misinterpreted to show that you are restless.

Call Button



I.L.S.A. records each time you press your Call button. Your regular provider will respond. Your caregiver or family member can see a report of when the button was pressed, and may also get a call from I.L.S.A., depending on their preference. The behaviors may be different for each test participant based on available services.

What to do if . . .

You can't display I.L.S.A. on your WebPad.

If the screen is lit and the WebPad appears to be working, call your caregiver or call I.L.S.A. support directly.

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

In Florida call: 352-494-4080

If the screen does not light up, be sure the WebPad is on its base and the base is securely plugged into the wall. If the WebPad is plugged in, call your caregiver or I.L.S.A. support.

Note: I.L.S.A. will continue to work even if your WebPad is turned off.

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

You can:

- Wait a while, then try I.L.S.A. again.
- Call your caregiver, who may already know about the problem or will call I.L.S.A. support.
- Call I.L.S.A. support directly. 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, employees at Honeywell 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 WebPad 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.

Talk to your caregiver if you notice that I.L.S.A.:

- Is giving the wrong date
- Reports information that you believe is wrong (for example, that you did not take medication or that your mobility is higher or lower than normal)
- Sends reminders that are incorrect or don't apply to you

You receive a reminder for someone else.

If the name you hear on an I.L.S.A. phone reminder is NOT your name, hang up. Let your caregiver or the I.L.S.A. team know that you received a message for someone else—or we programmed the wrong name for your messages.

You do not want telephone reminders.

If, after using I.L.S.A. for awhile you decide you do not want telephone reminders, let us know. We can set the system to deliver them only to your WebPad.

Your own situation changes; for example, your prescriptions or your schedule are different.

Be sure that your caregiver is aware of the change. Remind your caregiver to tell I.L.S.A. support so the information can be corrected in the system.

I.L.S.A. Guide for Residents