



CLINICAL ASSISTANCE GUIDE

SOFIHUB TEQ-SECURE SAFETY PENDANT

SOFIHUB TEQ-Secure Safety Pendant

SOFIHUB TEQ-Secure is one of the most advanced safety pendant personal alarms on the market, featuring fall detection, two-way voice calling, and live location tracking via the SOFIHUB online portal. SOFIHUB advanced adaptive care technology gives people of all ages and abilities the freedom and confidence to live independently, while dramatically reducing their reliance on family or professional carers.

SOFIHUB TEQ-Secure is a lightweight, easy to use, water resistant, mobile personal alert system which can issue an SOS alert via SMS to multiple people, at the touch of a button. It is equipped with global positioning (GPS) and mobile network technology, so in the case of an emergency, it can instantly pinpoint a person's location.

The SOFIHUB TEQ-Secure has a built-in speaker phone which enables immediate voice contact to provide reassurance and assistance when it is most required.

Other features include fall detection and geo fencing. SOFIHUB TEQ-Secure comes with a built in 4G SIM card. Monitored and non-monitored options are available.

There is a low monthly plan charge for a non-monitored SOFIHUB TEQ-Secure which covers all data usage and monitoring software. A combined monthly plan charge is available when using both the SOFIHUB TEQ-Secure non-monitored personal alarm and the SOFIHUB home.



FEATURES

- **Waterproof, lightweight and comfortable design:** SOFIHUB TEQ-Secure is waterproof, enabling it to be worn in the shower. It is lightweight, weighing about the same as 2x twenty cent pieces.
- **Emergency Messaging System & Wearable Panic Alarm:** For one touch calling when help is needed, simply press the SOS button on the SOFIHUB TEQ-Secure to call up to three emergency contacts. The SOFIHUB TEQ-Secure also sends an automatic text message to your carer/ family member with your current GPS location when the SOS button is used. There is a speakerphone and microphone built-in to enable two-way communication for help and reassurance. The SOFIHUB TEQ-Secure works wherever there is 3G or 4G coverage.
- **All-day Personal Assistance:** Carers can call the TEQ-Secure at any time for two-way voice communication. It provides emergency contacts with the ability to call the secure, should they need to contact the wearer and enabling the caller to speak through the device in the same way that you would a mobile phone.
- **Fall Detection:** Sensitivity adjustable fall detection will alert emergency contacts within seconds of a fall. The device will send an alert SMS within seconds of detecting a fall and will follow up with a voice call to the assigned carer. If the first assigned carer does not respond, the SOFIHUB will send an SMS followed by a voice call to the next assigned carer.
- **Global Positioning Device:** SOFIHUB TEQ-Secure accesses the full Telstra mobile network, with built-in GPS tracking and customised software as standard. The help messages sent by the SOFIHUB TEQ-Secure show the wearer's location with accuracy to within 2 metres and carers can call the mobile number of the pendant and connect via the speakerphone, to reassure the wearer and let them know that help is on the way.
- **Geo Fencing:** The SOFIHUB TEQ-Secure enables carers to customise and manage safe zones that are best for the wearer, with Geo fences that are easy to establish and monitor. Save specific routes like a usual walking route. The app has a portal map that can mark a user's location history at any time. As soon as a person leaves a designated safety zone, a notification will be sent directly to the carers' mobile app and online portal, allowing them to see where the person is in real time.

BENEFITING PARTIES

People with the following support needs would benefit from use of the SOFIHUB TEQ-Secure:

People:

- At risk of falling
- Wishing to remain at home or at home alone for extended periods and may have concerns due to a medical condition or risk of falls
- With medical conditions that could result in a medical emergency (e.g., epilepsy or diabetes)
- Requiring memory support
- With support needs for anxiety, cognitive or intellectual impairment and carers wanting to support the client to access the community independently e.g., to use public transport to get to/from work independently, with increased confidence and reduced stress
- Supported through NDIS, TAC, Home Care Packages or Commonwealth Home Support Packages may be able to receive funding for the SOFIHUB TEQ-Secure to meet their goals

Service Providers:

- Supporting people to live at home. SOFIHUB TEQ-Secure could provide a means of remotely monitoring clients who are at risk of falls or a medical emergency
- Can tailor reminders to support medication management; regular services and one-off appointments

CLIENT OUTCOMES

SOFIHUB TEQ-Secure may assist people to be supported to live at home in the following ways

Increased independence and confidence in living alone:

- To increase the user's confidence in living alone or being alone for long periods during the day, with peace of mind that their loved ones or nominated carers will be notified in the case of an emergency
- Personal alarm users feel more confident about gaining faster assistance in an emergency, extending the time they are able to remain living at home, increasing their sense of security, reducing anxiety about falling and increasing confidence in performing everyday activities
- Wearing the personal alert device increases the user's confidence to continue gardening and other activities outside of the house, as they know that they can call for assistance if they fall

Reduced formal and informal carer support and peace of mind for carers:

- To reduce carer stress and provide peace of mind for family carers by enabling them to monitor their loved ones remotely. This is helpful for family carers who live at a distance from the person they care for or who have other work or family commitments that limit how often they can visit
- The SOFIHUB TEQ-Secure has the potential to reduce the need for frequent visiting by family or paid carers to ensure client welfare
- Family members/carers can directly call the SOFIHUB TEQ-Secure to communicate with the user to check they are ok, say hello or provide reminders

Increased confidence for the wearer and carer for independent community access:

- Family carers are given greater peace of mind knowing that they can set geo fence boundaries and be notified if the wearer deviates from their intended or usual route. Families are able to locate their loved ones and contact them using the two-way voice communication to assist their security and safe return home. This can enable the wearer who requires memory support, to maintain independence in accessing their local community.

SPECIFICATIONS

Dimension	Weight	Battery	Charging voltage	Waterproof	Locating technology
S61mm x 44mm x 16mm	40g	Rechargeable, 3.7V, 850mAh	5V DC	IP67	GPS

WARRANTY

- Limited warranty – 12 months
https://www.sofihub.com/wp-content/uploads/2020/07/SOFIHUB-Warranty_v1.0.pdf

COMPLIANCE

- AS/NZS CISPR 32: 2013

USER MANUAL

- SOFIHUB - User Guide:
https://www.sofihub.com/wp-content/uploads/2020/08/Sofihub-beacon-userguide_v4.1.pdf

MAINTENANCE

Cautions:

- Don't use & store the unit in dusty places
- Don't put the unit in overheated or over cooled places
- Clean the unit with a piece of dry cloth. Don't clean in chemicals, detergent
- Don't disassemble or refit the unit
- Using specified batteries only

SUPPORTING EVIDENCE

Personal emergency alarms: do health outcomes differ for purchasers and nonpurchasers?

- Kristen De San Miguel, Gill Lewin, Elissa Burton, Peter Howat, Duncan Boldy, & Christine Toyé Published online: 08 Dec 2017 <https://www.tandfonline.com/doi/full/10.1080/01621424.2017.1373718/>

Perspectives on use of personal alarms by older fallers:

- Int J Gen Med. 2010 Kylie Johnston, Karen Grimmer-Somers, and Michele Sutherland <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2934606/>

LINKS

- Sofihub website:
<https://www.sofihub.com/>
- Sofihub Portal for Mobile device -Apple and Android app for remote monitoring and interactive messaging:
<https://www.sofihub.com/download-the-sofihub-app/>

AIDACARE KNOWLEDGE HUB

Aidacare Website Link:

- Sofihub Beacon Safety Pendant:
<https://www.aidacare.com.au/products/bedroom/falls-prevention-alarms/personal-alarm-systems/sofihub-beacon-safety-pendant/>

PDF Library:

- SOFIHUB TEQ-Secure Information Flyer:
<https://www.aidacare.com.au/globalassets/knowledge/resources-page/aspire/sofihub-secure-flyer.pdf>