

***MobilAlarm – a personal
TeleAssistance service for chronically
ill or frail but still mobile citizens***

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Project framework

- **MobilAlarm:** market validation project supported by the European Commission
- **March 2004 - August 2005**
- **Contents:** testing an innovative alarm service for older, chronically ill and disabled people and for all those concerned about their safety while outside
- **Objectives:** Evaluate technical and economical characteristics of this service and find out user requirements at European level
- **Prepare market roll-out**



The MobilAlarm device

- **Picture:** prototype used in the tests – new version similar but more refined
- **Size:** like common mobile phone
- **Weight:** only 100 gram
- **Battery life** of up to six days
- **Specifically designed for use by older, disabled and chronically ill people**
- **Easy to handle: only four buttons**



Device benefits

The *MobilAlarm* device has been created for people

- who like to be mobile and want to feel more secure,
- who want to stay independent despite health limitations,
- who do sports that may imply risks.



Core features

- If need be, the user can establish a GSM voice channel to a service centre with one grip
- Localisation of the user by satellites of the Global Positioning System (GPS) => targeted help possible even if the user does not know his/her exact location



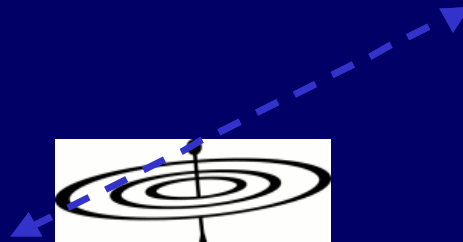
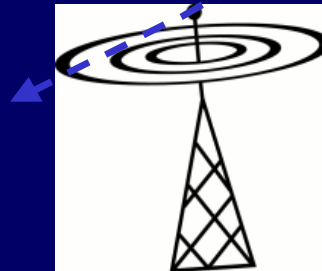
MobilAlarm work flow (1)

User presses emergency buttons (1 second)



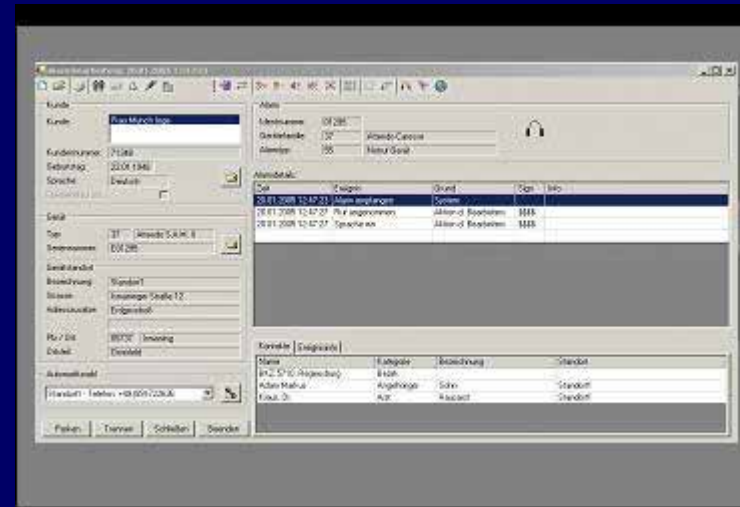
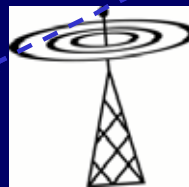
MobilAlarm work flow (2)

Device establishes voice connection to service centre



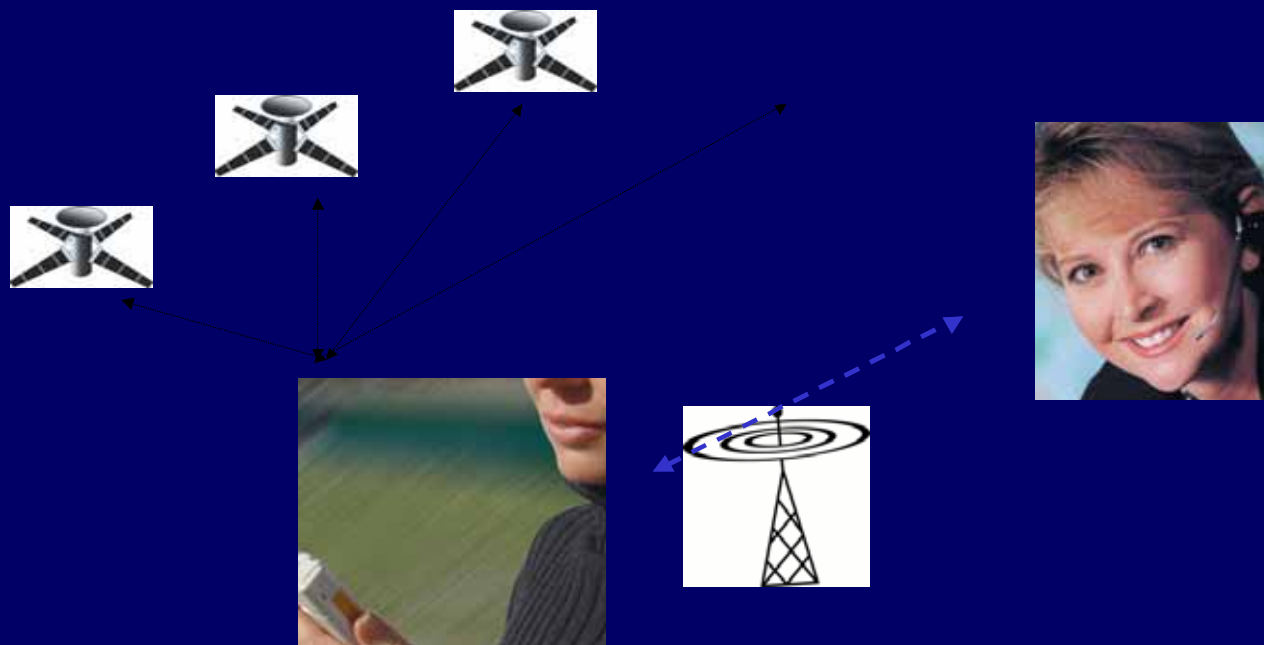
MobilAlarm work flow (3)

The operator automatically gets the user data onto the screen; the user describes his/her situation



MobilAlarm work flow (4)

Service centre calculates location data through the Global Positioning System (GPS)



MobilAlarm work flow (5)

User's location is being shown on the operator's screen



MobilAlarm work flow (6)

**The operator immediately alerts help
(e.g., relatives, neighbours, physicians, mobile staff,
emergency service)**



Test phase

Large-scale test with > 100 users (March – June 2005) in Germany, Spain, United Kingdom, also cross-border



Characteristics of test participants:

- Parkinson patients
- Diabetes patients
- Coronary heart disease patients
- Respiratory disease patients
- Low-level dementia
- Older people without serious health limitations

Test findings

- **Test persons pleased about simple functionality.**
- **Well-functioning emergency call.**
- **Excellent speaking and hearing quality.**
- **Correct indication of the user's location.**
- **Connection to service centre considered as advantage over common mobile phone.**
- **Many people consider themselves as not old or frail enough for an emergency device.**

Unique selling points

- **Emergency call with two lateral buttons: just grasp the device and press**
- **Location data transmission with secure Care Phone Communication protocol (instead of SMS as in competitor's devices)**
- **Marketing concept will be based on empirically validated tests in three countries**
- **Service available to people on the move in every country of the European Union**

Deployment

The industrial partner in the consortium,



- will present the adapted and functionally improved device at the Elderly & Social Care Exhibiton



in Nuremberg, Germany 20. - 22.03.2007.

- As of May 2007, it will be available for shipment in larger quantities.

Participants



empirica Gesellschaft für Kommunikations- und Technologieforschung mbH (Bonn, DE)



Attendo Systems GmbH (Ismaning, DE), delivering device & service centre software



Telehealth S.L. (Valencia, ES), focusing on ICT solutions for social services



Fundación Andaluza de Servicios Sociales (Seville, ES), public tele-assistance



Attendo Response Ltd. (Rotherham, UK), private response services



Recontrol (Karlsruhe, DE), private response centre

Further information and contact

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