HEALTHBUDDY

USER'S MANUAL

Ernest Yeo

Written: 17/5/2018

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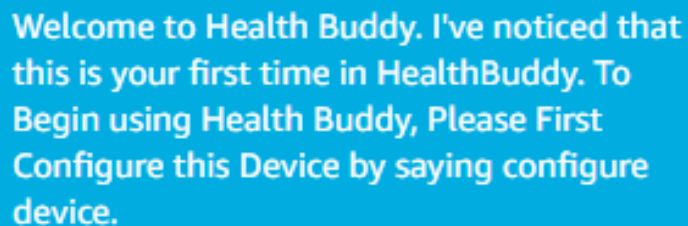
Alexa Skill

Web Application

HEALTHBUDDY

ALEXA SKILL

1. Configuring Your HealthBuddy Device

HealthBuddy requires a device to be set to a ward and bed number in order to best serve its users as your personal Health Companion during your stay. Thus, Staff are required to first configure the Alexa Device. Once configured, you will be able to access and unlock many of Health Buddy's functions and features.

1.1 Pre-Configuration
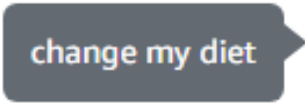
When you open HealthBuddy and if your device is not configured, you will be greeted with the following message:

Welcome to Health Buddy. I've noticed that this is your first time in HealthBuddy. To Begin using Health Buddy, Please First Configure this Device by saying configure device.

IMG:1

In this state, you are unable to access any of HealthBuddy's features.

change my diet

You are not allowed to perform that operation as your device has not been configured. Please configure your device first by saying configure device.

IMG: 2

1.2 Configuration

To begin with the Configuration process, simply say "Configure Device". You must then confirm to begin the configuration process, and proceed to configure the device in the respective Ward and Bed.
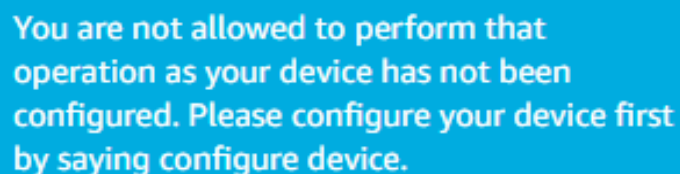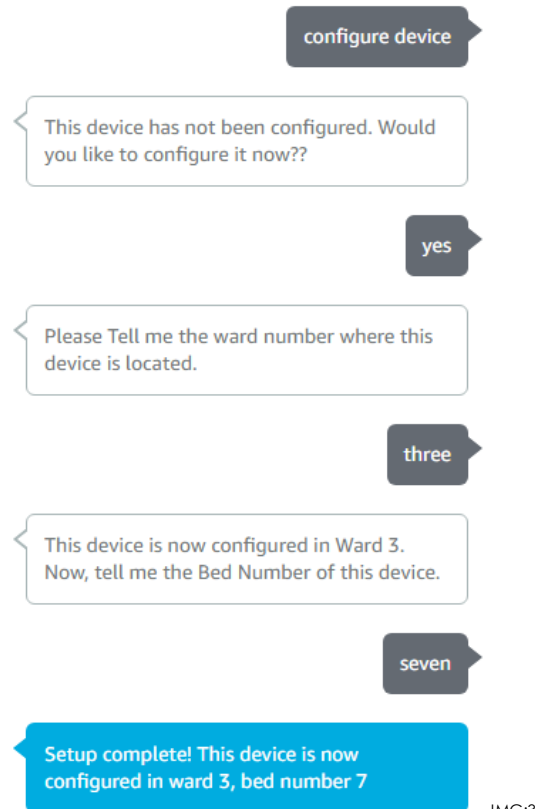
configure device

This device has not been configured. Would you like to configure it now??

yes

Please Tell me the ward number where this device is located.

three

This device is now configured in Ward 3. Now, tell me the Bed Number of this device.

seven

Setup complete! This device is now configured in ward 3, bed number 7

IMG:3

An Example of a Configuration Process

To check your configuration, you can either say, "Where Am I" or by Opening Device Settings.

where am i

You are in Ward 3 and Bed 7.

open device settings

This Amazon Echo Device is located in Ward 3 and Bed 7. To reconfigure this device, please say reconfigure device or to edit the configuration, please say -- Update Device Settings
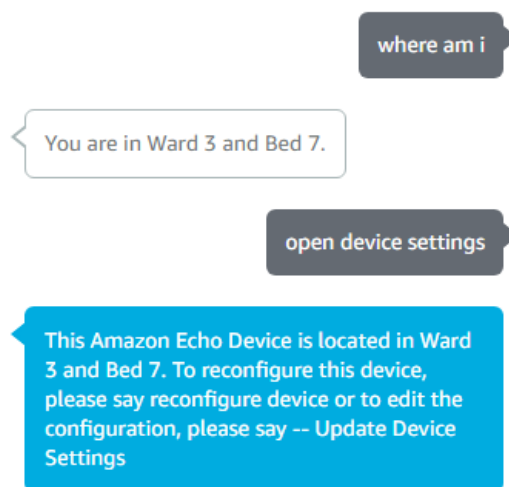
IMG:4

1.3 Configuration Complete

Once you complete your configuration, if you open HealthBuddy, you will now be greeted with a different message. Now, All Features in HealthBuddy has been unlocked and ready for use.

open health buddy

Welcome to HealthBuddy ! Say Add Patient to start your first time setup or Sign in by saying Sign in.
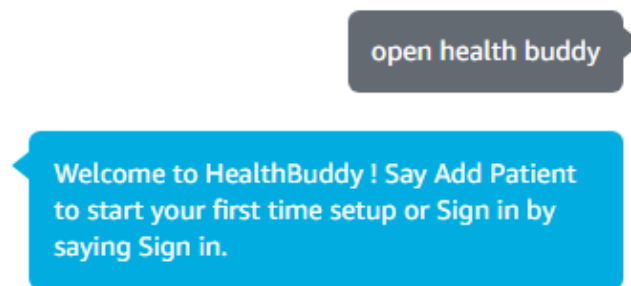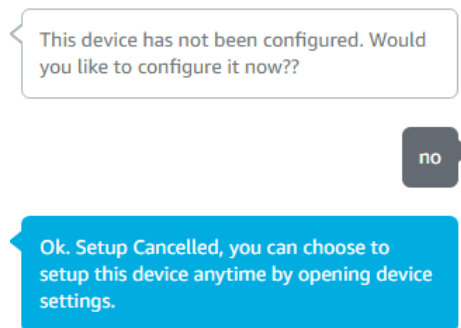
IMG:8

1.4 Frequently Asked Questions

Q: What Happens if I say "No" during the configuration confirmation process?

A: *The Setup Process will be cancelled.*

This device has not been configured. Would you like to configure it now??

no

Ok. Setup Cancelled, you can choose to setup this device anytime by opening device settings.

IMG:5

Q: What Happens if I do not say a number when asked for Ward/Bed?

A: *HealthBuddy will re-prompt you.*

Please Tell me the ward number where this device is located.
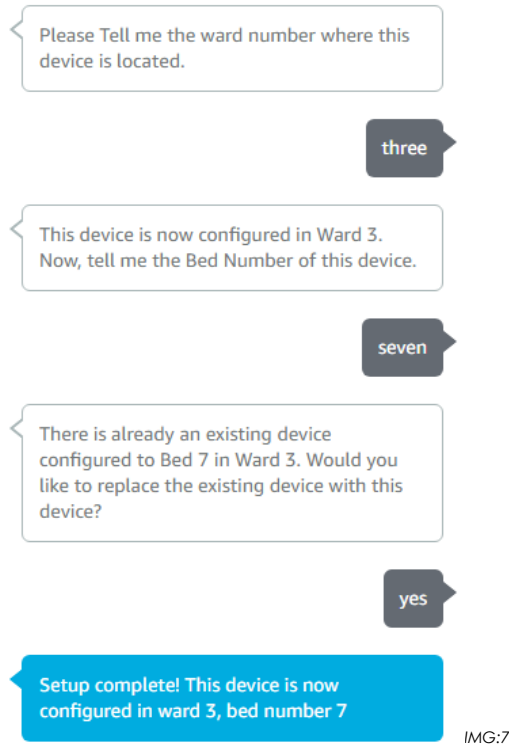
dinosaur

Sorry, Please say a number, tell me the ward number where this device is located.
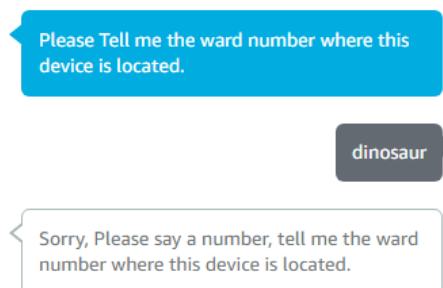
IMG: 6

Q: What Happens if there is already a device configured in the ward and bed I said?

A: *HealthBuddy will ask if you would like to replace the device.*

Please Tell me the ward number where this device is located.

three

This device is now configured in Ward 3. Now, tell me the Bed Number of this device.

seven

There is already an existing device configured to Bed 7 in Ward 3. Would you like to replace the existing device with this device?

yes

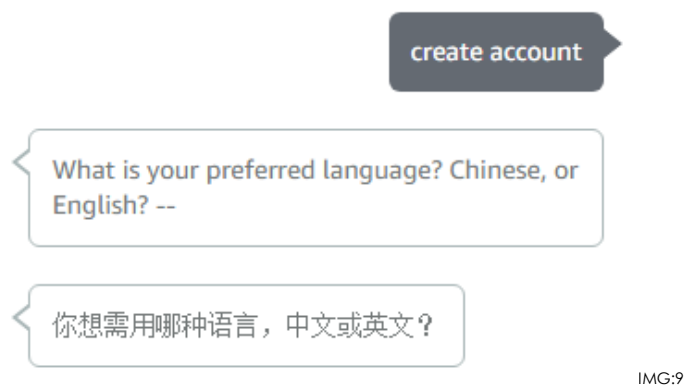Setup complete! This device is now configured in ward 3, bed number 7

IMG:7

2. Setting Up a Patient

In order for patients to use HealthBuddy, they would have to create an account first. This is because there are features in HealthBuddy that allows users to set their preferences and it gives them more of a personal touch while using the app.

2.1.1 Creating an Account (ENGLISH)

To Create an account, simply say "Create an Account".

create account

What is your preferred language? Chinese, or English? --

你想需用哪种语言，中文或英文？

IMG:9

english

Please tell me your name.

ernest

What is your phone number?

82884266

Completed, -- Ernest has been added to the Patient List. Say Sign in to Sign in Now
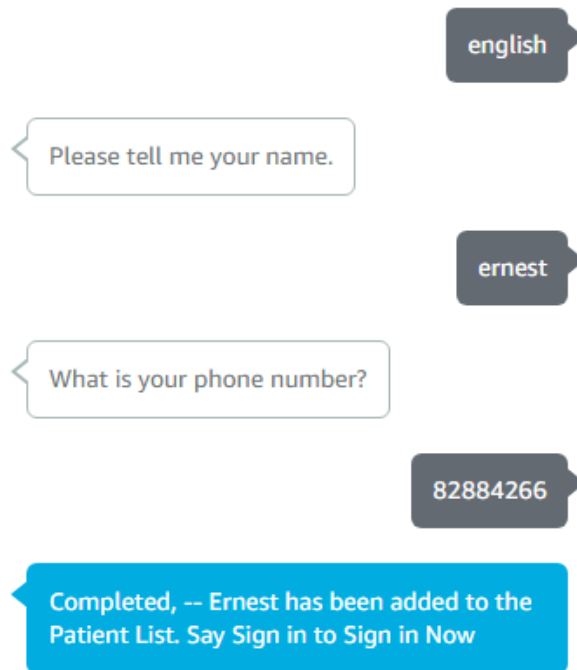
IMG:10

An Example of an Account Creation Process using English

2.1.2 Creating an Account (Mandarin)

Unfortunately, Amazon's Echo Device does not include Chinese/Mandarin as one of its supported languages, but in order to accommodate the Non-English Speaking patients, HealthBuddy had to implement its own different technique. This caused the Account Creation process using Mandarin to be more complicated and would require the patient to speak their phone number one at a time.

create account

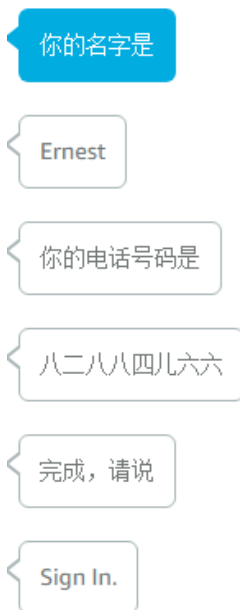What is your preferred language? Chinese, or English? --

你想需用哪种语言，中文或英文？

IMG:9

zhong wen

请说出你的名字

ernest

请告诉我你的电话号码

bhar

八

er

二

bhar

八

IMG:11

(After User Says 8 Numbers) ...

你的名字是

Ernest

你的电话号码是

八二八八四儿六六

完成，请说

Sign In.

IMG:12

2.1.3 Frequently Asked Questions

Q: What Happens if there is already an existing account with my phone number?

A: The Patients are identified via their phone numbers, thus, if a phone number already exists, you would be unable to create an account.
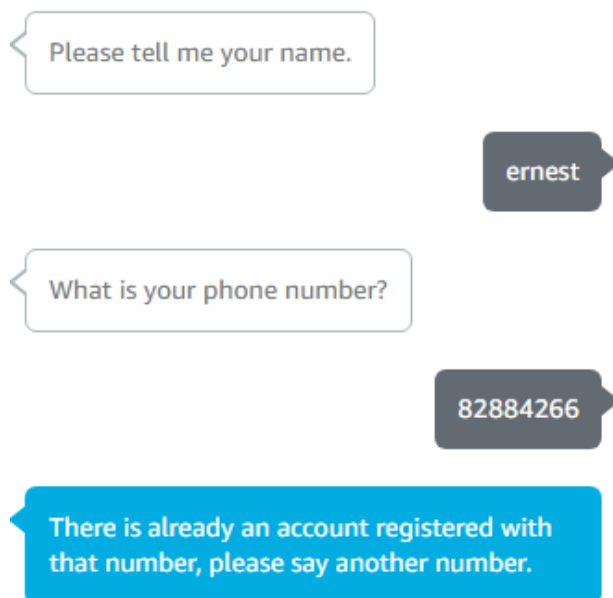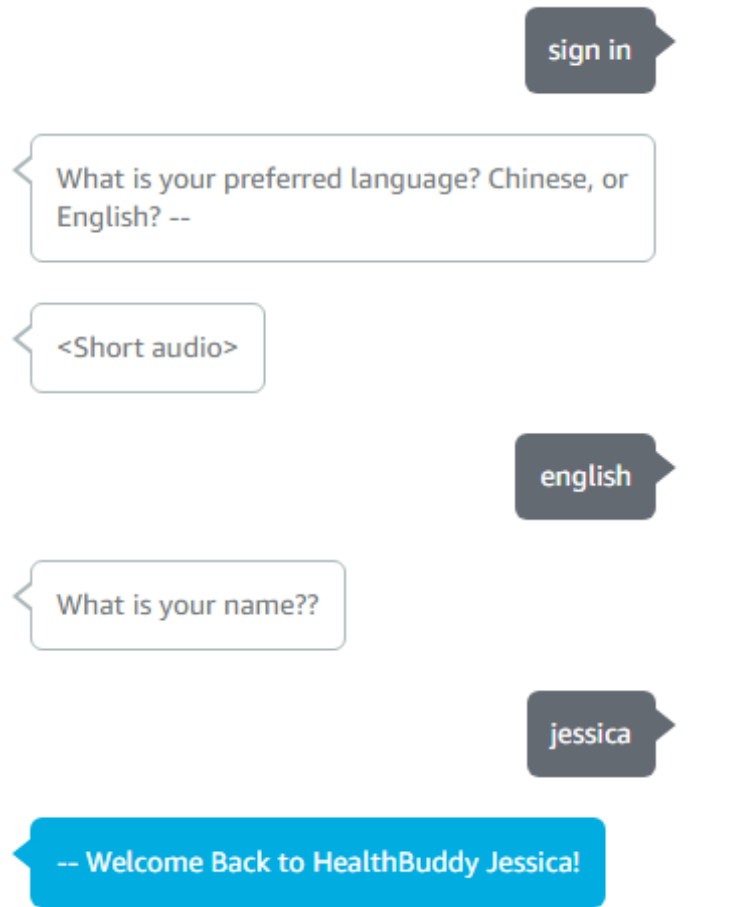

IMG: 13

2.2 Signing into an Account

To Sign into an account, simply say "Sign in". During the sign in process, you will use your name to sign in. If there is more than one account with the same name, you will then use your phone number to sign in.

2.2.1 Basic Sign in (Only One Account Found- With Name) (English)

When there is only one account associated with your name, you will only need to provide your name to sign in. This helps make the process much simpler and quicker.

However, if there is more than one account associated with the name provided, refer to **2.2.2.**

sign in

What is your preferred language? Chinese, or English? --

<Short audio>

english

What is your name??

jessica

-- Welcome Back to HealthBuddy Jessica!

IMG:16

An Example of a sign in process with only one account.

2.2.2 Basic Sign in (More than one account found - With Name & Number) (English)

If there is more than one account associated with your name, you will then need to provide your phone number to sign in.

IMG:14

An Example of a sign in process with only one account.

2.2.3 Basic Sign in (Only One Account Found- With Name) (Mandarin)

When there is only one account associated with your name, you will only need to provide your name to sign in. This helps make the process much simpler and quicker.

However, if there is more than one account associated with the name provided, refer to **2.2.4.**
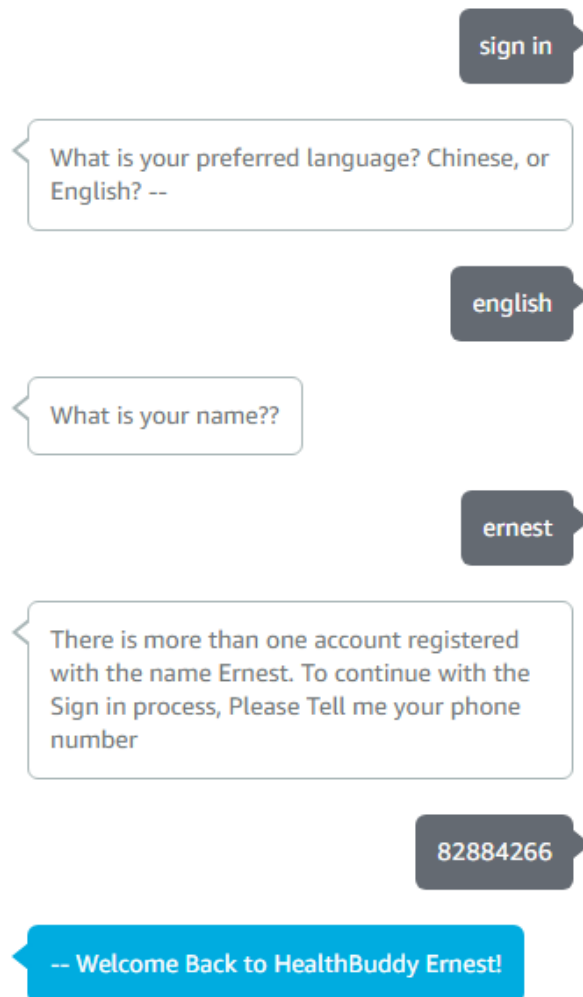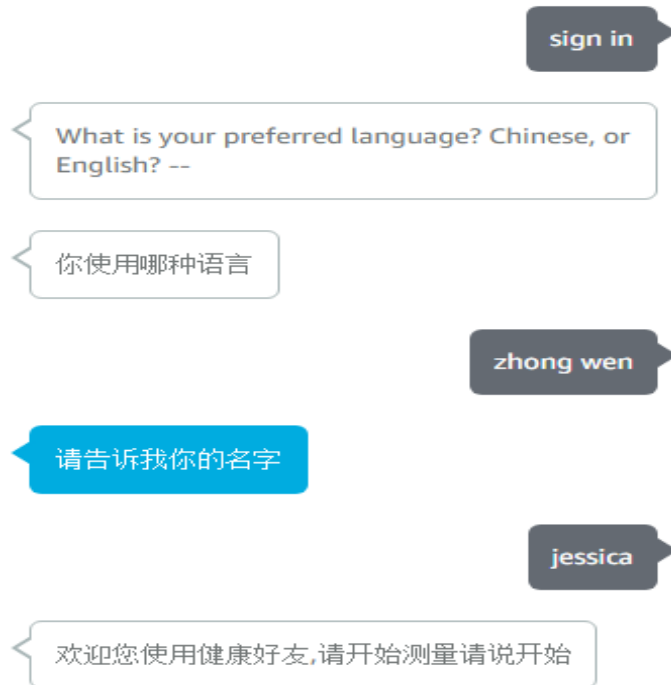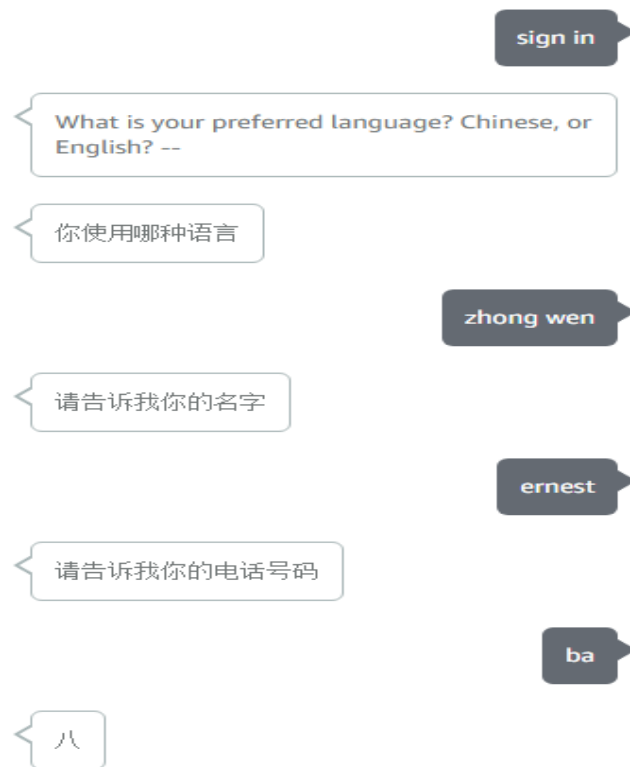
sign in

What is your preferred language? Chinese, or English? --

你使用哪种语言

zhong wen

请告诉我你的名字

jessica

欢迎您使用健康好友,请开始测量请说开始

IMG:17

2.2.4 Basic Sign in (More than one account found - With Name & Number) (Mandarin)

If there is more than one account associated with your name, you will then need to provide your phone number to sign in.

sign in

What is your preferred language? Chinese, or English? --

你使用哪种语言

zhong wen

请告诉我你的名字
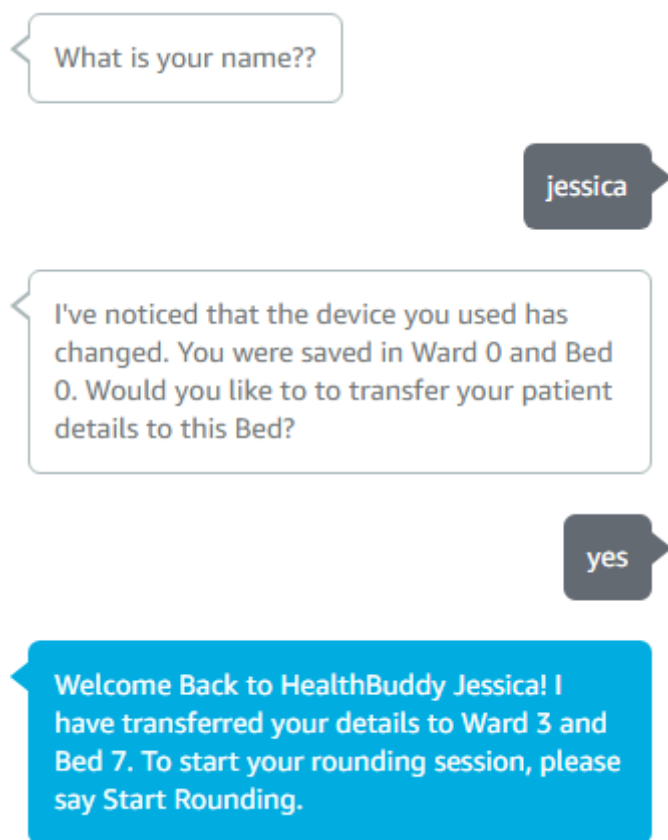
ernest

请告诉我你的电话号码

ba

八

IMG:18

NOTE:

If you are using a new device, or changed the account linked with your Amazon Echo Device. Refer to **2.3.**

2.3 Signing in with a new Device/Amazon Account

Since every device is configured to a ward and a bed, Health Buddy makes it important that the user signed into a device is actually the patient in that Bed. For example, if a patient gets transferred to another ward and/or bed, he will still be able to use his/her account on the other device, thus, there is no need for patients to go through the hassle of re-creating their accounts.

HealthBuddy is aware that there may be some cases where patients can use another device temporarily, just to perform an action. Therefore, HealthBuddy also support single sign ins. When Prompted to Transfer, you can to do so or not.

What is your name??

jessica

I've noticed that the device you used has changed. You were saved in Ward 0 and Bed 0. Would you like to to transfer your patient details to this Bed?

yes

Welcome Back to HealthBuddy Jessica! I have transferred your details to Ward 3 and Bed 7. To start your rounding session, please say Start Rounding.
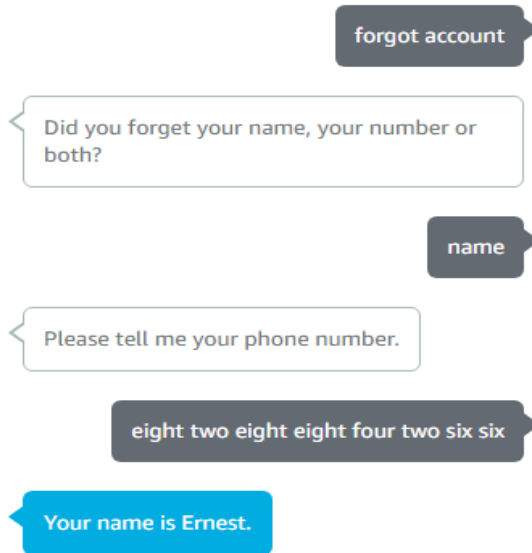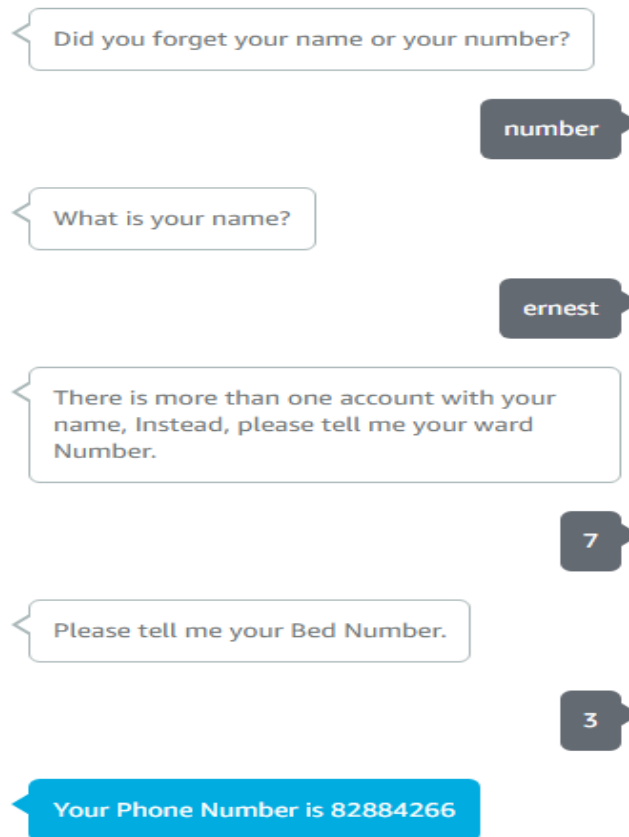
IMG:15

2.4 Forgot Account Details

It's common for people for forget sometimes…

2.4.1 Forgot Name

IMG:19

2.4.2 Forgot Number

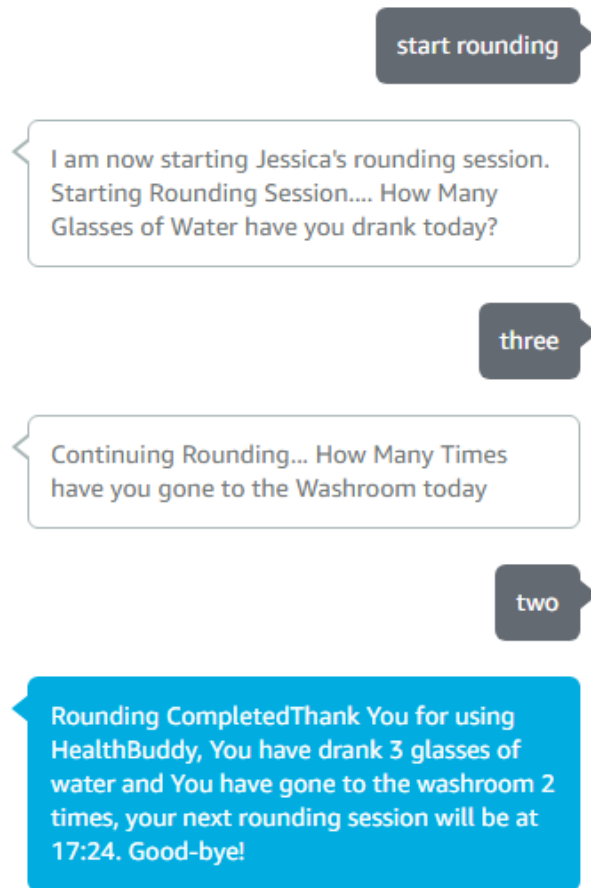
IMG:20

3. Using Your Account for Rounding Sessions

Now that Patients have set everything up, they should start their Rounding Sessions. To start a rounding Session, say "Start Rounding", or to start it in Chinese, say "开始 "(Kai Shi)
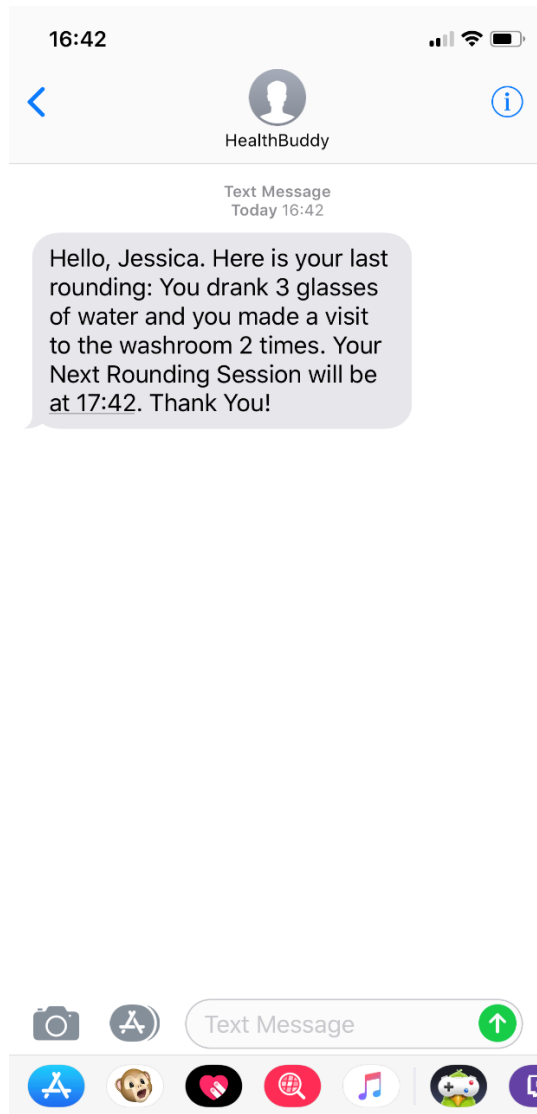
3.1.1 Rounding (English)

start rounding

I am now starting Jessica's rounding session. Starting Rounding Session.... How Many Glasses of Water have you drank today?

three

Continuing Rounding... How Many Times have you gone to the Washroom today

two

Rounding CompletedThank You for using HealthBuddy, You have drank 3 glasses of water and You have gone to the washroom 2 times, your next rounding session will be at 17:24. Good-bye!

IMG:21

After a Patient Has Completed their Rounding Session, they would receive an SMS to Confirm their participation.

IMG:25

3.1.2 Rounding (Chinese)

start rounding

我真在开始

Jessica

的所测

问题一：你喝了几杯水

san

问题二：你有多少次去洗手间

liang

完成，你喝了三杯水，上了两次的厕所。谢谢你须用健康好友。你下一次的测量是在17：44
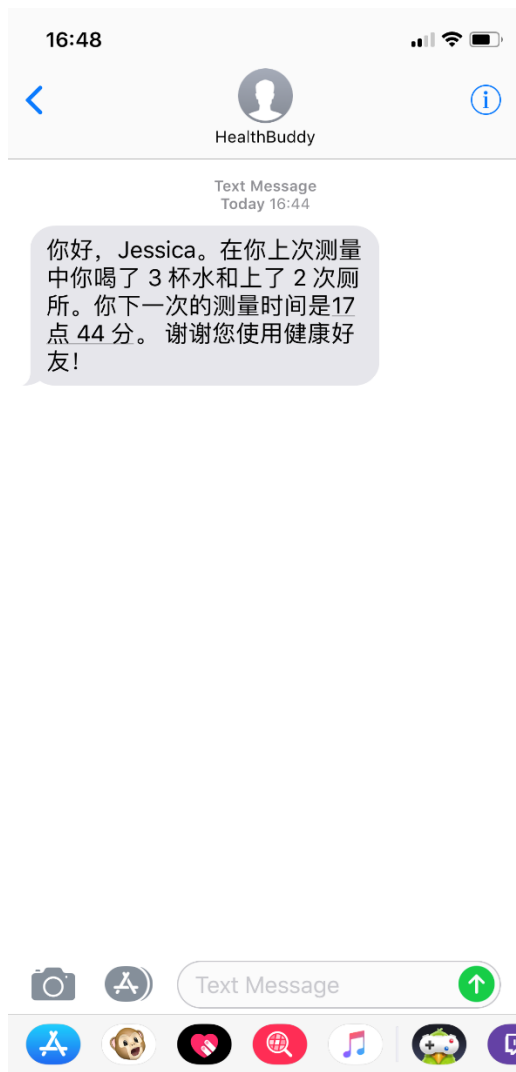
IMG:23

After a Patient Has Completed their Rounding Session, they would receive an SMS to Confirm their participation.

16:48

HealthBuddy

Text Message
Today 16:44

你好，Jessica。在你上次测量中你喝了 3 杯水和上了 2 次厕所。你下一次的测量时间是17点 44 分。谢谢您使用健康好友！

IMG24

3.2 Quitting while in the midst of Rounding

If HealthBuddy is closed/times out in the midst of a patient doing their rounding, the rounding session is saved, and users would be able to continue their rounding the next time they open HealthBuddy, or Sign In. Just Simply Say "Start Rounding".

start rounding

I am now starting Jessica's rounding session. Starting Rounding Session…. How Many Glasses of Water have you drank today?

ten

Continuing Rounding… How Many Times have you gone to the Washroom today

stop health buddy

Thank You for Using HealthBuddy. Have a nice day!

open health buddy

IMG26

Welcome back to HealthBuddy, Jessica. You have a rounding session in progress, say Start Rounding to Resume Your Rounding Session

start rounding

Continuing Rounding… How Many Times have you gone to the Washroom today

IMG27

3.3 Frequently Asked Questions

Q: Can I do Another Rounding in the same Hour/Before it Expires?
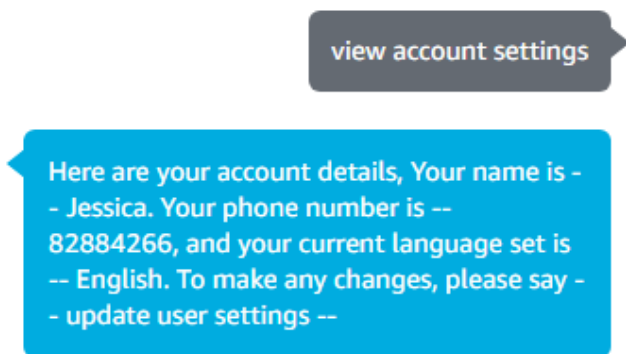
A: No.

start rounding

You have already completed your rounding session for the hour, your next rounding session is due at 17:24 on 17-May-2018 the time now is 16:27.

4. Viewing & Updating Your Account

HealthBuddy allows Patients to View their settings, update their settings, and also look at some fun statistics about their account.
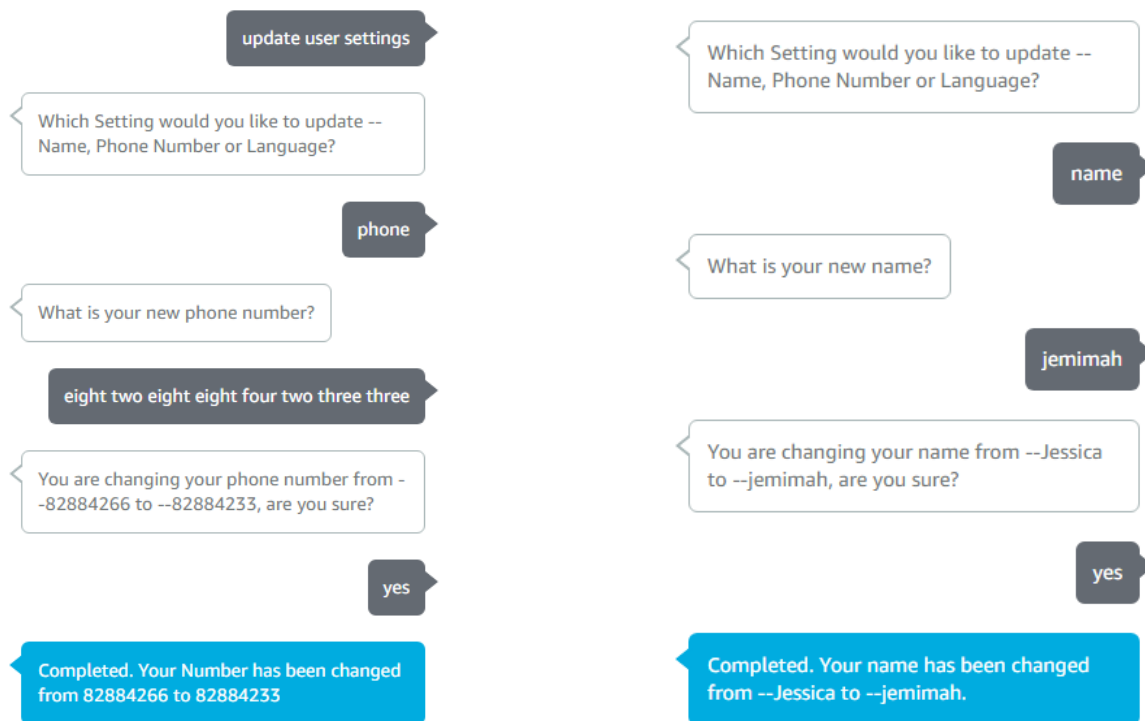
4.1.1 Viewing Your User Settings

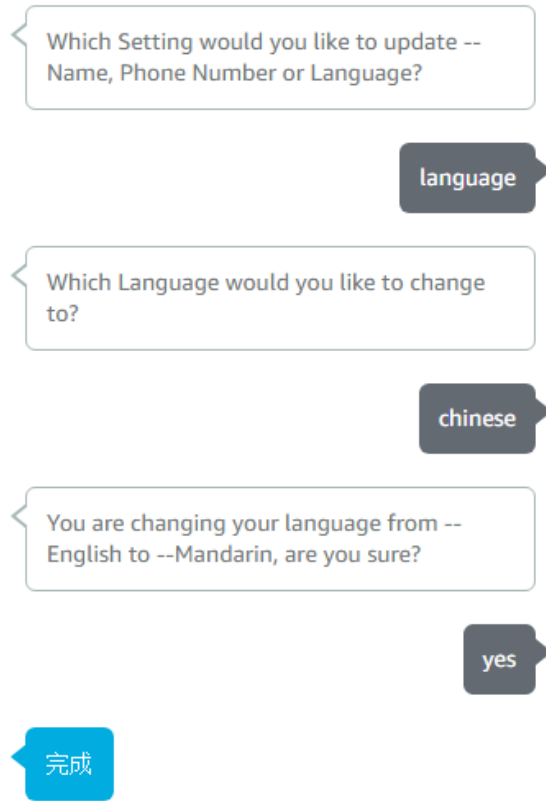Simply say "View User Settings" to bring your user settings up.

view account settings

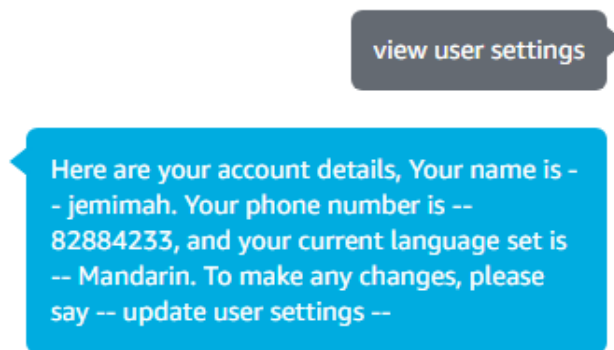Here are your account details, Your name is -
- Jessica. Your phone number is --
82884266, and your current language set is
-- English. To make any changes, please say -
- update user settings --

IMG:28

4.1.2 Updating Your User Settings

Simply say "Update User Settings" to Update your Settings, such as Name, Phone Number and Language.

update user settings

Which Setting would you like to update --
Name, Phone Number or Language?

phone

What is your new phone number?

eight two eight eight four two three three

You are changing your phone number from -
-82884266 to --82884233, are you sure?

yes

Completed. Your Number has been changed
from 82884266 to 82884233

Which Setting would you like to update --
Name, Phone Number or Language?

name

What is your new name?

jemimah

You are changing your name from --Jessica
to --jemimah, are you sure?

yes

Completed. Your name has been changed
from --Jessica to --jemimah.

Which Setting would you like to update -- Name, Phone Number or Language?

language

Which Language would you like to change to?

chinese

You are changing your language from -- English to --Mandarin, are you sure?

yes

完成

IMG:29,30,31

Once your Settings have been Updated, it is best recommended that you open your device settings again to check your updated details.
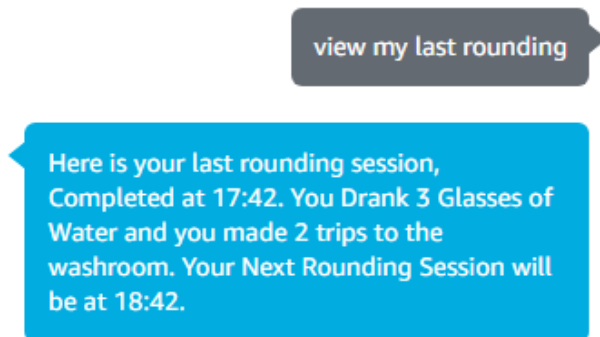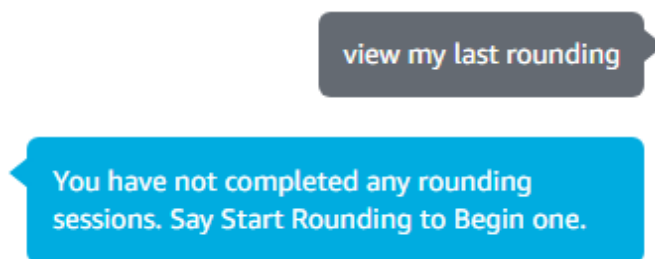
view user settings

Here are your account details, Your name is -- jemimah. Your phone number is -- 82884233, and your current language set is -- Mandarin. To make any changes, please say -- update user settings --

IMG:32

4.2 Viewing Your Last Rounding

Patients can view their last rounding session by saying "view my last rounding".
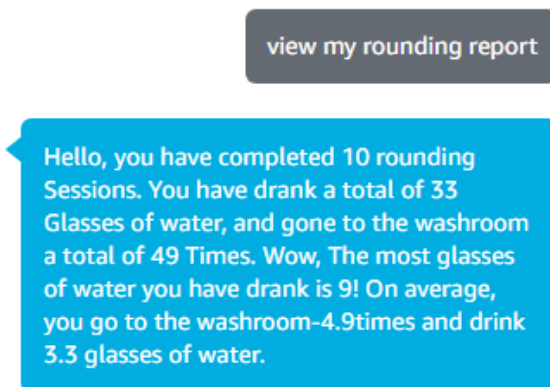
If Patient Has Completed a Rounding:

view my last rounding

Here is your last rounding session, Completed at 17:42. You Drank 3 Glasses of Water and you made 2 trips to the washroom. Your Next Rounding Session will be at 18:42.

IMG36

If Patient Has Not Completed a Rounding:

view my last rounding

You have not completed any rounding sessions. Say Start Rounding to Begin one.

IMG35

4.3 Viewing Your Rounding Report

Patients can view a summary of all their rounding sessions by saying "view my rounding report". These provides users with a little trivia on all their rounding sessions.

view my rounding report

Hello, you have completed 10 rounding Sessions. You have drank a total of 33 Glasses of water, and gone to the washroom a total of 49 Times. Wow, The most glasses of water you have drank is 9! On average, you go to the washroom-4.9times and drink 3.3 glasses of water.
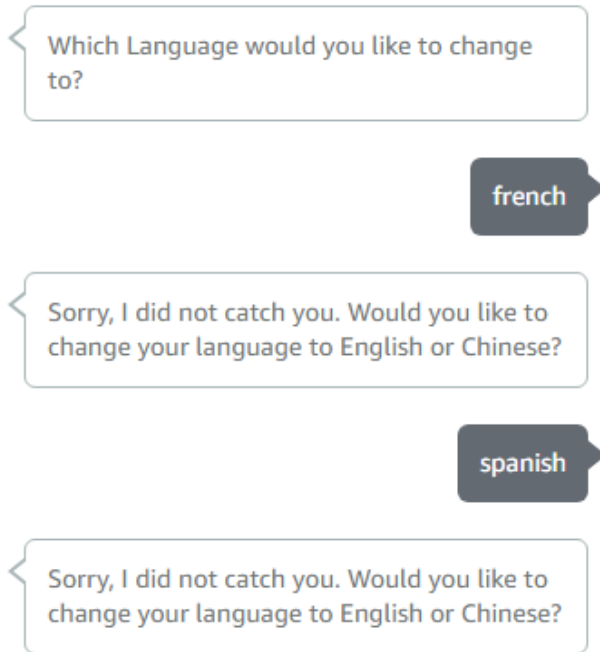
IMG34

4.4 Frequently Asked Questions

Q: Can I use another language other than Chinese and English?

A: No. HealthBuddy only Supports English and Mandarin at the moment.
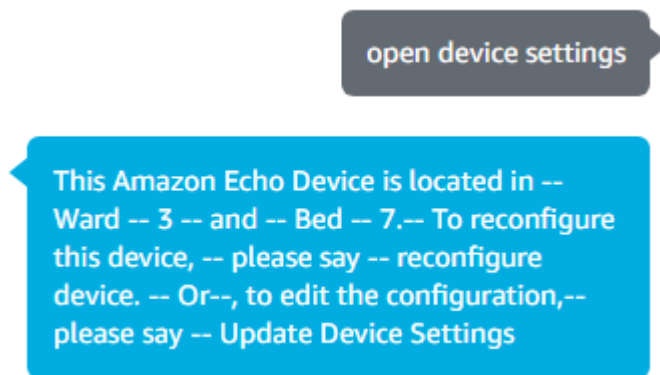
> Which Language would you like to change to?

> french

> Sorry, I did not catch you. Would you like to change your language to English or Chinese?

> spanish

> Sorry, I did not catch you. Would you like to change your language to English or Chinese?

IMG:33

5. Viewing, Updating and Reconfiguring Your Device

5.1 Viewing Your Device Settings

You can view your device settings by saying "Open Device Settings".

> open device settings

> This Amazon Echo Device is located in -- Ward -- 3 -- and -- Bed -- 7.-- To reconfigure this device, -- please say -- reconfigure device. -- Or--, to edit the configuration,-- please say -- Update Device Settings

IMG40

5.2 Updating Your Device Settings

Update your Device Settings by saying "Update Device Settings".

change settings

Which setting would you like to change?
User or Device

device

Would you like to change the device
settings, or reconfigure this device?

device

Sorry, I did not hear you. Would you like to
change the device settings, or reconfigure
the device?

device settings

Which setting would you like to change?
Ward, Bed or Both

IMG37

ward

Tell me the new ward number of this device.

two

Completed. Your Settings has been updated.
This device's location is now in Ward 2

IMG38

After you change your settings, it is recommended that you open device settings again to check if the changes have been made successfully.

> open device settings

> This Amazon Echo Device is located in -- Ward -- 2 -- and -- Bed -- 7.-- To reconfigure this device, -- please say -- reconfigure device. -- Or--, to edit the configuration,-- please say -- Update Device Settings

IMG39

5.3 Reconfiguring Your Device

You can reconfigure your Device. This Deletes the Current Settings you have on your device and restarts the configuration process again. This means that the other features of HealthBuddy will be blocked until you configure your device again. However, your data will not be lost.

> reconfigure device

> Are you sure you want to reconfigure this Device? This Action is Irreversable and your Current Settings will be removed.

> yes

> The configuration of this device has been reset. Say Configure device to configure it now

> configure device

> This device has not been configured. Would you like to configure it now??

> yes

> Please Tell me the ward number where this device is located.

IMG41

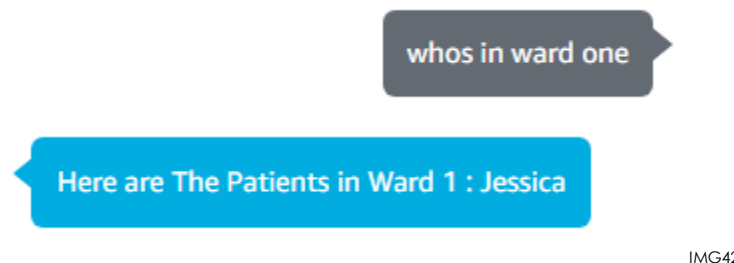# 6. Finding a Patient

6.1 Finding out who else is in my Ward

You can easily find out who else is in your ward by saying "Who's in this Ward" when signed in.

> whos in this ward

> You are in Ward 1. Say Hello to your friends!
> -- They are Ernest
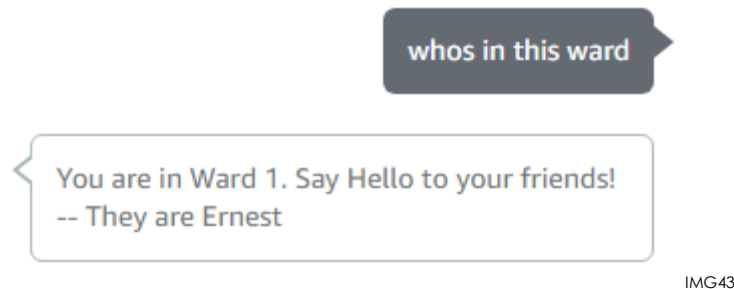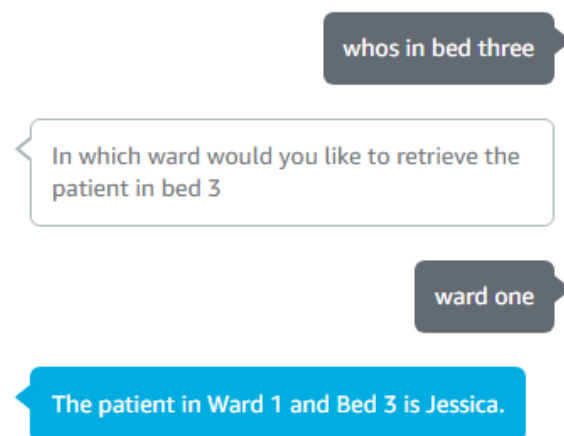
IMG43

6.2 Finding out the list of patients in a particular ward.

To Retrieve the List of Patients in a particular ward, speak "Who's in Ward", followed by the ward number you would like to retrieve.
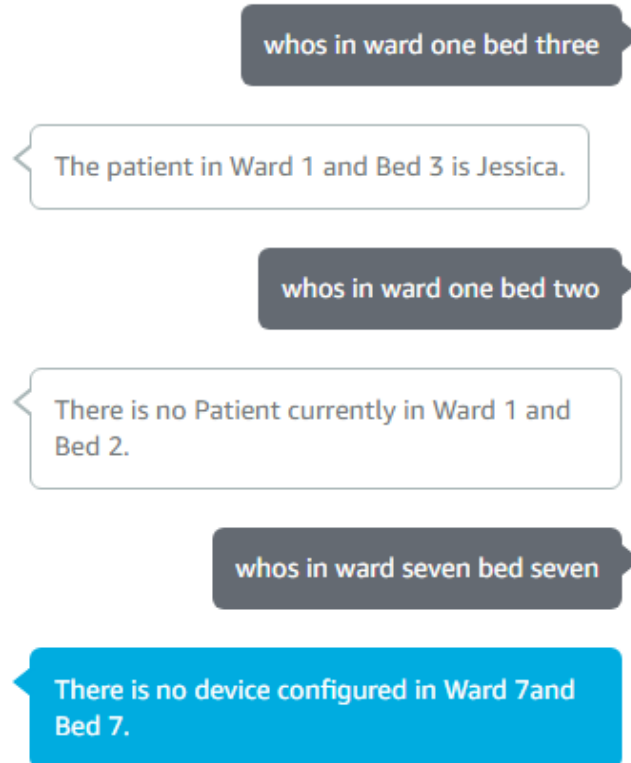
> whos in ward one

> Here are The Patients in Ward 1 : Jessica

IMG42

6.3 Finding out the patient in a particular bed.

To find out the patient in a particular bed, you would have to provide the Ward Number and the Bed Number of the Patient you would like to retrieve. Please note that you have to provide both the ward and the bed number.

> whos in bed three

> In which ward would you like to retrieve the patient in bed 3

> ward one

> The patient in Ward 1 and Bed 3 is Jessica.

IMG45

> whos in ward one bed three

> The patient in Ward 1 and Bed 3 is Jessica.

> whos in ward one bed two

> There is no Patient currently in Ward 1 and Bed 2.

> whos in ward seven bed seven

> There is no device configured in Ward 7and Bed 7.

IMG44

7. Signing Out

To Sign out of your HealthBuddy Account, you can say "Sign Out" or "Change User". This will sign you out of the HealthBuddy device until you sign in again by saying "Sign in" (See: 2.2)

> sign out

> Signed Out, Say Sign In to Sign in anytime.

IMG46

8. Deleting My Account

You can delete your account by saying "Delete Account" on HealthBuddy. However, for security and verification reasons. You will need your mobile phone as an OTP (One Time Passcode) would be sent to you. Since your HealthBuddy account is usable across devices, others can also access it if there is no verification.

delete patient

You are signed in as Cody. Is this the account you would like to delete?

yes

Please Tell me the One Time Passcode sent to the phone associated with this account. You can also choose to tell me later.

three five seven two

Please Tell me the One Time Passcode sent to the phone associated with this account. You can also choose to tell me later.

three five seven one

The Account Cody has been deleted. Goodbye!

delete patient

You are signed in as Cody. Is this the account you would like to delete?

no

Tell me the name of the User you would like to delete.

ernest

There is more than one account with the name Ernest. To continue with the deletion process, tell me the phone number of the account you would like to delete.

IMG48, 47

The One Time Passcode Sent will only last 5 Minutes. There is a TTL Attribute (Time-to-Live) which will automatically delete and remove the link the OTP token has on your account. After 5 minutes, your OTP will stop working and HealthBuddy will regenerate a new OTP for you and you will have to use the new one.
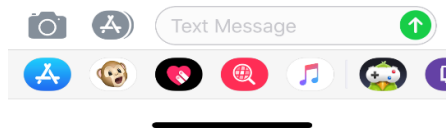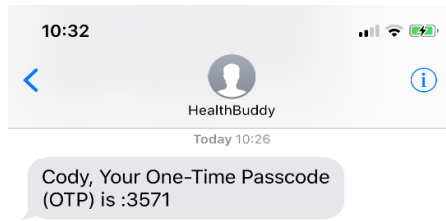
IMG: 49

9. Medical Info

HealthBuddy allows Patients to find out more about a medical condition by simply asking about the condition.
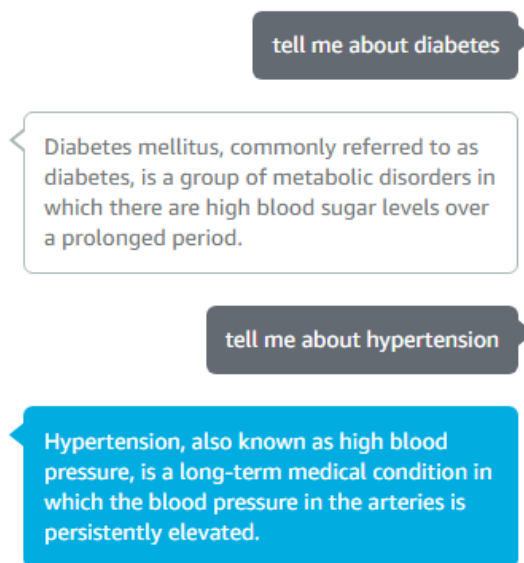
IMG50

10. Emergency

Should a Patient require medical attention or assistance, they can tell their HealthBuddy devices that they require a staff member. A Staff member would then be allocated by the receptionist/administrator of the HealthBuddy Web Application.
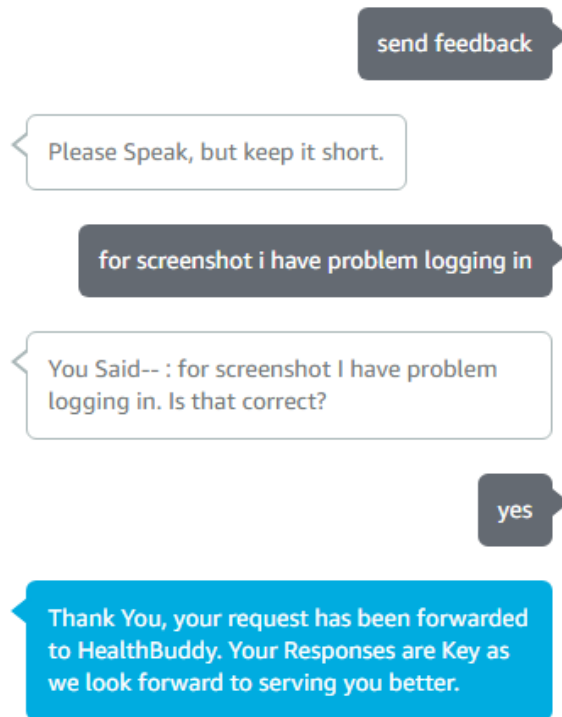
bring me a nurse

A Staff has been allocated to attend to you in ward 1 bed 3
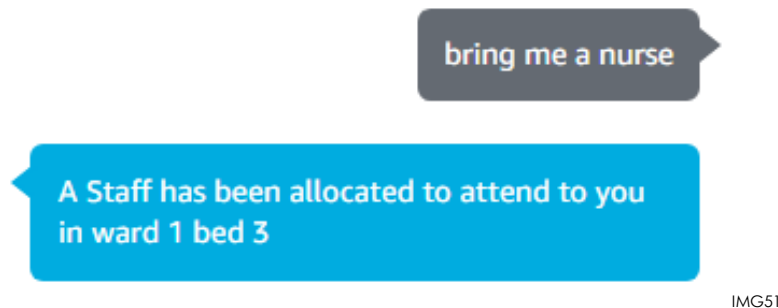
IMG51

11. Diets

Every day, using HealthBuddy, you will be able to indicate your preference on the diet you would like to have. From 0700-1100 daily, you can choose what you would like for lunch. From 1300-1700 daily, you would be able to choose your Dinner. Hospital Staff would set the Menu respectively for you to choose from.

change my diet

You are choosing the Lunch Menu. Here are today's Lunch Options: For Western, Grilled Fish. For Chinese, Mixed Vegetable Rice. For Muslim, Mee Soto. For Vegetarian, Salad. Would you like Western, Chinese, Muslim or Vegetarian?

western

Ok, We will serve you Western for lunch today. Remember you can choose your lunch from 8 to 11 A M and Dinner from 12 to 5 P M daily.
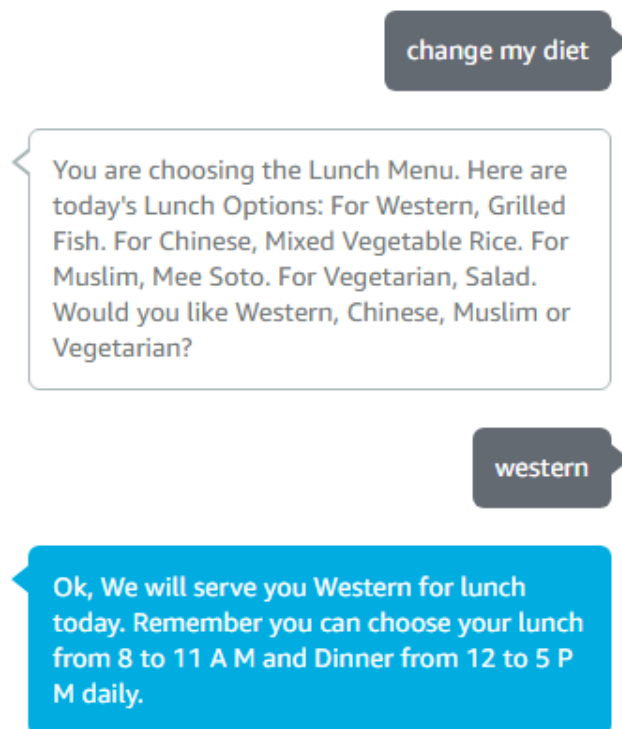
IMG54

12. Sending Feedback/Reporting Issues

We appreciate and look forward to your feedback, and if you face any problems and issues whilst using HealthBuddy, you can report it to HealthBuddy and an email would be sent to the HealthBuddy team to resolve. Simply say "Send Feedback" to do so.

send feedback

Please Speak, but keep it short.

for screenshot i have problem logging in

You Said-- : for screenshot I have problem logging in. Is that correct?

yes

Thank You, your request has been forwarded to HealthBuddy. Your Responses are Key as we look forward to serving you better.

IMG52

The Email response sent to the HealthBuddy team would include your query, name, ward, bed and phone number should they need to contact you for more information. Rest Assured, all details are kept confidential.

HealthBuddy Feedback/Report System   Inbox   x

healthbuddysg@gmail.com
to bcc: me

Patient Name: Jessica
Patient ID: 24
Patient Phone Number: 82884299

Ward Number: 1
Bed Number: 3

Message:
        for screenshot I have problem logging in.

Sent to Ernest, HealthBuddy(C)
All Rights Reserved, 2018

IMG:53

HEALTHBUDDY

WEB APPLICATION

1. Homepage (Dashboard)

Allows Staff to visualize the Key Performance Indicators and other strategic data for your organization at a glance.
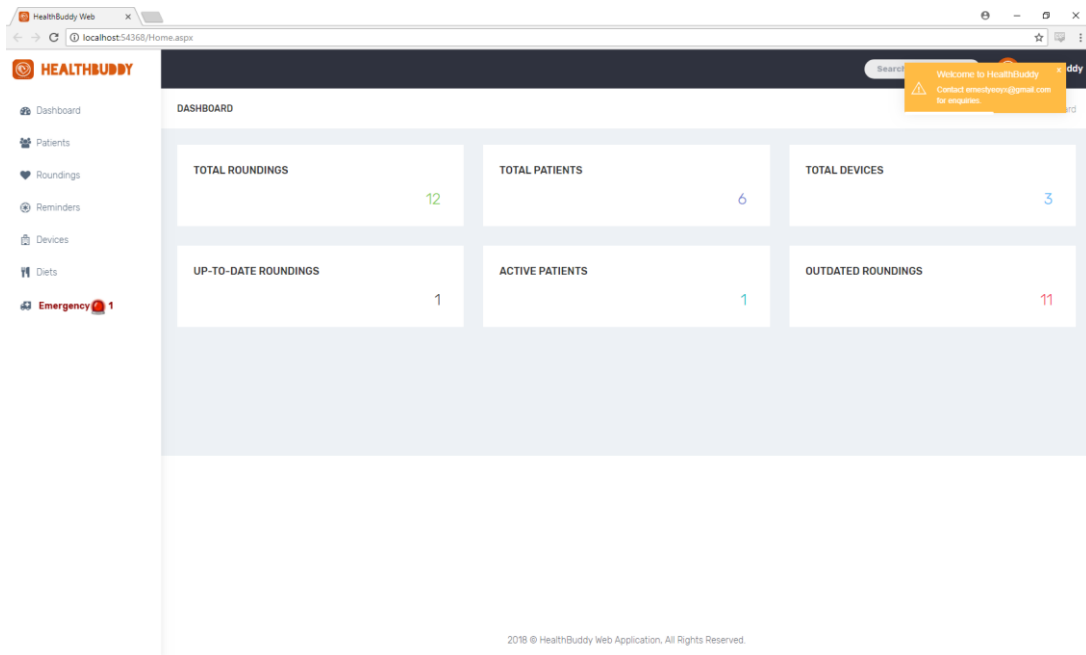
2. Viewing, Creating, Editing and Deleting Patient Information

2.1 Viewing Patient Details

Allows Staff to view Patient details and Sort Accordingly to their wanted fields.
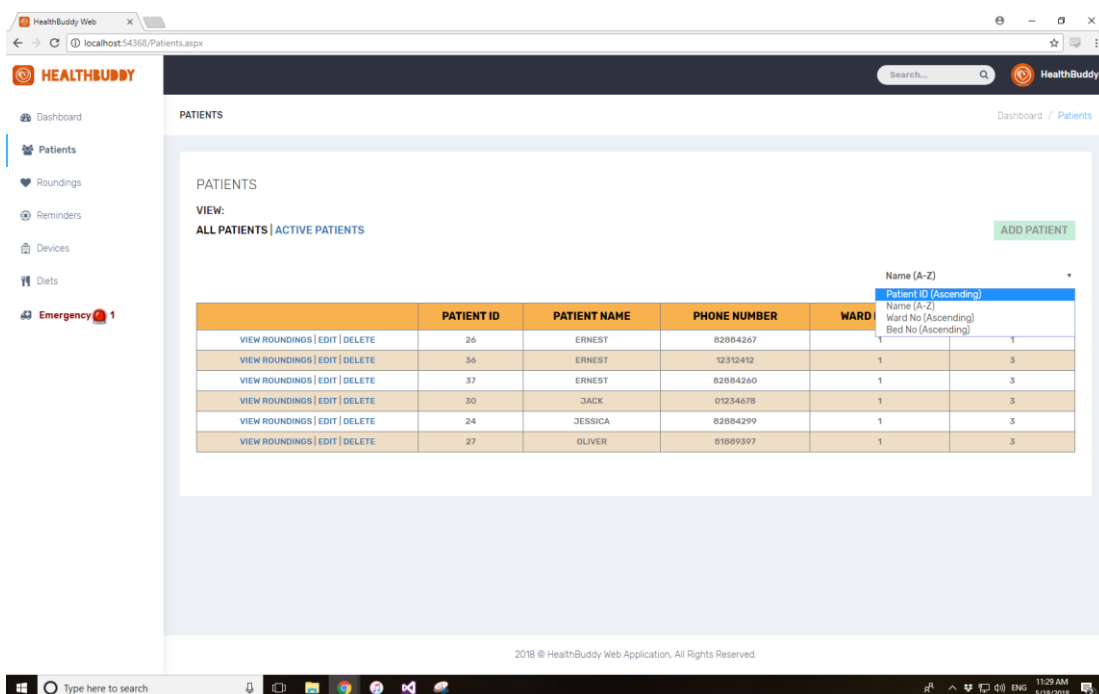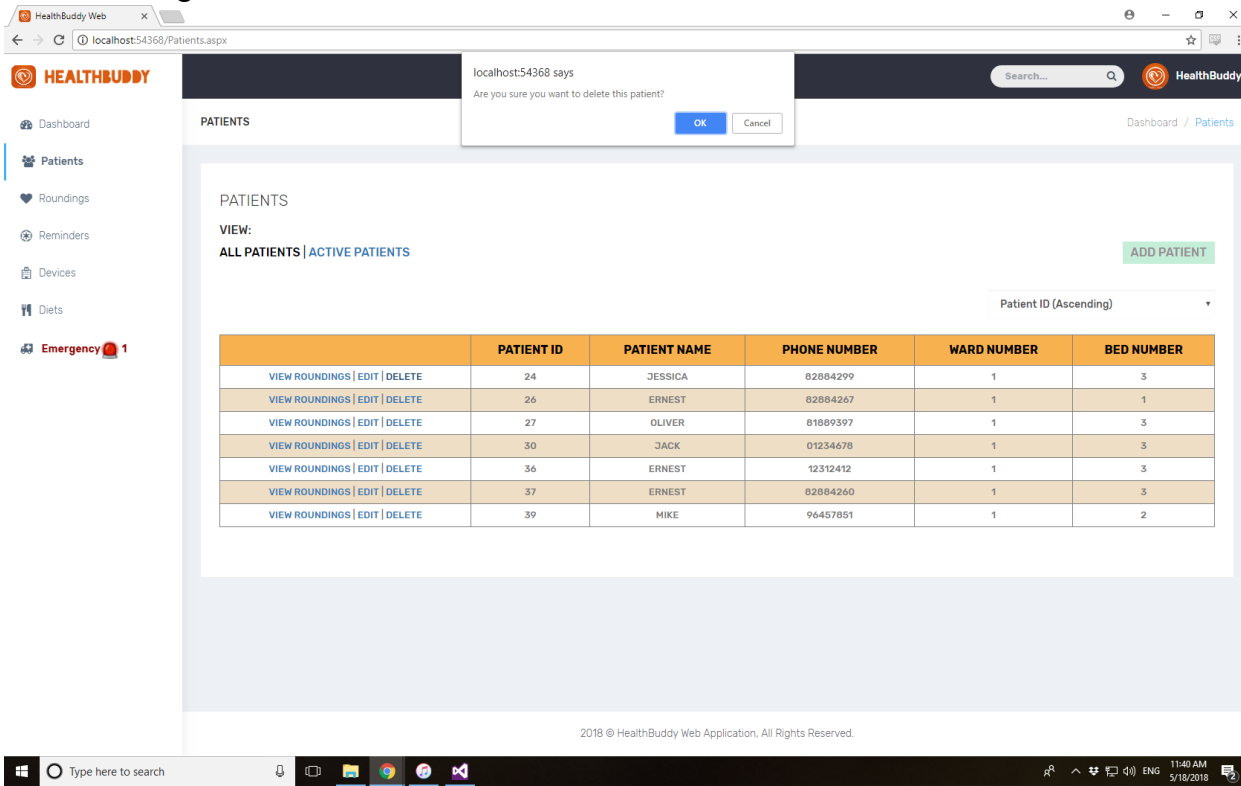
2.2 Creating a new Patient

Allows Staff to add Patients in a case the patient can't do so themselves.
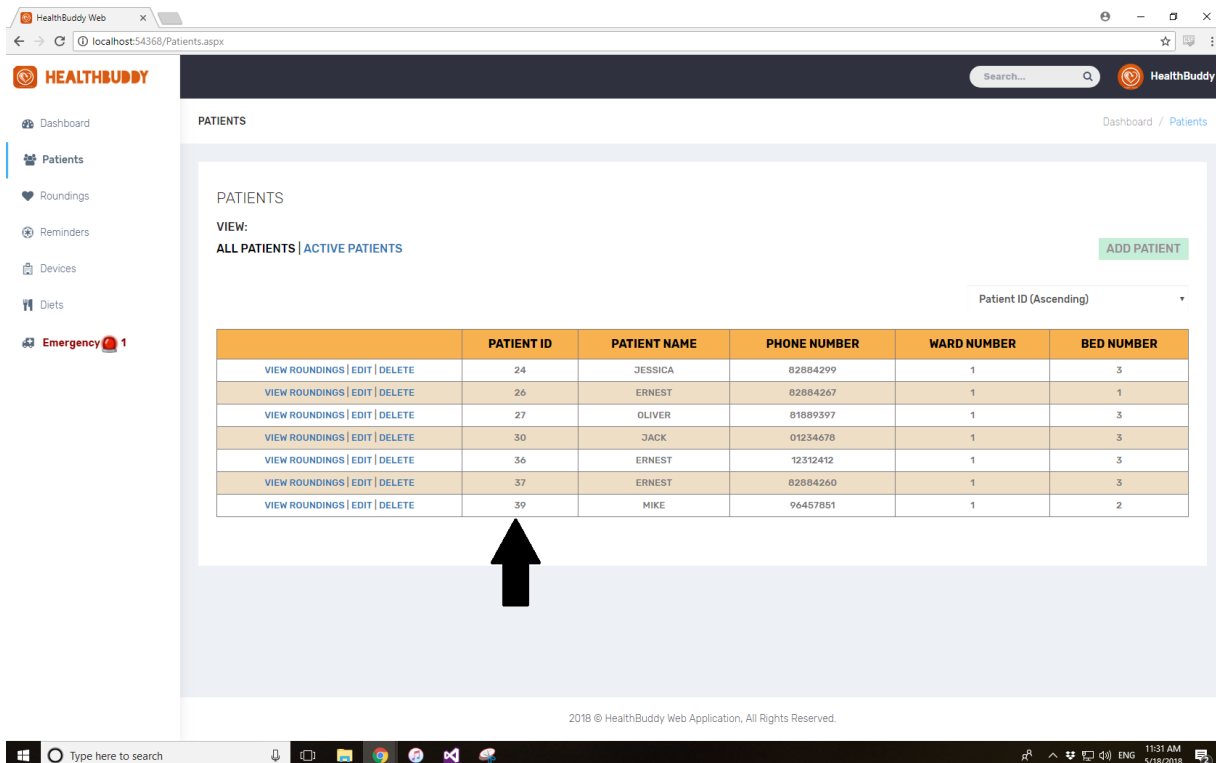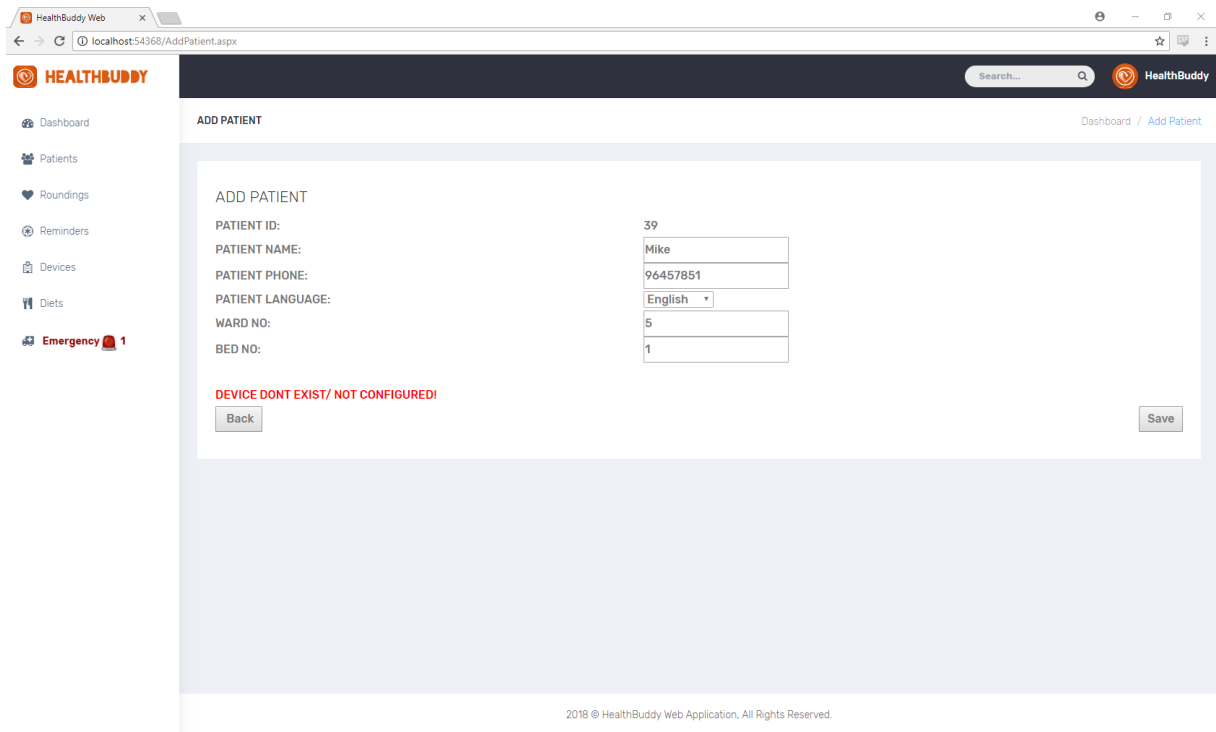
2.3 Editing a Patient
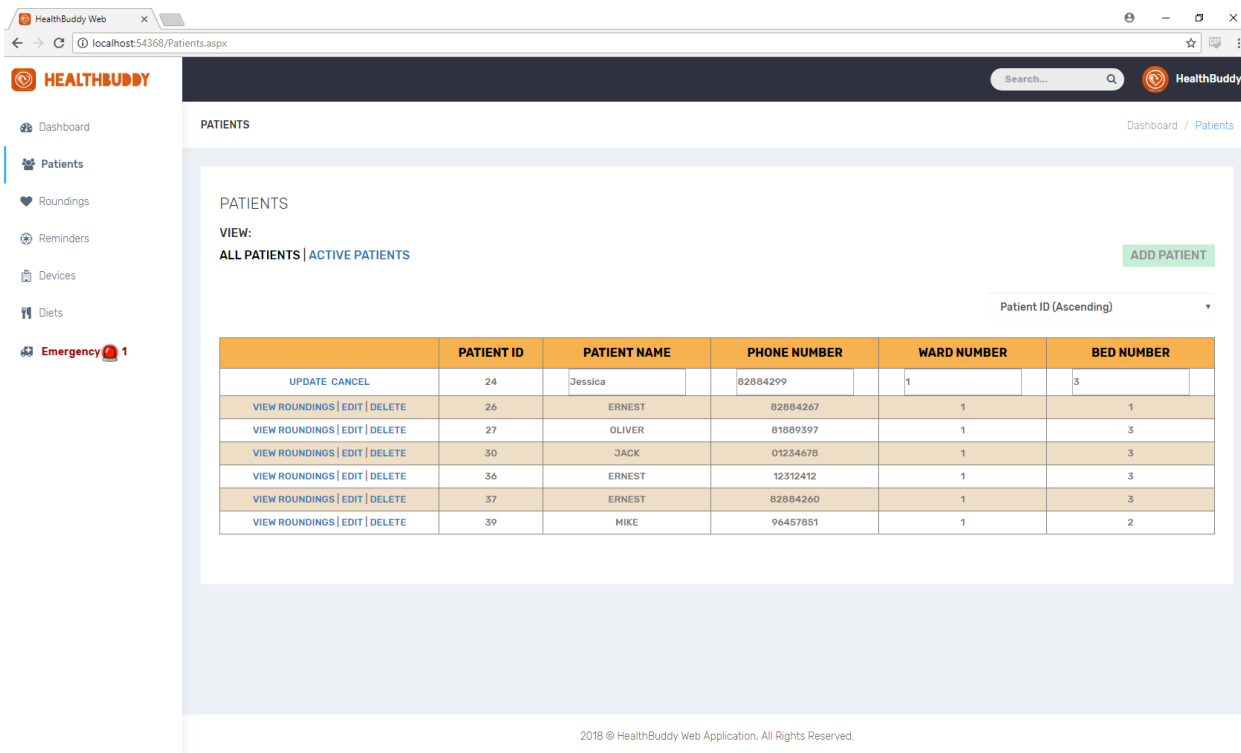
2.3 Removing a Patient

a Patient

3. Viewing Your Configured HealthBuddy Devices

3. Viewing Rounding Sessions

3.1 Viewing All Rounding Sessions
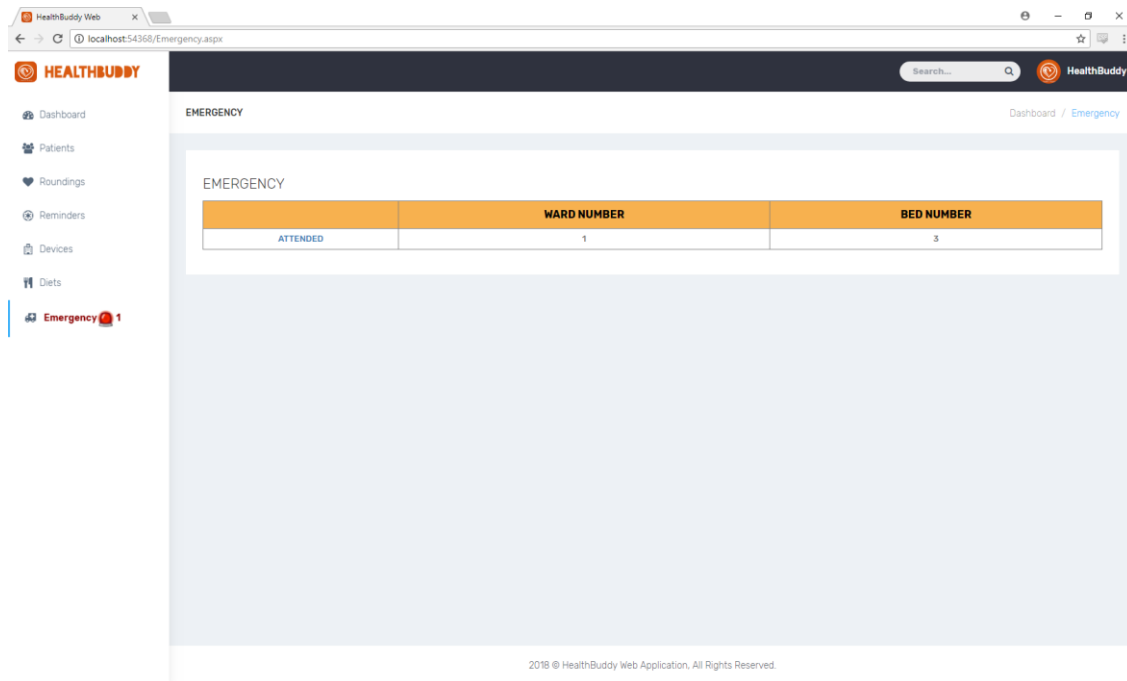
3.2 Viewing by Particular Patient
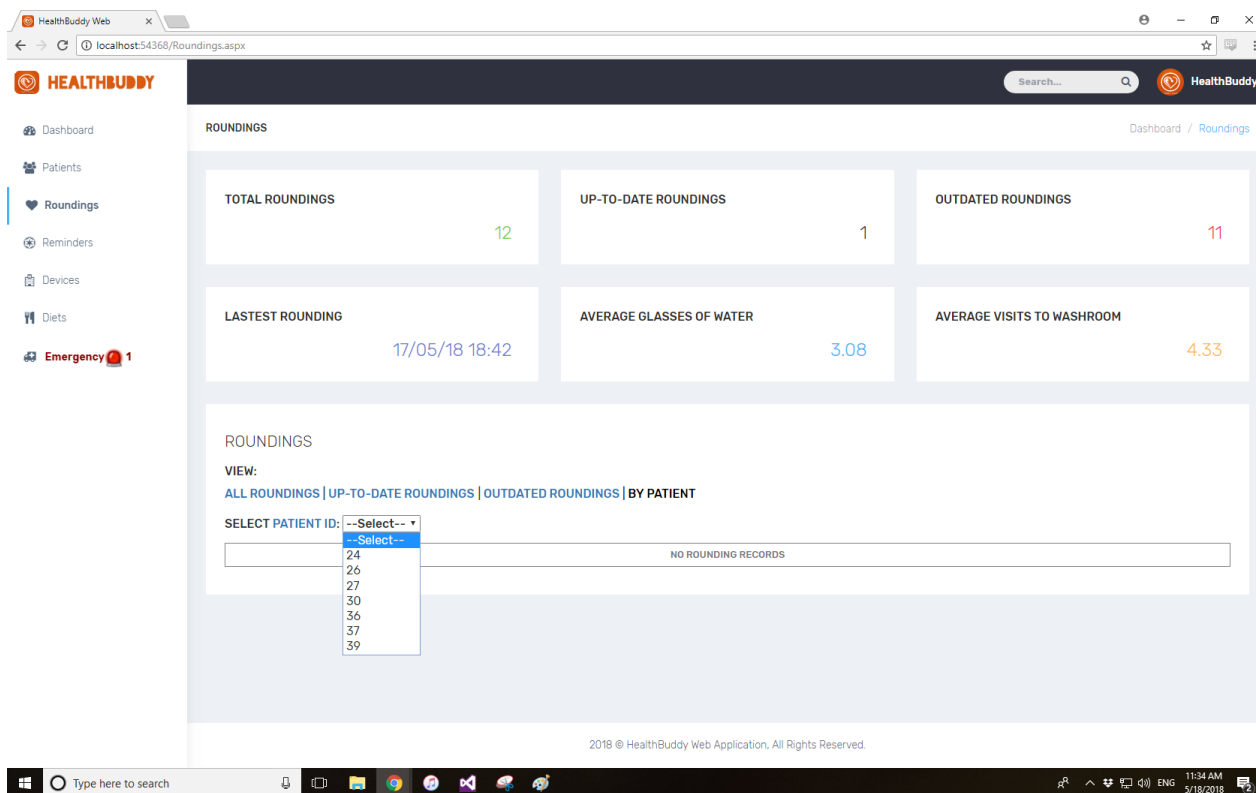
4. Diets & Menus

Staff would set the Current Menu to allow the Patients to Indicate their meals. It would then display how many they would need to prepare.
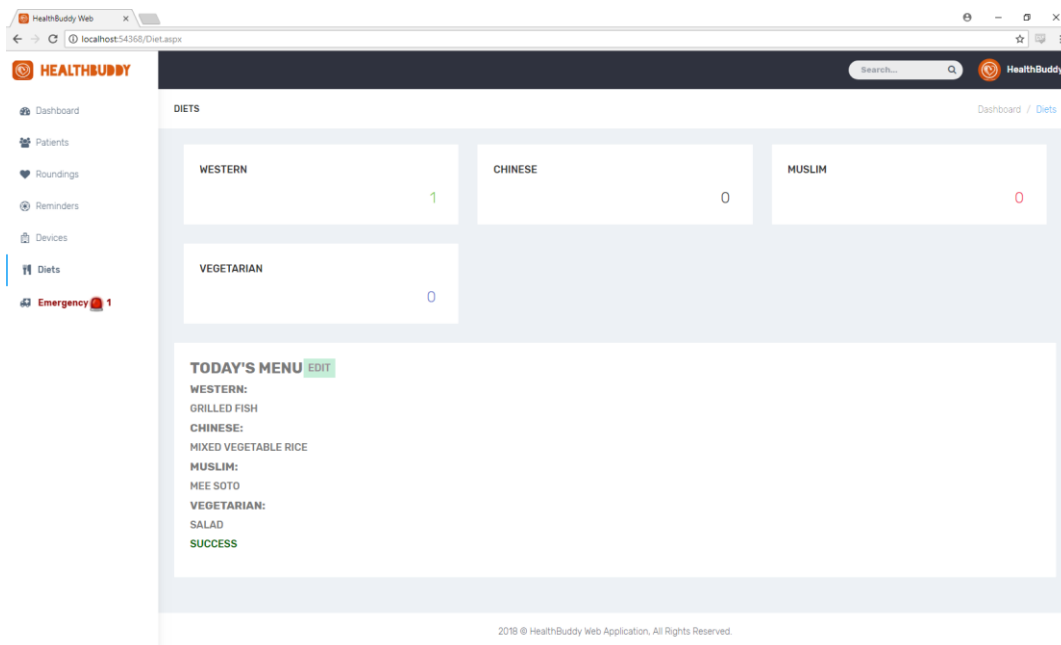
5. Viewing an Emergency

Staff would be able to view which patients require assistance and thus they can deploy nurses to attend to the patients.

Once the patient has been attended to, a simple click of the "Attended" button would solve and close the request, and the Notification Icon in the sidebar would disappear.

Before   After

END

HealthBuddy 2018