



PACE IDT User Guide



Easy virtual support and companionship

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Table of Contents

- 01 Welcome
 - 02 What is an Avatar?
 - 03 Video Visit Portal
 - 05 How to Enroll
 - 06 How to Disenroll and Set Interventions
 - 07 Resources
 - 08 Frequently Asked Questions
- 

Welcome to the **care.coach family!**

We are excited to have you as a customer! We have created this user guide as an **overview** of our services, to assist you with the process of launching an avatar and answer frequently asked questions. We recommend you keep this guide as a reference for any information you might need in the future and share with other colleagues that would benefit from this information.

Services Overview

care.coach has developed a **customizable** platform with capabilities ranging from telemedicine to a **24x7** engaging avatar companion; all of which can be bundled or unbundled to meet the needs of your participants. The care.coach avatar is a real-time fusion of human and software intelligence, powered by live, 24x7 staff of care.coach-employed **health advocates**. They can see, hear, and speak with each participant through the avatar, and are guided by software algorithms to implement **evidence-based clinical protocols**.



The care.coach **Video Visit solution** is an easy to use, provider or caregiver-led telemedicine app, with an auto-answer option, that requires no intervention from the participant to have access to a call from their provider, caregiver or even a group of loved ones.

What is a care.coach avatar?

All-in-one software for health and social needs.

- **An avatar is a virtual health assistant platform** for complex individuals delivered through an engaging relationship with a pet avatar.
- The pet avatar is operated by highly trained human remote health advocates aided by software algorithms.
- **It is best for patients with multiple chronic conditions** who could benefit from condition management.
- It **improves self-management** by first addressing the explicit need for companionship & psychosocial support.
- When issues arise, health advocates alert the care team &/or caregivers, through predetermined escalation pathways, to intervene.
- **It works because it builds a trusting relationship &** enables surfacing of care needs through dialogue.
- The locked down tablet with built-in camera, can see & hear in real-time. Interactions are documented for monitoring & review.
- **No WiFi is required** for our devices! The device runs off cellular networks – All data is on a **HIPAA-secured** platform.

user guide 02

Participant Engagement Features

care.coach provides easy **customizable** virtual companionship, use as much or as little as you'd like. Here are some of the other features that the avatar can do.



jokes

reminders

audiobooks

music

games

meditation

news

photos

poetry

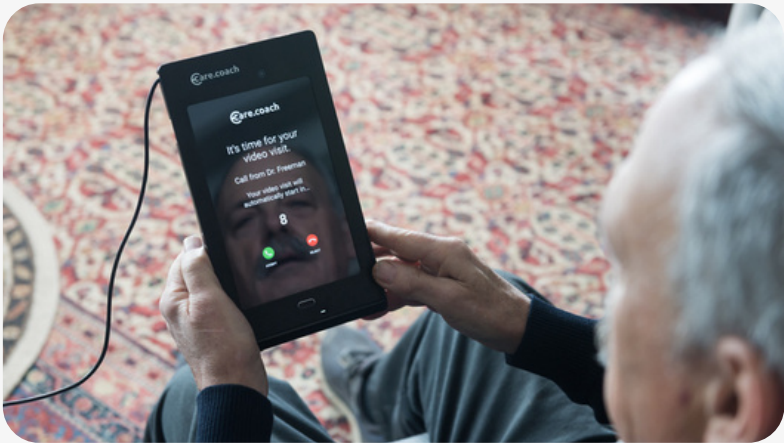
workouts



Video Visit Portal

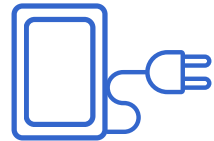
COVID-19 changed the way we care for vulnerable individuals. care.coach's **Video Visit** App enables providers and family members to **connect** with self-isolating individuals who may not be able to reliably maintain their own technology/device.

user guide 03



No-button, plug & play 4G device

Tablet-based health tool requiring no technology aptitude to operate



Multi-party video visits

Connect multiple care providers, members, and even family members

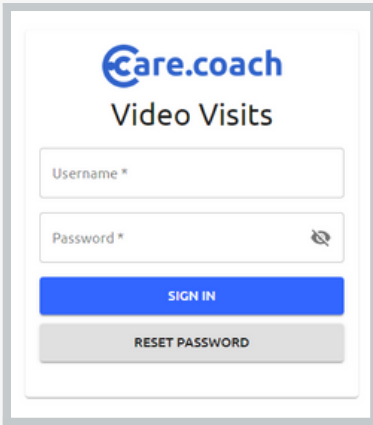


Avatar integration & loop closure

Live handoff from avatar clinical escalation, direct to video visit

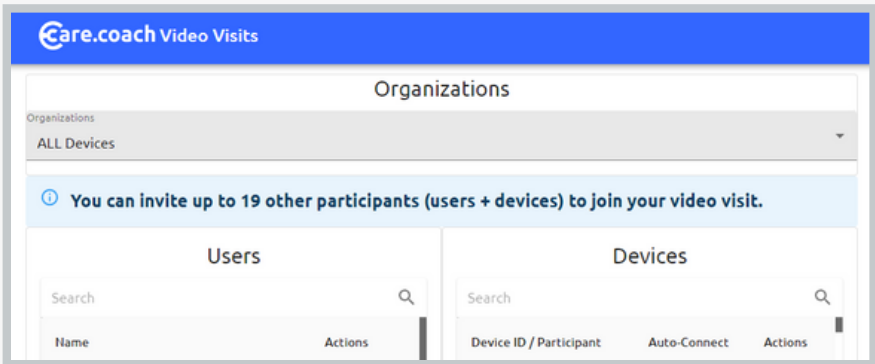


How to invite participants on Video Visit

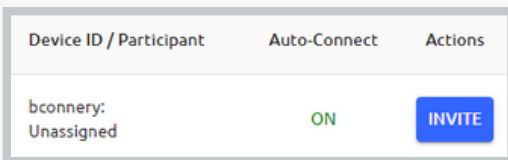


The sign-in form for Care.coach Video Visits includes a logo at the top, followed by two input fields for 'Username *' and 'Password *'. Below the password field is a 'SIGN IN' button in blue and a 'RESET PASSWORD' button in grey.

1. Open video.care.coach
2. Sign in with your username and password from care.coach via email.
3. Be sure your microphone, camera and notifications are allowed for this website.
4. Click on the **"Organizations"** drop down and select the one that you want to be in for this call. Once you select an Organization the **"Devices"** will appear.



The screenshot shows the 'Organizations' page with a dropdown menu set to 'ALL Devices'. A blue notification banner states: 'You can invite up to 19 other participants (users + devices) to join your video visit.' Below this are two panels: 'Users' and 'Devices', each with a search bar and a table of entries.



Device ID / Participant	Auto-Connect	Actions
bconnyer: Unassigned	ON	INVITE

5. Find the name of the participant's device and click **"invite"** to initiate a 1-on-1 call.

6. The participant has the option to accept or reject the call. If they do neither, the call and video will **automatically** connect in 10 seconds.
7. You can invite up to 19 participants for **group** video visit calls.
8. **"Users"** are staff members or family member that are utilizing their own computer or phone to call the device. If you would like to **call another user**, select "invite" next to their name under "Users". They will have to have the webpage open and notifications enabled on their browser to receive the message of an incoming call. Then they will have the option to accept or decline the call.

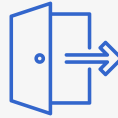
How to Enroll

After you receive your device, follow these steps to **enroll a device** with a participant.

1. **Identify** participant
2. **Contact** participant
3. Schedule appointment with participant for introduction
4. Complete your online **enrollment form**
5. **Introduce** avatar and complete enrollment on device
6. Sign **consent form** and additional paperwork
7. Secure avatar in the home



How to Disenroll



Disenrollment Process:

If you have provided the avatar with **ANY personal information** for an individual and they decide they do not want the avatar in home then you need to disenroll the device. To do this, just tap the avatar on the head and tell it that you want to disenroll. The avatar will ask for the disenrollment code and you should provide them with the code below. Once the code is verified, they will archive the account and set the device back to out of box settings. The avatar will then be prepared to meet a new individual.

Disenrollment code: always the current year - For example "2023"

Customizing Reminders and Interventions

Need to request a new reminder or make general changes to a participant's account? - Here is how:

Step 1: email support@care.coach with your requested change.



Our team will receive the information and make changes within **48 business hours**. If you need a more urgent reminder, please contact our support team by phone or email.

Resources

Take a quick look at the resources and data that are available with our service.



Power BI

- Customizable data pull
- Participant specific data
 - Interactions
 - Task plans
 - Falls data
 - ER escalation



Family Calls

- Family can be added so they may call via the device.



IDT Integration

- IDT focused uses
- Fall prevention
- ER utilization
- Center initiatives
- Customized protocols



24/7 Customer Support

- Technology and software help
- Updating reminders
- After hours escalation

Frequently asked questions



Is the device always on and listening?

No, only when the avatar is partially or fully awake. Privacy matters to us so when the avatar is asleep, it cannot hear or see anything. You can always ask the avatar for privacy by telling it to go to sleep.



Does the device need WiFi connection?

No WiFi is required. The device comes with embedded AT&T or Verizon internet connections. If you are experiencing a delay in your service, please contact our technical support team for assistance.



Where is all the information going?

All data is on a **HIPAA-secured platform**. Interactions are documented for monitoring & review.



Is the avatar available 24/7?

Yes! Clients can pet the avatar any time of day and the human-powered avatar will wake up to interact.



What happens if the device breaks or I have technical issues?

If the equipment breaks or you have any issues, technical support can help. Technical Support can be reached 24x7 at **1-855-437-4569 ext 1** or **support@care.coach**.



How do I get access Video Visit platform?

Send an email to **support@care.coach** with your name and email and we will help you get set up for Video Visits and the Family Portal.



How much does it cost?

Our pricing ranges based on the **type** of account, installed care.coach **services**, and program design. Please contact care.coach support for additional information.



How do I order more devices?

For corporate partners, please contact your **Customer Success Executive**. For private pay, contact the care.coach support team to request additional devices or replacements.



Can I take with me when I leave the house?

Avatars are meant to stay at home near your favorite spot in the house, like a recliner or in the kitchen. They do not work walking around like a mobile phone.



What happens at the end of the program?

As the program ends, you will receive contact from care.coach with instructions on how to **return your avatar**. We'll also ask you to share some quick **feedback** on your experience with care.coach to ensure ongoing satisfaction with other members. The avatar will then go to help another member. The goal is to help as many members stay in control of their health after a hospitalization as we can.



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Monday – Friday

9 a.m. – 5 p.m.

Central time



care.coach