

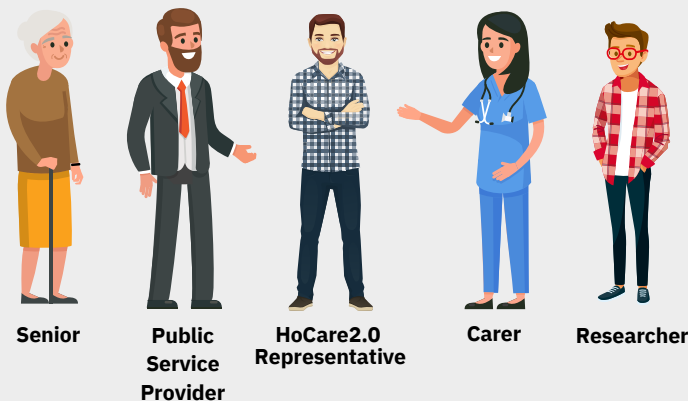
HoCare2.0 Pilot

VIDEO CONSULTATION WITH ASSISTANCE

The service "video consultation with assistance" which was developed together with the public service provider Cultus gGmbH gives care recipients the opportunity to attend their doctor's appointment in the form of a virtual consultation after a preliminary examination by their official carers. They are supported by an assistant who is responsible for preparing, accompanying and following up the video consultation. The special feature of this service is the active support that benefits both the caregivers and recipients.

by
**University Hospital
Carl Gustav Carus
Dresden**

10/2020 - 11/2021



PARTICIPANTS

11 care recipients - 80 - 103 years
1 expert in gerontology
A regional care service provider for
outpatient and inpatient care
Caregivers
CCS GmbH

ACTIVITIES

- Paper questionnaire in combination with personal interviews
- Low-fidelity prototypes
- Co-creation-workshop (group session for presentation)
- Role-play
- Testing under real conditions



AND THE END?

As a supramaximal care provider, we have a great interest in solutions that make it easier for seniors/citizens to access safe medical care.

I see many advantages and the assistant makes me feel safe. He takes care of the technology and everything else around it



WHAT WE LEARNED

- If possible, regular, physical meetings should be organized.
- Strong participation of caregivers is helpful in working with care recipients.
- An expert for personal interviews with care recipients is recommended.