Deutsche Telekom is developing services for a “smart emergency call system” to enable older people living on their own to call for help in an emergency swiftly and specifically in the future. They do not need to carry the sensor technology around with them for the solution to trigger an emergency call. Instead, the technology is integrated into the home and works unobtrusively and comfortably in the background. The prototype has already been tested successfully and presented to the public.
The Project at a Glance.

The Product. For the “smart home emergency call system” to spot an emergency, sensors are installed in the home and connected to smart software. They can distinguish between someone simply bending to pick up an object and someone falling and needing help. If the software identifies a fall, it automatically notifies an emergency control center that is manned around the clock. The control center contacts the person in need of help via a hands-free speakerphone to find out what assistance is required. If users fail to respond, an emergency physician is notified immediately and without delay. In addition, the control center helpers have access to a graphically modified image to gain an impression of the situation on the spot.

Safety and Quality of Life. The “smart home emergency call system” improves the safety and quality of life of people with amnesic-confabulatory syndrome or restricted mobility. The home emergency call system enables them to lead self-determined lives in their own four walls even if they live on their own.

Deutsche Telekom is developing the product as a platform approach. Basic services such as switching the system on or off can be used by all concerned. Integrating further functions such as telemedical applications at a later date will be no problem.

Data Protection. Telekom has developed the “smart home emergency call system” in strict compliance with data protection regulations. In other words, the company collects as little data as possible, protects users from unauthorized access to their data and notifies them of which data is stored and how it is stored.

Development of the prototype and implementation of preliminary studies were undertaken with funding from the German Federal Ministry of Education and Research’s E-Health@Home Project and supported by the German Aerospace Research Center as the project manager.

Stiftung Liebenau collaborated in the preliminary studies. It is a charitable foundation that specializes in, among other things, district planning concepts and outpatient care in rural areas.