

9SOLUTIONS

Home care service platform

Comprehensive and intelligent safety solution to support independent living of the elderly and to help home care professionals



9Solutions Ltd is a leading provider of locating, safety and communications systems as well as intelligent care solutions in Finland. We offer the most advanced technology solutions to support safe and high-quality care and dignified aging.

Valuable time

Every senior has a right to good care and stimulating life. High-quality home care is too often challenged by resources wasted in unnecessary things: inadequate communication, unnecessary alarm visits and lack of information.

The 9Solutions home care service platform is an easy-to-use and comprehensive solution designed to health care requirements, enabling more customer-oriented management of home care services and more efficient resourcing.

"The solution has considerably streamlined the tasks of our nurses working with customers."

Sirpa Saarela, development coordinator,
City of Oulu



Safety, support and efficiency to care work

The 9Solutions home care service platform gives increasing feeling of security to elderly people living at home and their relatives, supports independent living at home and makes home care work easier and more efficient.

Help quickly available

A two-way voice connection to the call centre or directly to the helper's smartphone is easily opened with a press of a button. Notifications of alarms can also be forwarded to relatives.

Activity monitoring increases security

Sensor technology detects changes in the physical resources of an elderly person living at home, enabling continuous and comprehensive assessment of functional capacity and need-based home care visits.

"We have been able to reduce costly ambulance calls significantly."

Kaija Kokkonen, home care manager,
City of Kuopio

Remote care saves time and effort

With the Smooth mHealth remote care application, the customer can make measurements at home. Video consulting and remote measurements save the resources of both the customer and nursing staff.

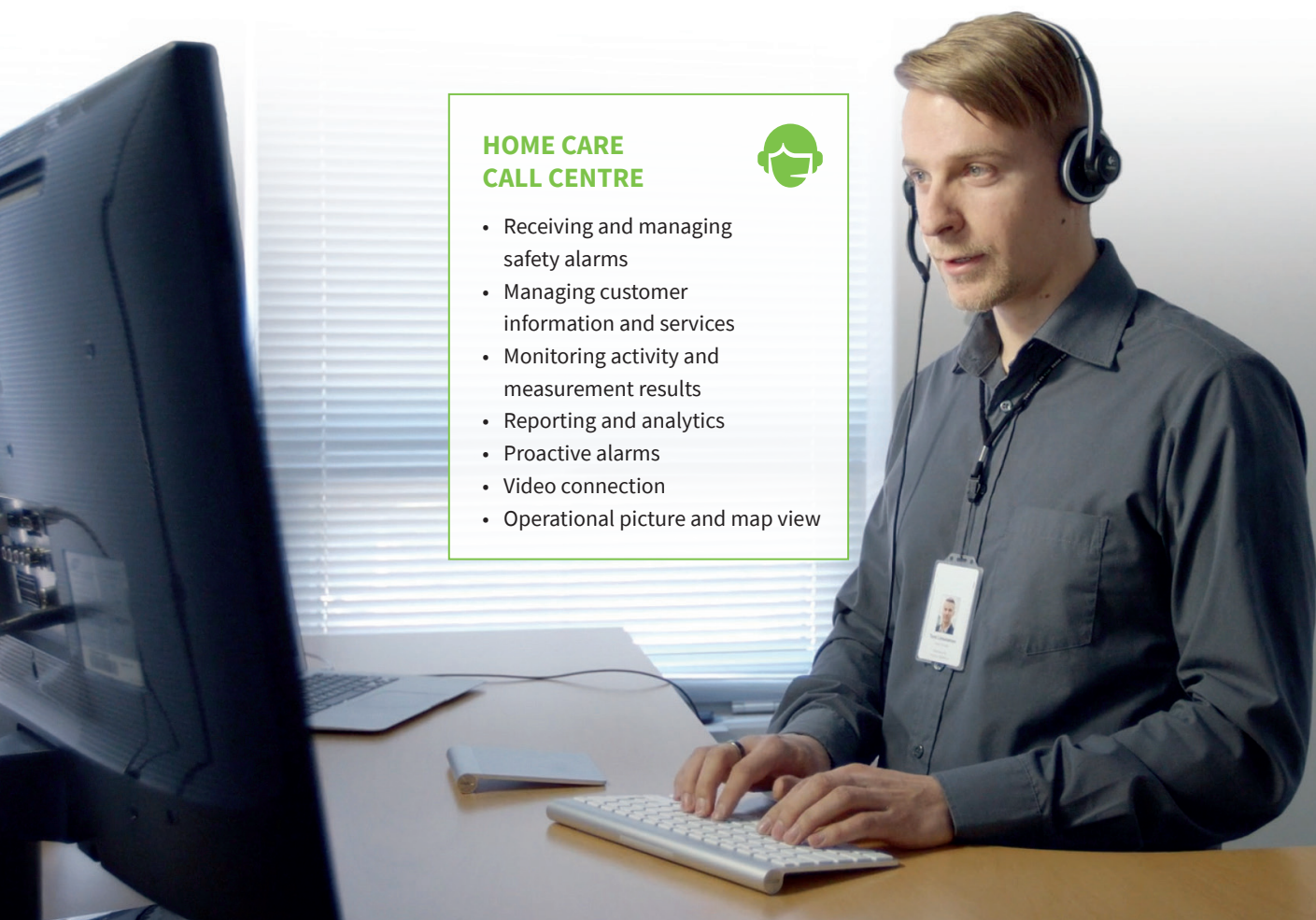
Eliminating false alarms

The intelligent exit sensor alarms only if the customer exits the apartment. This eliminates unnecessary alarms, check visits and costs caused by opening and closing the door.

HOME CARE CALL CENTRE



- Receiving and managing safety alarms
- Managing customer information and services
- Monitoring activity and measurement results
- Reporting and analytics
- Proactive alarms
- Video connection
- Operational picture and map view



All home care activities and devices in the same system

The 9Solutions home care service platform is an easy-to-use and comprehensive solution with intelligent features to bring need and help together in the right place at the right time.

Efficient information flow

Versatile communication options improve information flow and enable close cooperation between people in the service process, which helps assessing the care need and enhances care work.

Data analytics to support care and decision-making

The system produces and analyses data which helps home care professionals to assess the individual situation of an elderly person living at home and to anticipate care needs.

Time is not spent in reporting

Everything can be managed from one system, which makes information processing more efficient and helps reduce time spent in administrative routines.

Flexible and individual

The system adapts flexibly to changing amounts of use and users. Open interfaces also allow connecting other solutions to the service to support living and maintain functional capacity.

Data security and reliability

The solution is delivered as a cloud service (SaaS), which means that the software is always up-to-date. The server centres of the system have ISO 27001 information security certification. The background system monitors 24/7 and notifies possible fault situations.

CALLING HELP



Smart care phone

Two-way voice connection to the helper. The care phone forwards a help request also when sensors detect a deviation in activity



Safety wristband

The customer can easily call for help by pressing the button on the wristband. The wristband also monitors the user's activity.

HOME SAFETY



Stove guard

Carbon monoxide and fire alarm
Forwards alarm information through the 9Solutions system to a call centre.

MONITORING DAILY LIFE



Activity sensor

Continuously monitors activity and daily rhythm, such as refrigerator, microwave oven and toilet use, and alarms automatically when the activity level changes.



Wireless motion sensor

Monitors general movement in the apartment



Smart exit sensor

Detects exiting and entering the apartment, and alarms automatically if the person exits the apartment.



Bed occupancy sensor

Detects when the person goes to bed or gets up from bed.



"The service increased feeling of security."

Tanja Tukkiposki, executive manager
Finnish caregiver association

+ SUPPORTING REMOTE CARE



Remote visits

The Smooth mHealth user interface enables remote visits and doctor or nurse consultations with video connection to the customer's Android tab.



Remote measurements

With the Smooth mHealth application, the customer can easily make such measurements as blood pressure and PEF at home. The application reminds and guides the customer, and automatically transfers the measurement results to the patient information system.



9Solutions Chat room app

Group video calls for communication between customers and supervised recreational activities.

+ ALARM MANAGEMENT



Smooth – home care call centre

- Displays home care status in the map view and forwards alarms directly to the nearest free helper.
- Customer information, event log, reporting, analytics and video connection.



Smooth Lite – safety helper's smartphone application

Smooth Lite is the nurse's application for receiving help tasks and communicating, as well as reserving and processing alarms.



Nurse's personal safety button

Forwards an assistance call with location information through an Android phone to the 9Solutions system.



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a free home care pilot**

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