University of Cyprus

Digi-Ageing

Digi-Ageing Platform Manual

Version 2   -   07.12.2022

Intellectual Output – IO4	
Title:	**Digi-Ageing Platform Manual**
Description:	This is a user manual for the Digi-Ageing Platform.
Partner organisation:	Lead partner: UCY
Researcher(s) responsible for filling in this document:	UCY
Due date:	-
Language:	EN (then translation of final draft into DE, GR, IT ES, LT)

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Gender-Disclaimer: to be defined on national level if applicable, e.g. in German language: see the example here and adapt it to your needs:

Gender Disclaimer (w/m/d): Wir sind bemüht, unsere Texte so zu formulieren, dass sowohl die weibliche, die männliche und – wann immer möglich - die geschlechtsneutrale Form alternierend Verwendung finden. Das Sternchen steht als symbolischer Platzhalter für Geschlechtsidentitäten jenseits der Zweigeschlechtlichkeit.

Contents

Digi-Ageing Platform Manual

1. Introduction

The Digi-Ageing Platform and tools has been developed using state-of-the-art Web Technologies and adheres to modern design and accessibility rules. While the Digi-Ageing Platform and tools were designed to be used by all types of modern devices (PCs, laptops, smartphones and tablets) and modern browsers, they were fully tested and optimized to run on Google Chrome browsers. Therefore, please ensure that you are using the latest version of Google Chrome for accessing the platform.
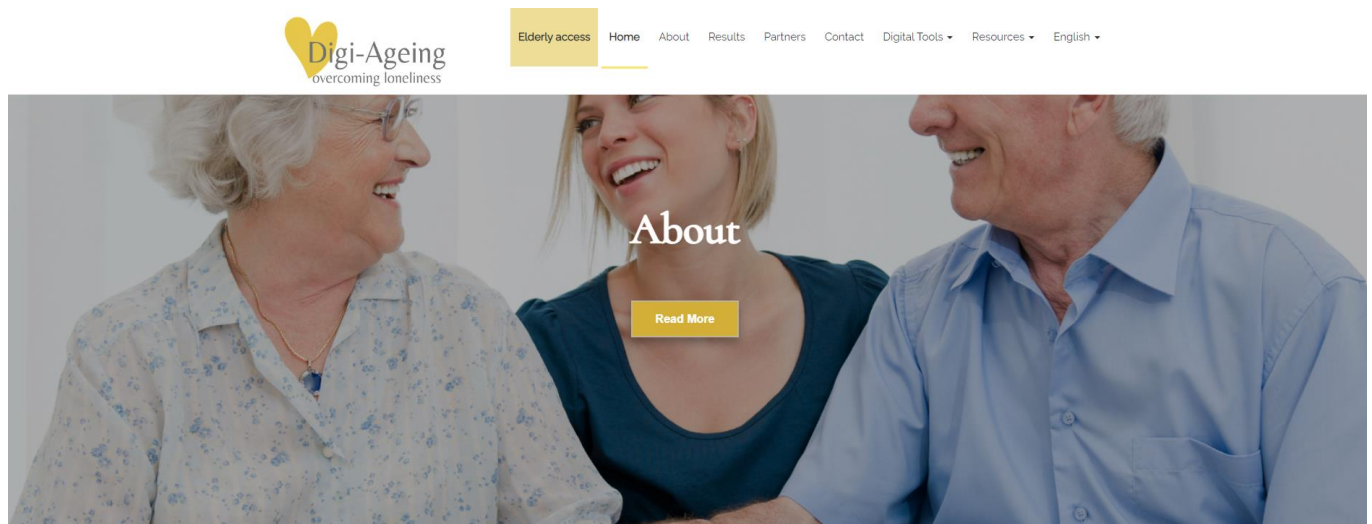

Digital Tools - Identify and Prevent Loneliness

2. Caregiver Registration and log in to the platform

To access the digital tools of the platform, users (caregivers) need to register and be logged in the platform. This option is on the menu under the Digital Tools tab as shown below. If users do not have credentials, they can register via the registration button.

Digi-Ageing Platform Manual
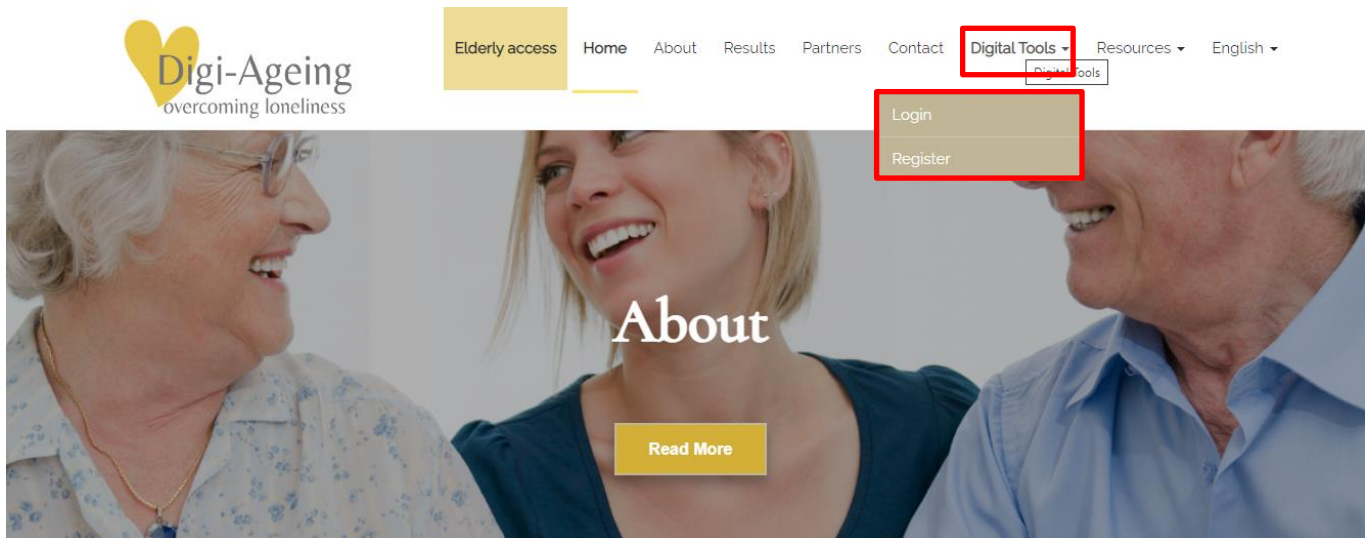
Caregiver registering for an Organization

In the registration form, the caregiver needs to select their organization from the available options in the drop-down list, see figure on the right. Then, when a caregiver registers a patient, the patient will also be automatically registered under the caregiver's organization.

Important: the organization selection by the caregiver is important as it will be used for users' data separation between tests and user pilots for research purposes. More specifically, the caregiver needs to select the "Test organization" for conducting the tests (registering test patients and using the tools) and the "Organization" for conducting the pilots (registering real patients and using the tools).

The caregiver is able to later change his/her organization by navigating to Digital Tools → Account → View profile (link below the name) → click on the gear icon on the right upper corner → Edit profile.

After registration, users should log in to the platform by using the email and password they have used for registration, and by checking the "I'm not a robot" checkbox before pressing Login. There is also the possibility to tick "Keep me signed in" so that users do not have to enter their credentials every time they would like to sign in.

5

3. Dashboard

After the user successfully logs in, he/she will be redirected to the dashboard page. There, the user will have access to all the functionalities of the platform, such as viewing supporting materials, accessing/registering patients, or creating/viewing appointments. The same functionalities are also added on the main menu under the Digital Tools tab.
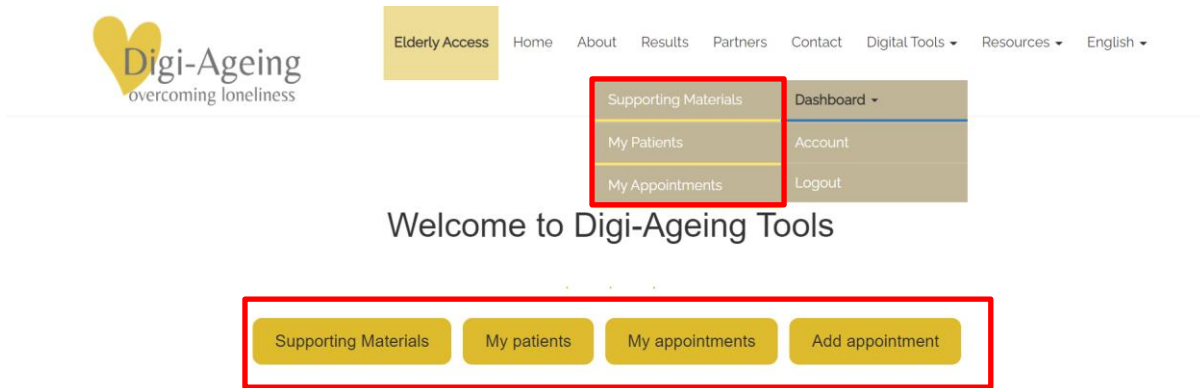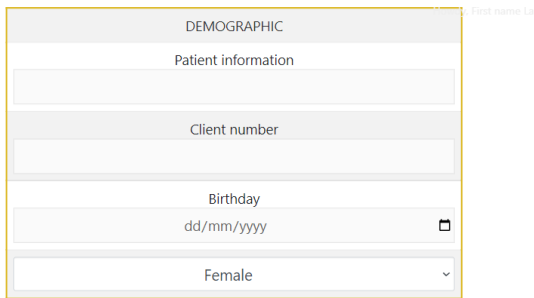

4. My Patients

To proceed with using the digital tools with a patient, the caregiver must select the patient with whom he/she will work. To do this, the user must click the "My patients" button (see figure above).

On "My patients" page there are all the patients registered from the organization of the caregiver, with all the information the patients had given during registration. On the left there is an **ID card icon** that redirects to the patient's profile. In the last column, there is the choice to continue with the Screening tool (IO3) or the Reminiscence tool (IO4). At the end of this page, there is a button for the registration of the patient.
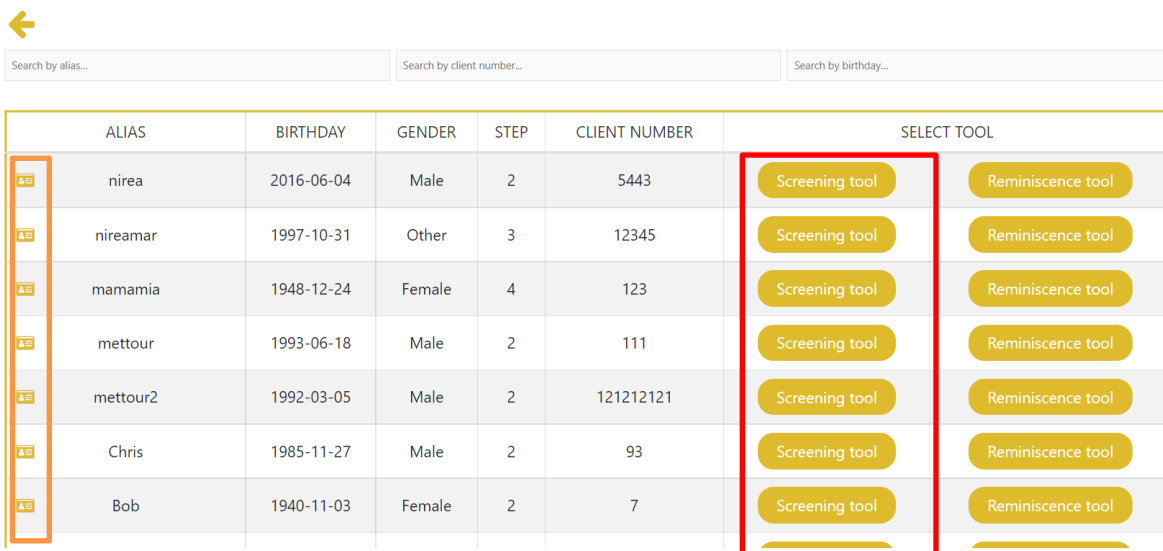
5. Patient Registration

On the patient registration form, the caregiver needs to add an Alias and gender which is mandatory, while he/she can also add the client number and/or birthday but it is not mandatory to do so. To complete the registration both the "Terms and Conditions" and "I agree on the following" checkboxes should be checked.

6. Screening Tool

On the screening tool's main page, we can see the screening tool's clickable dashboard, as well as the patient information button in the top right corner.
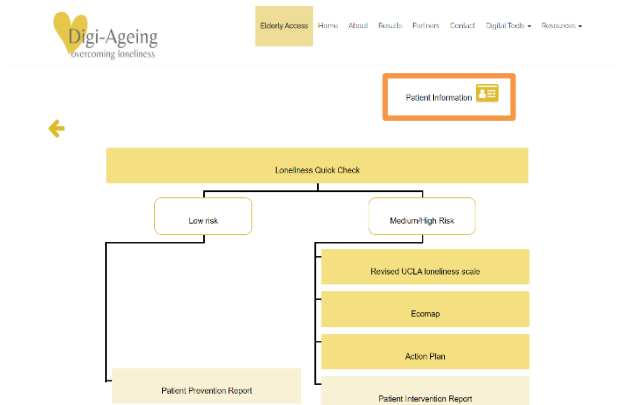
7. Loneliness Quick Check (LQC)

On this quiz, the patient should answer to several "yes/no" questions through the caregiver. Additional information as to how to fill in the quiz, as well as the disclaimer can be found via the "i" and "!" buttons at the top right corner (see following figure).

8. Revised UCLA loneliness scale

On this quiz, the patient should answer to several questions through the caregiver. The answers can be numbers from 1 to 4. Additional information as to how to fill in the quiz, as well as the disclaimer can be found via the "i" and "!" buttons at the top right corner (see following figure).

9. Ecomap

On the first page of the Ecomap tool, the patient must complete through the caregiver: i. the name with which the patient would like to use the Ecomap, and ii. the names of the people the patient wants to add to the Ecomap and the relationships that he/she has with them. There are four types of groups: *"family members"*, *"friends and neighbors"*, *"formal caregivers and support systems"*, and *"other relevant persons"*. Instructions, additional information and the disclaimer can be found via the "?", "i" and "!" buttons at the top right corner (see following figure).

Digi-Ageing Platform Manual

On the second page of the Ecomap tool, the Ecomap is displayed. On the top, the people added in the previous page are shown as figures, with colors corresponding to their groups. On mouse-hover (mouse over) on each one of them, the corresponding relationship is shown. We can click and drag each of the figures on the Ecomap circles and drop it only in places where the "+" icon is visible. Please note that, depending on your screen's resolution, Ecomap's circles may not be entirely homocentric.
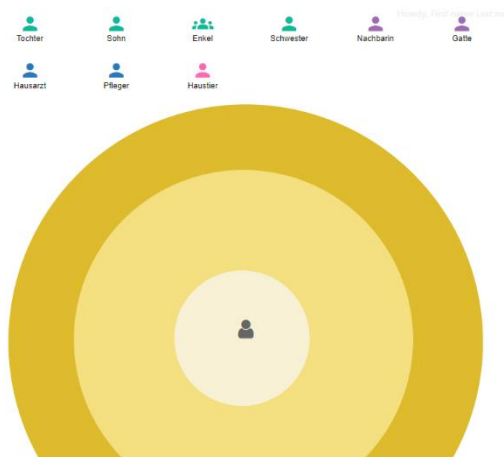
10. Action Plan

The caregiver may fill-in the action plan form (see figure on the right).

On the Action plan webpage, there is a button in the top right corner to go to the latest results in order to be able to view all the previous questionnaires (LQC, UCLA and Ecomap) and complete the plan accordingly. The doctor with the patient should complete all the necessary information here regarding the next steps the patient would take.

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11. Patient Information

On patient information page the caregiver can view all the information of the patient that was recorded during patient registration, plus the age which is automatically calculated from the birthday (if provided) and the notes from the caregiver. All the information except Alias can be updated at any time by changing the value and clicking "Apply Changes". On the bottom of the page, the history buttons are available and the latest results which is a report about the latest answers of the patient for each step (LQC, UCLA, Ecomap, Action plan).

PATIENT INFORMATION	
Alias	nirea
Client number	5443
Birthday	04/06/2016
Age	6
Gender	Male
Notes from caregiver	33

Apply changes

History

Loneliness Quick Q | UCLA | Ecomap | Action plan

Go to latest results

12. History

In the history webpage, all the previous results are available with the date and time they were submitted. Upon click of "Show" button, the respective completed questionnaire is displayed where the answers of that specific patient are shown.

1	📅 2022-05-12 10:22:23	Show
2	📅 2022-07-18 10:56:03	Show
3	📅 2022-09-15 16:12:24	Show
4	📅 2022-10-05 09:48:07	Show
5	📅 2022-10-05 10:11:48	Show

10

13. Latest Results

In the latest results webpage, the latest results for each step are available. The caregiver may click to print or save them.

> *Important:* in order for this to work, pop-ups should be allowed by your browser. To enable blocked pop-ups by your browser, please click on the icon [icon] and select "allow pop-ups".

|		
Loneliness Quick Check	📅 2022-10-04 16:47:38	Print/Save
Revised UCLA loneliness scale	📅 2022-10-05 10:56:30	Print/Save
Ecomap	📅 2022-10-05 09:52:32	Print/Save
Action Plan	📅 2022-10-05 10:22:00	Print/Save

> *Important:* When attempting to print the Ecomap, in the pop-up window please click "More settings" and check the "Background graphics" check box to enable the Ecomap graphics to appear on the document to be printed.

14. Reminiscence Tool - Add appointments

There are two ways with which a caregiver can add an appointment with a patient:

First way to add an appointment with a patient

The first way is through the Dashboard. The caregiver may click on the "Dashboard" menu button under "Digital Tools" and then select "Add Appointment" to add an appointment with their patients as shown below:
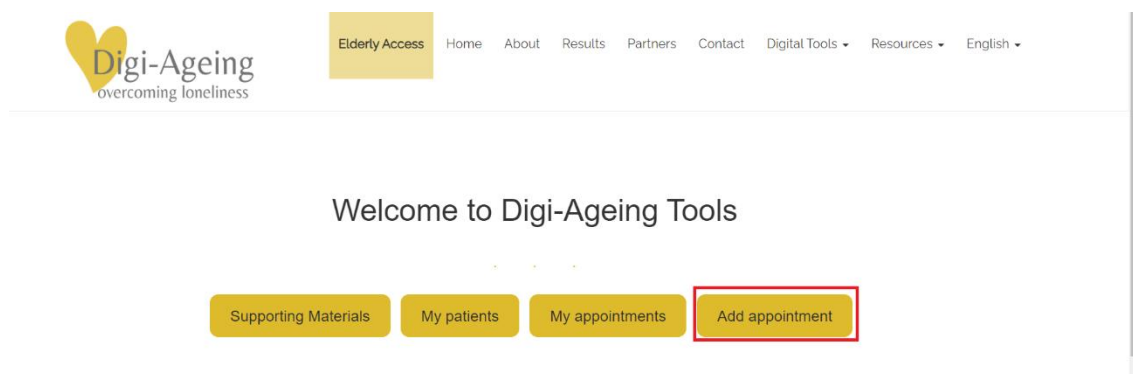
Then, the caregiver will be navigated into the "add appointment" webpage from where he/she will be able to complete the fields needed to set up an appointment with their patient. More specifically, the

caregiver needs to select the date and time of the appointment with the patient, the purpose of the meeting etc.

iProvide data about the appointment

Date of the appointment:
07/10/2022
Time of the appointment:
04:27 am
Talk about mental health
Alias
Moteriske
https://ucy.zoom.us/
1234466
123456
+357 2 200 0888
Link to the drive with more resources

Submit

Then, by pressing 'Submit' the appointment will be saved in the caregiver's appointments list. After the submission of the appointment, the caregiver will be redirected to 'My appointments' page.

Digi-Ageing Platform Manual

Next appointment:

Moteriske

Date of the appointment: 2022-10-07
Time of the appointment: 04:27
Purpose of the appointment: Talk about
mental health

View all details

All appointments:

Moteriske	**P**	**nirea**
Date of the appointment: 2022-10-07 Time of the appointment: 04:27 Purpose of the appointment: Talk about mental health View all details	Date of the appointment: 2022-10-08 Time of the appointment: 15:46 Purpose of the appointment: Talk about family View all details	Date of the appointment: 2022-10-09 Time of the appointment: 16:23 Purpose of the appointment: Talk about family View all details
Saule	**Moteriske**	**nirea**
Date of the appointment: 2022-10-09 Time of the appointment: 17:02 Purpose of the appointment: Talk about mental health View all details	Date of the appointment: 2022-10-21 Time of the appointment: 13:25 Purpose of the appointment: Talking about health View all details	Date of the appointment: 2022-10-22 Time of the appointment: 11:42 Purpose of the appointment: Talk about family test View all details

Second way to add an appointment with a patient

The second way to add an appointment is for the caregiver to navigate to "My Patients" and from there, to select the patient he/she would like to have an appointment with and press "Reminiscence Tool". From the "Reminiscence Tool" webpage, the caregiver needs to click on the "Add appointment with patient" button.

Following, the caregiver must add the details of the appointment and press the submit button to submit the appointment with the patient.

i.Provide data about the appointment nirea

Date of the appointment:

14 / 10 / 2022

Time of the appointment:

02:50 pm

Purpose of the appointment *

Talk about family

Link to the appointment(http://www.example.com/index.html):

https://ucy.zoom.us/

Meeting ID of the appointment

1234466

Meeting Passcode

123456

Meeting Telephone

+357 2 200 0888

Link to the drive with more resources

Link to the drive with more resources

🖫 Submit

After submitting the new appointment, the caregiver will be redirected to the previous page where all the appointments with the specific patient will be displayed.

15. View all the details of the appointment

The caregiver can view all his/her appointments from the "My appointments" webpage, which is reachable through the main menu (under "Digital Tools" → "Dashboard" → "My appointments") and from the dashboard ("Digital Tools" → click on "Dashboard"). From the "My appointments" webpage the caregiver is able to view his/her next appointment, as well as all the other appointments he/she has.

By clicking the ''View all details'' button, the caregiver is able to view the details of the corresponding appointment. The appointments with a particular patient are also accessible via "My patients" webpage → select particular patient → "Reminiscence tool".

The figure below shows the details of the appointment. The caregiver is able to add notes, add a picture or a document, edit the appointment, delete the appointment and start the evaluation session with the patient.

Moteriske

Date of the appointment: 2022-10-07

Time of the appointment: 04:27

Purpose of the appointment * Talk about mental health

🗑 Delete appointment

▶ Start session

☑ Edit Appointment

Link to the appointment: https://ucy.zoom.us/

Meeting ID of the appointment: 1234466

Meeting Telephone: +357 2 200 0888

Notes:

Add/Update notes

Save notes

Document Upload Attach supporting documents (optional)
Choose file   No file chosen

Add document/photo

16.   Add or Update Notes of the appointment:

As mentioned above, the caregiver is able to add or update his/her notes. After typing his/her notes in the textbox, the caregiver must press 'Save notes' to save them.
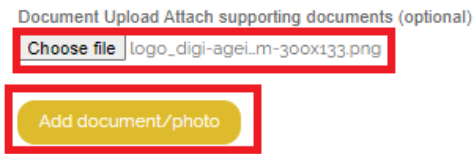
Notes:

We will talk about the mental health of the patient

Save notes

17. Add or Update a file for the appointment

To add a new document or update the previous document, the caregiver needs to select the file/document/photo he/she wants to include in the appointment and then press the 'Add document/photo'.

After file upload, the document/photo will appear in the appointment.
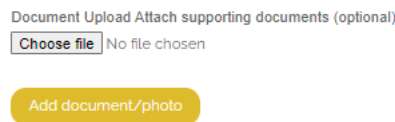
18. Edit appointment

Caregivers may edit the details of an appointment. They can change the date, time, purpose of the appointment, the link of the appointment and any remote link, such as foe example a link to an online drive. To edit an appointment, the caregiver clicks on the 'Edit appointment' button as shown below.

Moteriske

Current date of the appointment: 2022-10-07

New date of the appointment:

07/10/2022

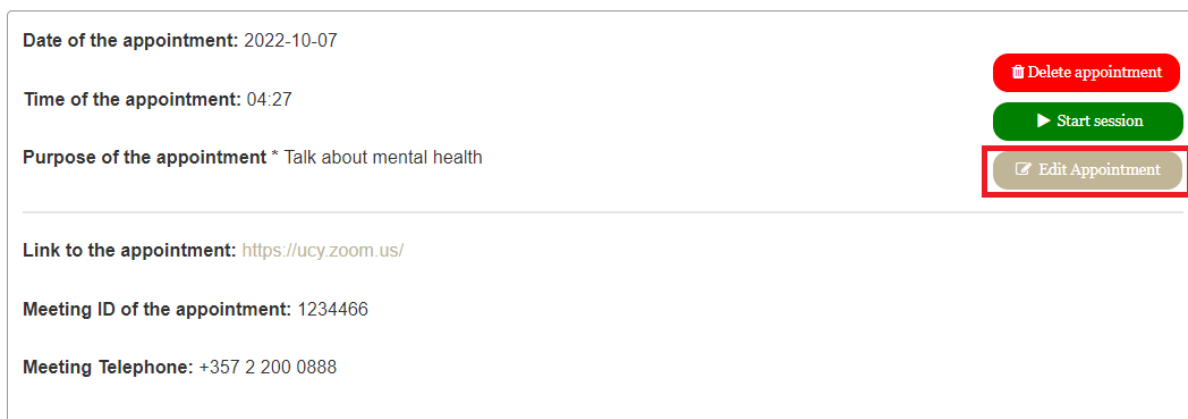Current time of the appointment: 04:27

New time of the appointment:

04:27 am

Purpose of the meeting: Talk about mental health

Talk about mental health

Link for the appointment: https://ucy.zoom.us/

Link to the appointment (http://www.example.com/index.html):

https://ucy.zoom.us/

Meeting ID: 1234466

1234466

Meeting telephone: +357 2 200 0888

+357 2 200 0888

Link to the drive with more

Update

19. Delete the appointment

To delete an appointment, the caregiver clicks on the 'Delete appointment' button.

Moteriske

Date of the appointment: 2022-10-07

🗑 Delete appointment

Time of the appointment: 04:27

▶ Start session

Purpose of the appointment * Talk about mental health

✎ Edit Appointment

Link to the appointment: https://ucy.zoom.us/

Meeting ID of the appointment: 1234466
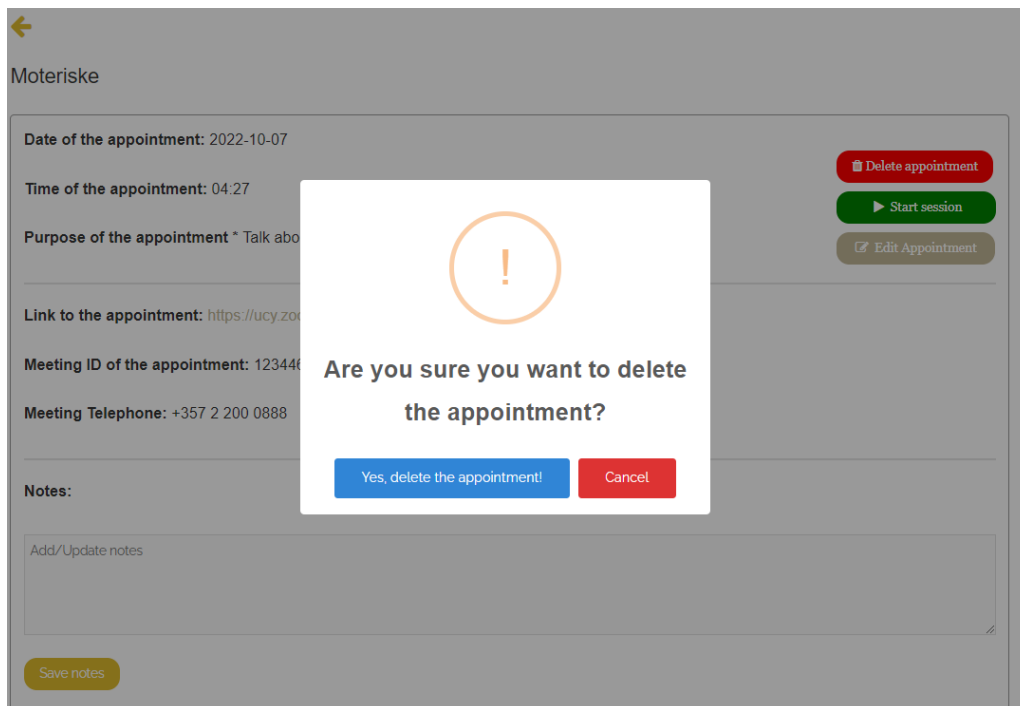
Meeting Telephone: +357 2 200 0888

Then, a pop-up notification window appears in order to confirm the deletion of the appointment. Upon confirmation, all the details will be erased from the platform.

Digi-Ageing Platform Manual

20. Start a Reminiscence session with a patient

When it is the time for the appointment, the caregiver will need to start the session. To do this, the caregiver will navigate to the specific appointment and will click on the 'Start Session' button.
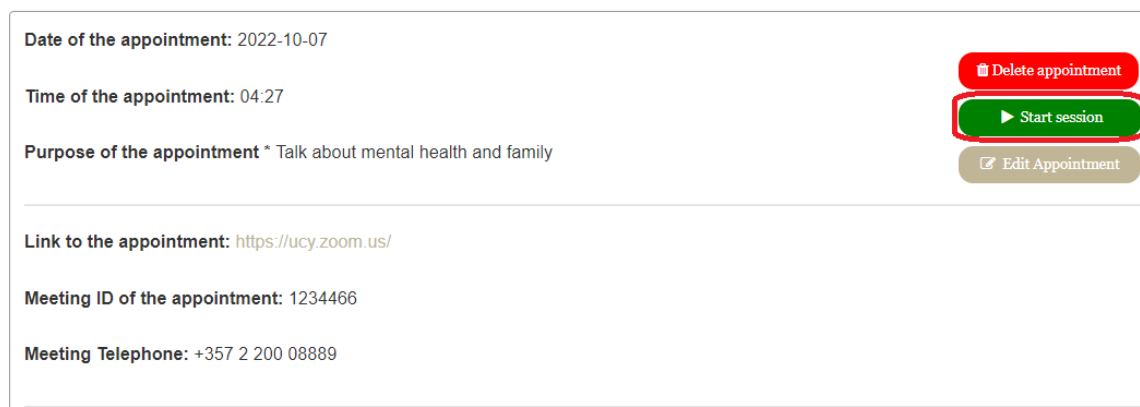
From there the caregiver will be redirected to a new browser window, where he/she will be able to follow the four stages of the session. From stage one to stage four there are back buttons and procced buttons from where the caregiver will be able to navigate through the stages.

←

Stage 1: Onboarding and Planning stage

-Firstly, you should **inform the patient about the aims of the guidance**, by introducing the process and explaining the main rules: you can set a warm, friendly tone, listen actively without rushing or forcing, creating positive emotions to the patient.

-Then you should **identify themes of interest** with the patient, creating thus positive emotions using pictures, short videos and music.

The suggested topics are favourite places/music/food, first day at school, first toy, first job.

Proceed to Stage 2

21. Reminiscence Session Stage 2: Elicit memories by using PROPS Planning Stage

Stage 2: "Elicit memories by using PROPS Planning Stage", will be used by the caregiver to show to the patient resources about locations, music, and favorite things to assist him/her to remember and initiate discussion.

Ausblenden Kartenressourcen

Goldenes Dachl

Das "Goldene Dachl" ist ein spätgotischer Erker auf dem Neuen Hof in der Herzog-Friedrich-Straße in der Innsbrucker Altstadt und gilt als Wahrzeichen der Stadt. Das Dach des Erkers wurde mit 2657 feu...
Read more >

🔵 View locations

Museum Kitzbühel

Das im Jahr 1934 eröffnete Museum zeigt einen Überblick zur Geschichte und Kultur der Stadt und Region. Die Schwerpunkte der Sammlung sind die Heimatkunde, die Wintersportgeschichte und Volkskunde de...
Read more >

🔵 View locations

Innsbrucker Stadtturm

Der 51 Meter hohe gotische Stadtturm in der Altstadt ist eines der wichtigsten Wahrzeichen von Innsbruck. Er wurde zwischen 1442 und 1450 an das Alte Rathaus angebaut. Der Stadtturm war jahrhundertel...
Read more >

🔵 View locations

For each specific country of the consortium, the platform provides relevant resources. For example, if a patient lives in Italy and therefore uses the Italian language in the platform, the resources this patient will be able to view are those of Italy.

22. Reminiscence Session Stage 3: Expression and sharing of memories

Stage 3: Expression and sharing of memories

You should support communication by active listening, establishing trust and rapport, giving the choice to choose memories to share and not to share.

Where the patient decides to share a difficult memory, you have the responsibility to ensure that hurtful feelings are properly listened and give support and genuine empathy to the patient.

Back to Stage 2   Proceed to Stage 4

During the third stage "Expression and sharing of memories", the health carer is receiving tips as to how to conduct the session, while during the fourth and final stage of the Reminiscence session, the platform provides to the caregiver the opportunity to add or update his/her notes about the appointment. Then, the caregiver clicks on finish to be navigated back to the "all appointments" screen.

Stage 4: Closing Stage

-The patient should complete his story satisfactory (sense of incompletion is dissatisfying)!

-Make sure that you thank the patient for their contribution by accurately repeating some of the memories shared.

-You and the patient should reflect on the positive outcomes and feelings that have been achieved. You should motivate the patient to move on to new projects (sharing memories) and activities.

-You should make some notes and evaluate the session shortly. You may upload the notes to the appointment's page.
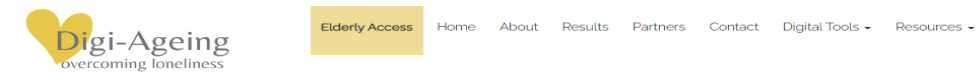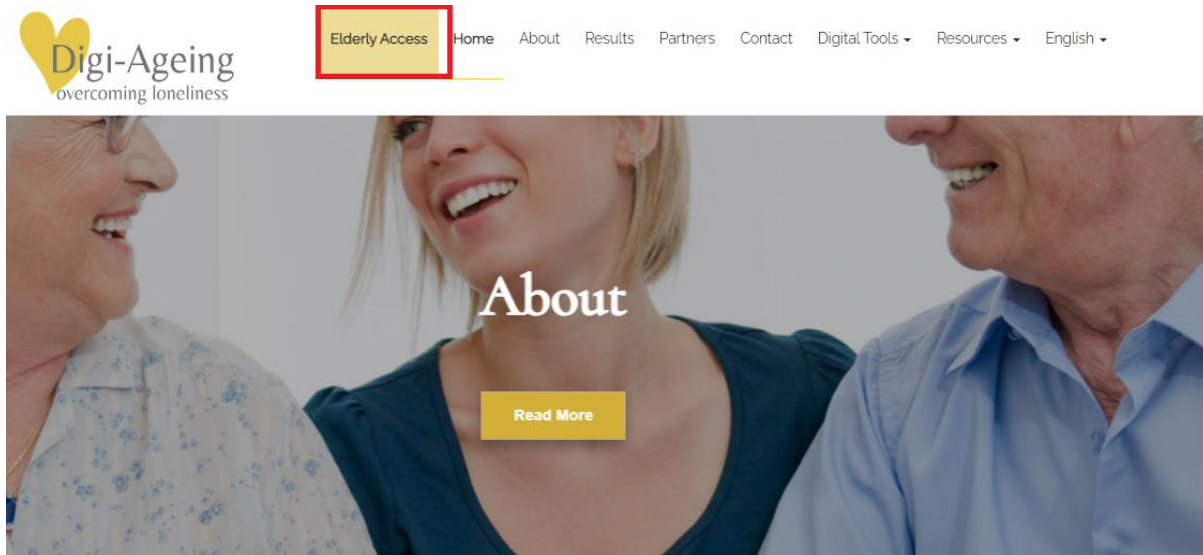
Notes:

Add/Update notes

Add/Update notes

Back to Stage 3   Finish

23. Elderly Access for patients

Elderly Access is located on the main menu and it's available to elderly people in order to easily access their appointments. The patient will click on the "Elderly Access" menu button and then he/she will type in their "alias" and click on "View appointment(s)" to be able to view his/her appointments.
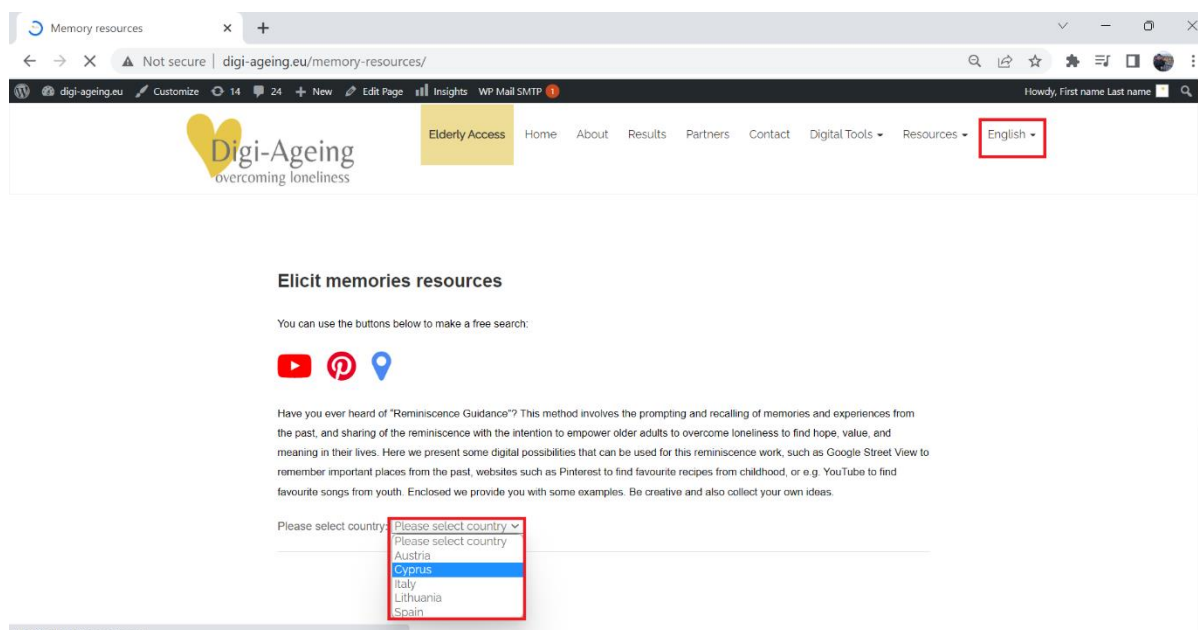
24. IO4 Elicit Memories Resources – Do You Remember?

Resources related to memories elicitation are available from the main menu under the "Resources" tab as shown below.
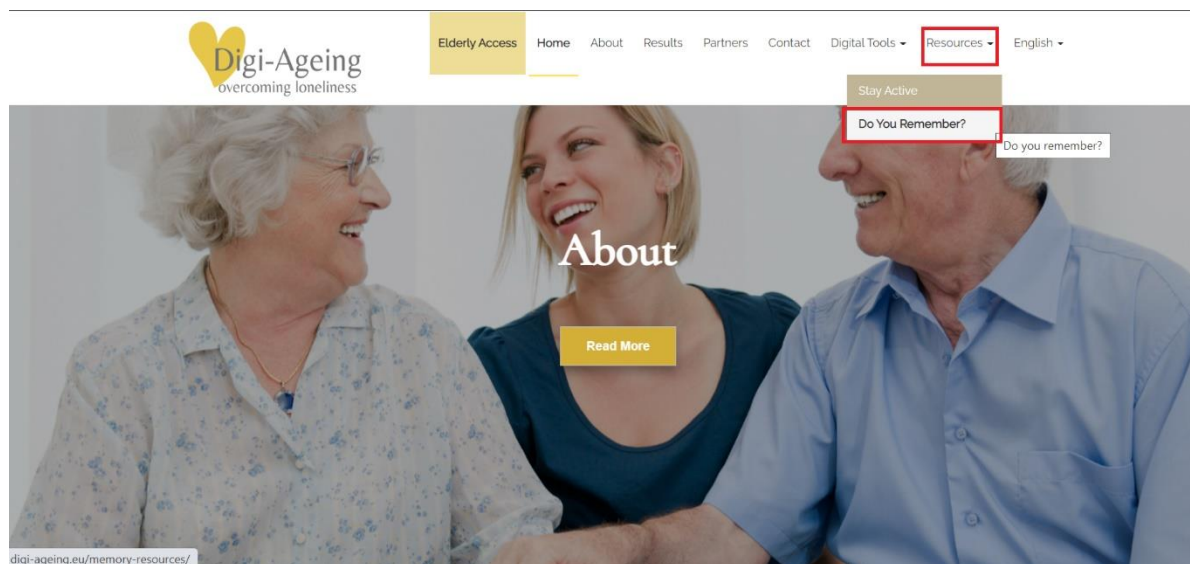
Note: when the language selected from menu is English the user will be able to select any resources of any country.

For example, if the user selects the Italian language then he/she will be able to view only the resources of Italy.

From this page, the different resources of the particular country are displayed through description, photos, etc. By pressing on the buttons, each category of resources is being displayed or hidden.