The eNeighbor™ System
Frequently Asked Questions

1. Why was the eNeighbor system developed?

The eNeighbor system was developed by Healthsense under the direction of the US government through the National Institute on Aging. The US and most other countries are facing a crisis in healthcare as it relates to caring for a population that is aging. The elderly will continue to occupy an increasing % of the population as life expectancy increases.

Leaders in the field of healthcare understand that there must be a significant change in the way we care for our elderly. We can't afford to keep building the same kinds of facilities that we have in the past to house and care for the elderly. Families, and the government can't afford the traditional system, and seniors are demanding to stay in their residences with an increased level of security and dignity.

The eNeighbor system offers a lifestyle that seniors want at a cost that is far below other alternatives.

2. Why is the eNeighbor system so important to seniors and their families?

The eNeighbor system allows seniors to live a safe, dignified, independent lifestyle in a residence that they think of as "home". Families want the peace of mind knowing that their loved ones are happy, healthy, and safe. They both want a cost effective solution that doesn't exhaust the life savings of the senior.

3. How is the eNeighbor system different than traditional emergency call buttons that I see advertised?

The eNeighbor system is a truly Automated Personal Emergency Response System. A traditional call button requires that the senior is alert, can reach the button, and is able to activate it. This is often not possible.

The eNeighbor system has an emergency call button too, but in addition it uses small, wireless sensors placed throughout the residence to automatically

call for help if the senior can not. The eNeighbor system provides safe coverage of the entire residence 24 hours per day even if the senior can not activate a call button. The eNeighbor system also provides valuable information on the health of the senior that call buttons alone can not provide.

4. How is the eNeighbor system different than other automated response systems?

Other systems rely heavily on information from individual motion sensors to detect if a senior has perhaps fallen and can't summon help. Motion sensors alone can provide false information on the condition of the senior. A senior who has fallen may not have stopped moving and therefore a motion sensor will not be able to determine that assistance is required. Conversely, a senior who is not moving because they are resting may cause the system to create false alerts.

The eNeighbor system uses a variety of sensors that include: toilet switches, bed and chair loading sensors, door sensors, refrigerator sensors and motion sensors to accurately determine when help is required. Information from multiple sensors is used in combination to determine the need for help. As a result, the eNeighbor system provides accurate indication of a need for help with very few false alerts.

5. Who responds to an alert from the eNeighbor system?

The system is programmed to send alerts via telephone and email to a list of local responders that is designated by the senior or their care providers. Healthsense also staffs a 24 hour call center to respond to alerts.

6. How can eNeighbor help keep seniors healthy in addition to automatically summoning help when they fall?

The eNeighbor system monitors Activities of Daily Living (ADLs) that can be reviewed by care providers through controlled access on a secure web portal. Automated reports can be generated that show changes in normal activities (sleeping, eating, toileting, accessing medication, movement throughout the residence, leaving the residence).

Early awareness of changing health conditions is important to maintaining a good quality of life. Results include: fewer trips to the emergency room, shorter hospital stays, lower cost of care, and better health outcomes.

The system also allows care providers to program individual alerts that can be sent via phone or email to the senior and care providers if certain events occur or are missed, such as forgetting to take medication at a specific time.

Healthsense™

7. How is the system installed?

The system is installed by a trained Healthsense installer. Since the system is based on small battery powered wireless sensors, there are no holes to drill or wires to run. Installation is typically completed in less than 1 hour.

8. Does the eNeighbor system qualify for medical reimbursement?

Yes

9. How can I learn more about the eNeighbor system?

Call Healthsense at 800-576-1779 or visit the website at www.healthsense.com