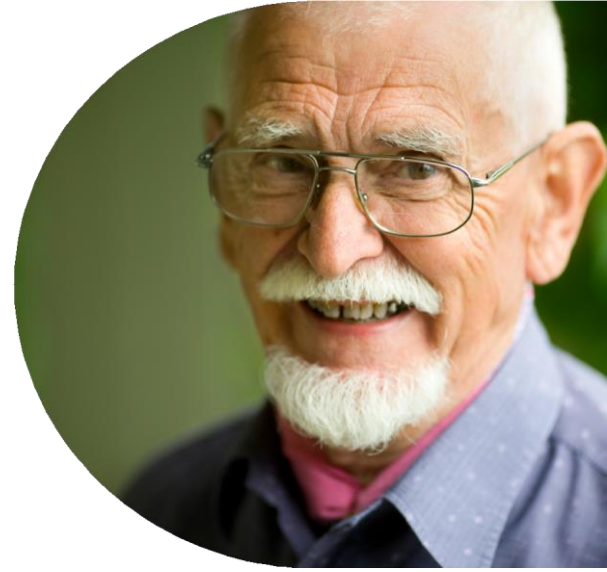




Digital Supervision

Assisted living technology from Tellu



The Digital supervision service from Tellu is designed to enable remote visual supervision through use of advanced camera and video technology where the need for physical presence is no longer needed. Acting as a «multi-sensor hub», sensors in the camera may also notify and send alarms to personnel when a patient's behaviour or movements trigger a predefined set of alarm such as “patient leaving room”.

The service offers increased feeling of safety for patients, next of kin as well members of the local care services as supervision may be undertaken instantly by use of the video camera and streaming service. A combination of the digital camera and a mobile app enables caregivers to undertake the digital supervision and control. If an alarm is triggered, the caregiver can access the service via his/her app and evaluate the situation. If alarm triggered by accident or no indication of any need for a physical visit is seen, then the caregiver may simply close the app. No need to travel, walk or disturb a patient unnecessary.

The Digital supervision service help increase the quality of life and feeling of safety for elderly living at home, or in an institution, as they know they are under close supervision, and if anything should happen, they will get the attention they need within seconds. The

cameras are used to facilitate planned supervisions at regular intervals, or as a response to an alarm triggered by a patient or to provide ongoing 24/7 supervision without being physically present. Nothing is stored, the camera function as a “window” into the patient when used agreed and configured.

Digital supervision in combination with a digital safety alarm and other sensors improve the quality of the service. It does also offer benefits such as increased productivity, not to mention the opportunity to do quality supervision from a distance. This means that elderly can live at home longer, whilst municipalities and caregivers can optimize the production and benefit from increased productivity. The service does also offer added security and safety for elderly at home or in an institution.

How does Digital supervision work?

Planned supervision

Traditional supervision with physical presence is time consuming, and often undertaken unnecessarily. Some may even be counterproductive. Example on this is a situation where a patient may be in bed sleeping. With planned digital supervision the caregiver may undertake regular supervision by use of the camera, avoiding the need to be onsite and present in person to see if the patient is doing ok.

Event based supervision

The service may also be configured to trigger and send alarms if the patient for example leaves a defined area, moves to other parts of the room, tries to leave the room and similar. When an activity triggers an alarm, this may be forwarded to a caregiver, with notification sent to an app. The caregiver may then simply open the app, start the video service, and then undertake a remote digital supervision.

Continuous supervision

Some patients may need to be monitored 24/7. The Digital supervision service may be configured so that one caregiver, or response center, may monitor multiple live streams simultaneously. The service will in addition to seeing reduced need for staff onsite also offer less intrusive and potential disturbing supervision at night-time.

Anonymization

Full anonymisation of pictures and video streams are possible. This may be coupled with pictures in high quality is configurable.

Functionality

- HD Camera with IR-light for video when dark
- Microphone to enable listening and «noise warning»
- Sensors responding and acting on movement with push notifications
- Planned, event driven and continuous supervision using a mobile phone, iPad or PC
- Secure authentication and log-in through “ID-Porten”
- All transfer of data (pictures, video streams) is encrypted
- Cameras connected to Tellu eHealth Platform may be integrated with your local response center

GDPR and security

The service is developed and based upon guidelines from the Norwegian Department of eHealth concerning security and GDPR. Transfer of data (picture or video) are encrypted. No data is stored. The system automatically logs usage about who carried out the supervision, for how long was it used, when it was used and which patient it was used for.

Gains with Digital supervision

Introducing Digital supervision services give caretakers the opportunity to live at home for a longer period. It also does give patients the opportunity to return to their homes earlier after medical treatment at a hospital. This again means fewer overnight stays and improved capacity at hospitals. Increased access to supervise and monitor the patient remotely does also give caregiver the ability to step in on short notice should anything happen. More targeted services, increased productivity, less travelling and travel time for both caregivers and caretakers are the result.

Getting started

Understanding which use cases, needs and situations which may be successfully addressed by camera technology is difficult. Questions like functions and functionality vs GDPR and security must be solved properly and according to public stands and regulations. Compliance is an absolute requirement!

Training of caregivers, administrators and caretakers is an integrated part of a successful implementation and project. Together with our partners, Tellu will manage and reassure that adequate quality training to stakeholders are held. Tellu may also hold or host initial workshops together with the client, such as defining and build proper ROS analysis, and DPIAs.



Why choose Digital supervision from Tellu

- We are an innovative and established systems integrator, offering end to end services. Using Tellu reassures access to state of the and world class partners and services.
- Tellu Digital supervision reassures compliance with all relevant legislation in Norway, including compliance with relevant GDPR legislation.
- Tellu offers configurable services on a standards-based eHealth platform. This means we offer unique opportunities to customize and configure services to individual needs and requirements giving caregivers flexibility in addressing changes.
- Tellu offers 24/7 operation and surveillance, including access to technical resources at support@tellu.no.

For more information about Digital supervision, contact your Tellu representative or send an email to sales@tellu.no