



Your questions from the webinar chat

In which languages is the app available?

German and English. Other languages are not currently available. Other languages are of course possible in the future.

Is Wi-Fi absolutely necessary at the site of operation, or can the system also communicate in other ways?

Yes, WLAN is necessary. If there is no Internet connection with a WLAN router, a standard WLAN hotspot (incl. SIM card) can also be used.

Is the product paid for by a German health insurance company?

The digital assistance system is intended as a self-pay product.

Who can invite a caregiver?

Only the user who has registered the ThevoSmart control box is authorized to invite a supervisor. A supervisor cannot invite another supervisor.

Can a caregiver deactivate himself/herself?

To avoid misunderstandings and risks, a caregiver can be removed only by the main user.

What does it mean that a time interval for a storage may be extended by own movements?

This setting should only be selected after consultation with the doctor or nursing service. The goal is to allow the patient and caregiver to have as long a sleep period as possible, provided that sufficient own movements are registered.

I have already downloaded the app, but cannot find the “Recommendations” and “Care Information” items.

The menu items Recommendations and Care Information depend on the selected country and the user's language. Currently, these are information from German cooperation partners as well as care information from various literature sources (including the German federal government) as well as online care portals that deal with the German Care Act.

A foreign distribution partner can deposit its country-specific information there.

What can the Alexa-Skill do?

After linking to your ThevoSmart user account, the Alexa Skill ThevoSmart can reflect the status of a person to be cared for or the status of all managed persons via voice command.

More info can be found here: <https://www.amazon.de/Thomashilfen-ThevoSmart/dp/B08RZ14LLD>

Is the system available and can it be ordered?

Yes, ThevoSmart ONE is available from stock.

Is it possible to order additional sensor mats without control box?

Yes, of course additional sensor mats can be ordered individually.

Especially for patients with an incontinence problem, additional sensor mats are recommended for direct replacement.

I'm not quite sure why a blue "i" symbol is displayed there. What's that all about?

The blue "i" holds various information, which is displayed by clicking on the "i" at the respective function. For example, if the bed is unoccupied, the Movements and Storage functions would have an "i" next to them, as these two functions are dependent on bed presence.

Have you tested whether the monitoring of movements also works when an alternating pressure system is used, or are there too many false alarms there?

We recommend the use of ThevoSmart ONE with Thevo mattresses from Thomashilfen, but it can also be used on other commercially available mattresses - with the exception of spring mattresses. Use on alternating pressure systems is also not recommended, as a large number of very different alternating pressure systems are in use worldwide and the

movement function cannot therefore be guaranteed. However, the other functions can be used on these systems.

What about data storage? Where is it stored and for how long?

We store the data for analysis purposes for display and alerting on a German server as long as the device is in use. Data can be deleted at any time upon request.

We work with an external data protection officer to ensure compliance with the currently valid data protection guidelines.

Is there and or do I need a declaration of consent from the patient?

Yes, the user must obtain the declaration of consent from the person in need of care and actively confirm it to us during patient registration - otherwise the care profile setup cannot be completed.

What is the legal situation? If, for example, I delegate monitoring to the neighbour, the patient falls out of bed and the neighbour is notified but does not react? Are there any liability scenarios?

This question must be clarified country-specifically and cannot be answered by us conclusively with legal certainty.

How do you determine what is a movement and what is not?

We determine a relevant body movement from movement data collected every 4 seconds.

Is it correct that the storage is just a countdown and reminder?

With the positioning function, I can choose whether it is used as a pure countdown function or I choose in the settings to take into account the patient's own movements, which results in a positioning interval being automatically extended.

Is it possible to enter any free text to describe the position to which the person has been relocated?

A free text is not provided in this version yet.

Multiviewer: You can send an e-mail to your friend. But what can he do with it - just monitor? Does he have to download the app? Or will he only see my live coverage and thus not be able to change any parameters I have set?

When I invite a supervisor, he has to download the app and register as a user. He then enters the 8-digit code he receives with the email invitation and has access to the selected patient.

This also allows him to receive notifications when there is a change in status or a critical situation, and to take over care tasks on site while the primary user is away.

How a caregiver becomes active is up to the agreement between him and the main user.

A caregiver cannot change any parameters in the settings, only adjust the call name of the care recipient in the care profile on his or her side.

Can the data be viewed in terms of what time of day the functions being measured actually take place?

In the history, which I reach via the letter icon in the quick selection bar at the bottom, I can track the status changes with the time of day.

How often can the sensor mat be washed?

The washing resistance is comparable to conventional bed pads without sensors. We recommend replacing the ThevoSmart ONE Sensor Mat after approximately 150 washes to ensure proper function.

How long is the warranty on the sensor mat and control box?

The warranty period is 24 months.

Can you say anything about competitors?

We are not aware of any competitor on the market with a system that is comparably easy to operate and clearly laid out, and which also specializes in home care with this range of functions.