

# 03

## **Smart System Get to Know**

Aloe Care



## Help Is Here

Reach out to us for assistance with setup or answers to general questions; one of our team members will be happy to help. Call, email, or visit us online—

**1-888-ALOECARE (1-888-256-3227)**

[support@aloecare.com](mailto:support@aloecare.com)

[support.aloecare.com](https://support.aloecare.com)

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## How It Works

The Smart Hub is the center of the Aloe Care ecosystem, providing independent adults an easy way to connect to their care network or receive emergency assistance.

### Two-Way Speakerphone

Hands-free conversations for comfort and convenience.

### Integrated Motion Sensors

Send mobility events to caregivers.

### Ring Light Modes

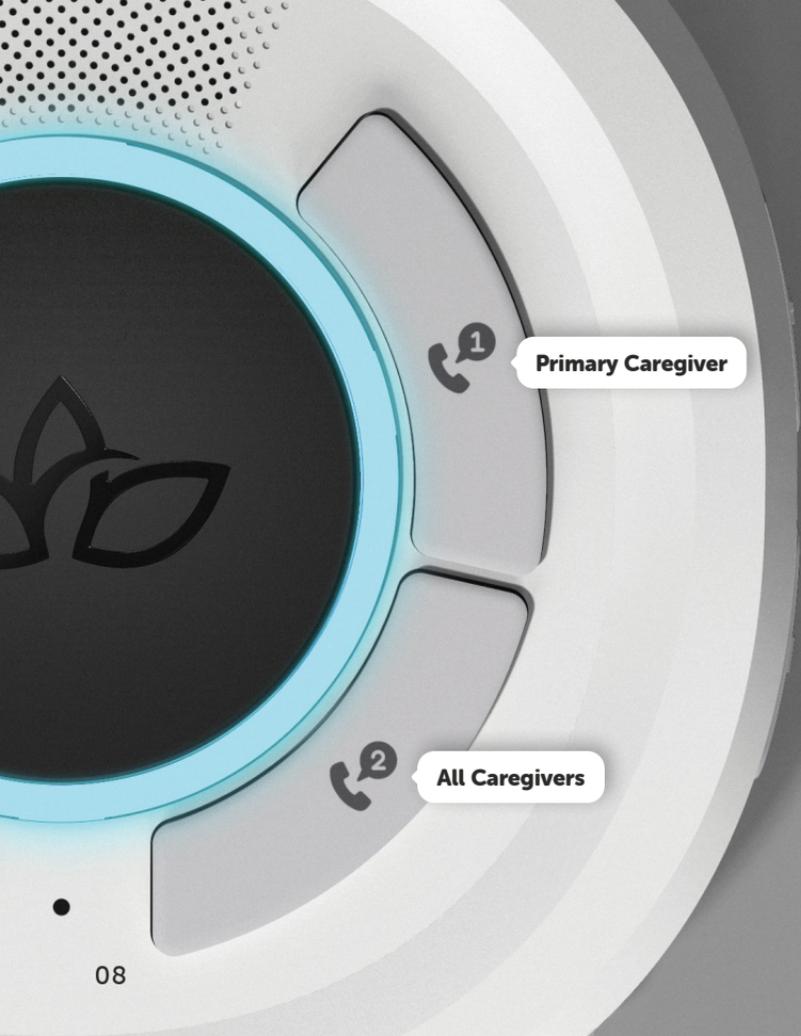
- White: system normal.
- Blinking Blue: caregiver calling, or wake word detected.
- Nightlight: motion activated.



## The Buttons

Get to know the five main buttons for interacting with the Smart Hub.

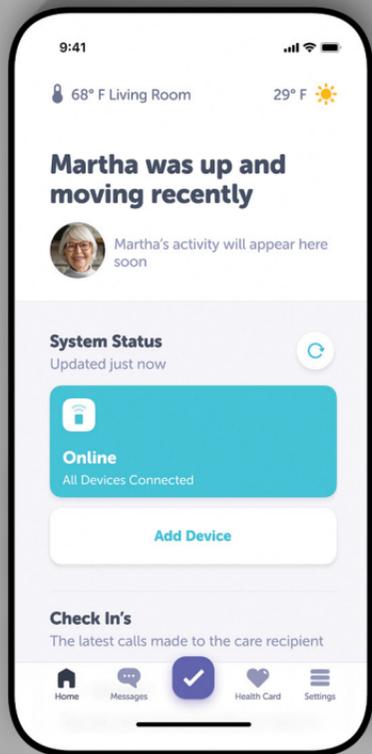
-  **Assistance:** Press to send assistance requests to the Aloe Care Response team.
-  **Primary Caregiver:** Press to send check-in requests to only the Primary Caregiver.
-  **All Caregivers:** Press to send check-in requests to all Caregivers in the Care Circle.
-  **Confirm/Yes:** Press button to accept.
-  **Deny/No:** Press button to cancel.



## Request Check-In's from Caregivers

Independent adults can reach out to their caregivers anytime from the Smart Hub. Press the button for the caregiver with whom you wish to connect. Once requested, the caregiver(s) will receive a notification to contact you.

**TIP** When caregivers Check-In, the Smart Hub plays a tune, and the ring light blinks blue.



## Caregiver Check-In's

Use the app to connect with the independent adult through a Check-In call.

Tap the checkmark icon at the bottom of the home screen and select the Smart Hub to start the Check-In.

**TIP** After a Check-In, add a note to provide a status update to other caregivers about how the independent adult is doing.



**Say “Emergency,” repeatedly until you hear the voice assistant chime.**

## **Request Assistance**

**Voice-Activated:** Say, “Emergency” repeatedly until the voice assistant responds.

**Button-Activated:** If unable to speak, press the Assistance button in the center of the Smart Hub.

Once the voice assistant is triggered, the device will establish a call with the Response Team unless canceled.

**TIP** Say “Call My Family,” after canceling the voice assistant, to contact your family and caregivers. Caregivers will receive notifications through the app.



## Test the Assistant

Test your Smart Hub to see how it works. Use the following script to let the Response Team know your running a test.

**“Hi, this is [your name]. I was testing my Aloe Care Smart Hub. I do not need medical assistance.”**

A Response Team expert will confirm your name and address before ending the call.



## Test Complete!

Now you're ready to use your new Smart System.



# Assistance Protocols

The Aloe Care home set-up for independent adults provides voice-activated communication, and 24/7 access to an emergency call center.

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## Our Response Team

Our trained Aloe Care Response Team handles emergency events for independent adults.

Confirmed emergency events—by way of voice activation, or button presses—automatically notify the Aloe Care Response Team. Two-way voice calls are established through the device so that our experts can effectively triage the situation.

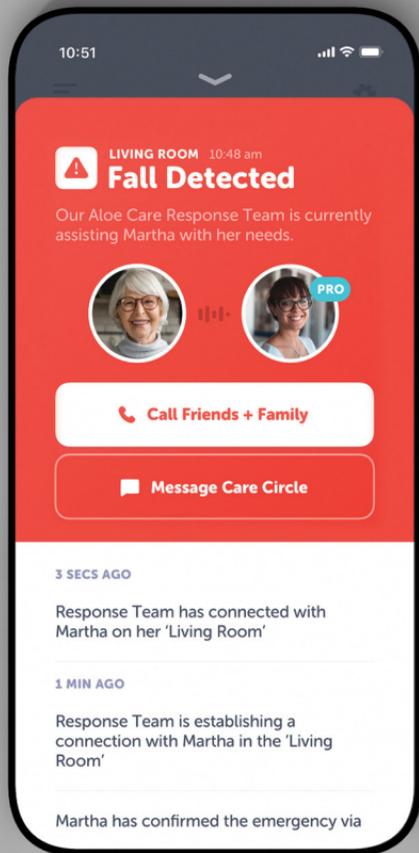
Once connected, a Response Team expert will help determine if medical intervention is required. If confirmed, the expert will dispatch an emergency team to the home of the independent adult.



## Elevated Check-In's

During a Check-In, if you feel the independent adult needs care, press the "Emergency" button. An Aloe Care Response Team expert will patch into the conversation. Once connected, the expert will help triage the situation and dispatch medical assistance if necessary.

**TIP** Getting connected to the emergency response team, via the app is only possible by elevating a Check-In.



## Emergency Feed

The Emergency Feed is a live disposition feed available to caregivers with access to the Aloe Care app.

The feed displays a timeline of events after the independent adult has confirmed the need for assistance and has connected with the Response Team.

Additionally, it offers caregivers visibility into the independent adult's home, without complicating our Response Team's emergency triage efforts.

**TIP** Dial emergency contacts directly from the Emergency Feed.

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