AVAdin.io

AVAdin for Caregiver / Home Care Service Agency

Dashboard Manual

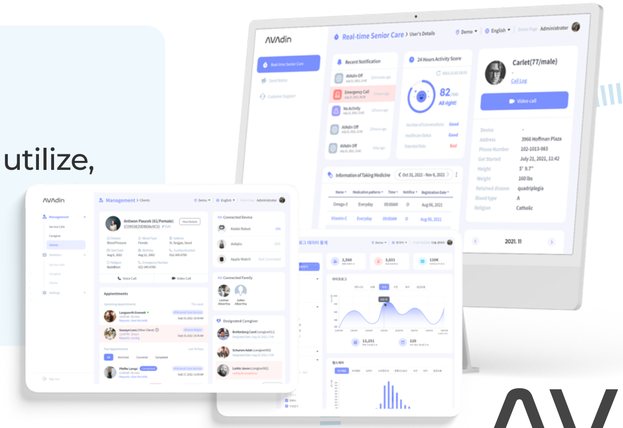
AVAdin

People are aging, Our hands are short.

Homecare Service Agency

AVAdin.io

- ✓ Platform for the caregivers to utilize, manage for clients.
- ✓ Dashboard : usage statistics



Elderly

Robot **AVAdin-Bot**

Mobile **AVAdin Friends**

Mobile **AVAdin Active**

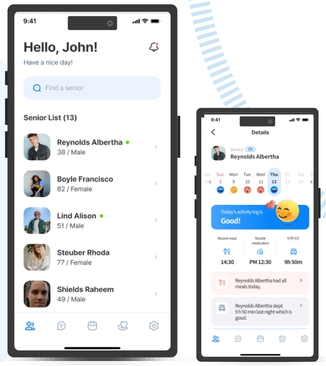
- ✓ AI Care service

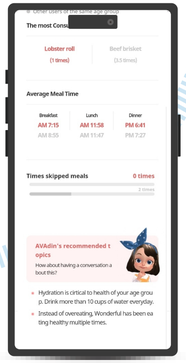
AVAdin

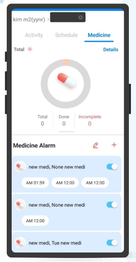
Caregivers

AVAdin ON

- ✓ Managing clients and service calls, Remote monitoring, Lifelog data and Community service (TBD)







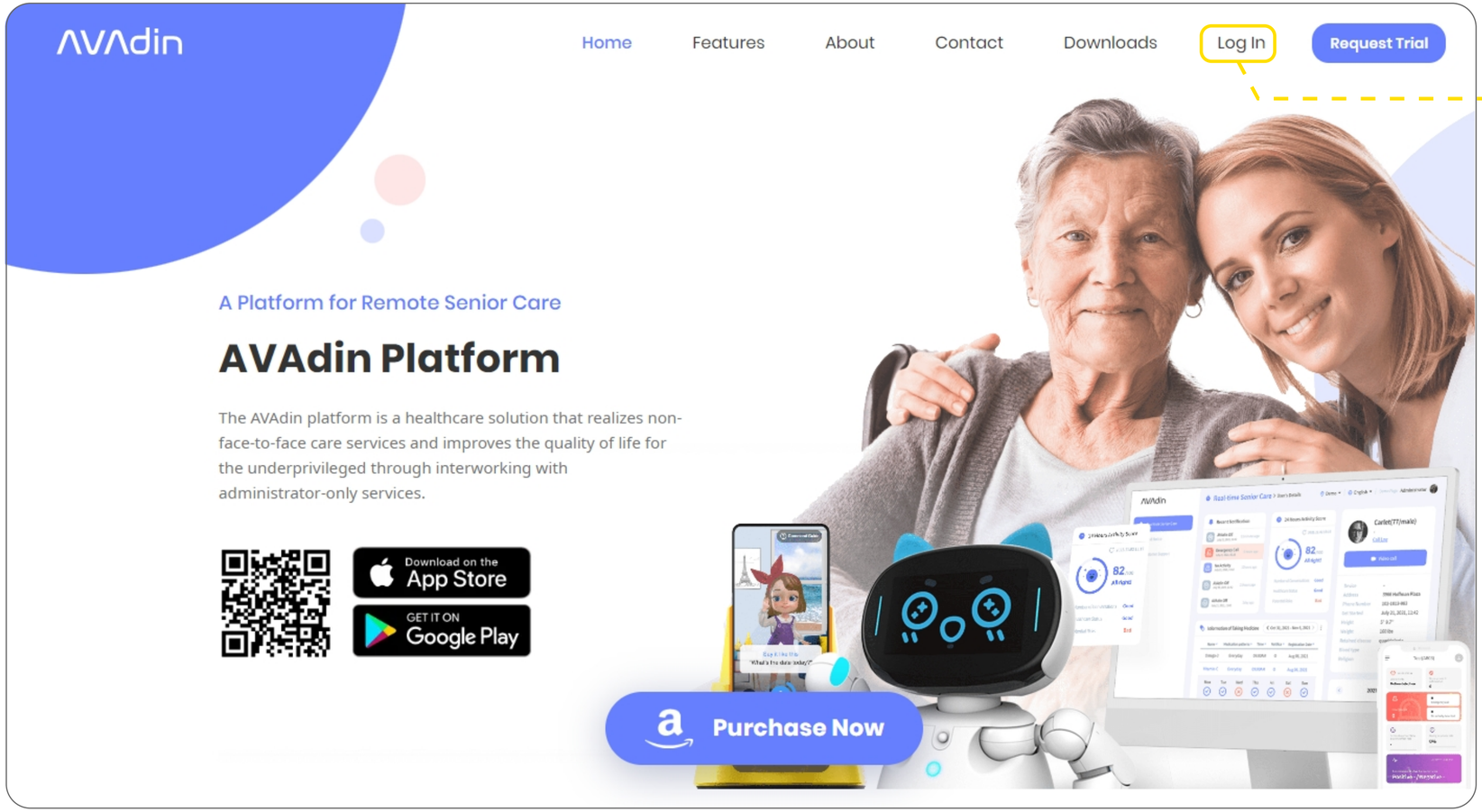
Family

AVAdin Family

- ✓ Mobile app for elderly's family
- ✓ Request Service calls, Connect with elderly and caregiver

Home Screen - https://avadin.io

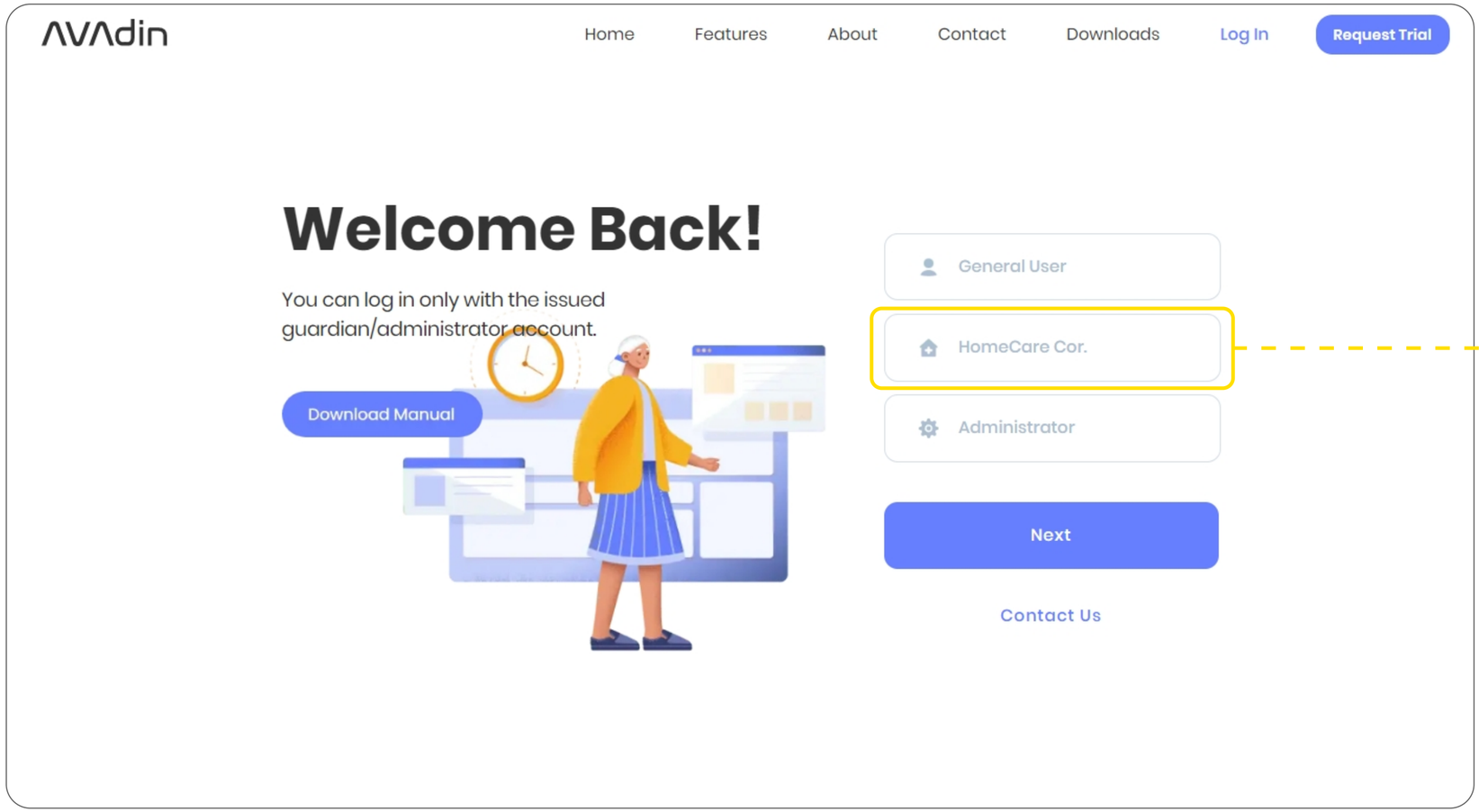
AVAdin.io



Login

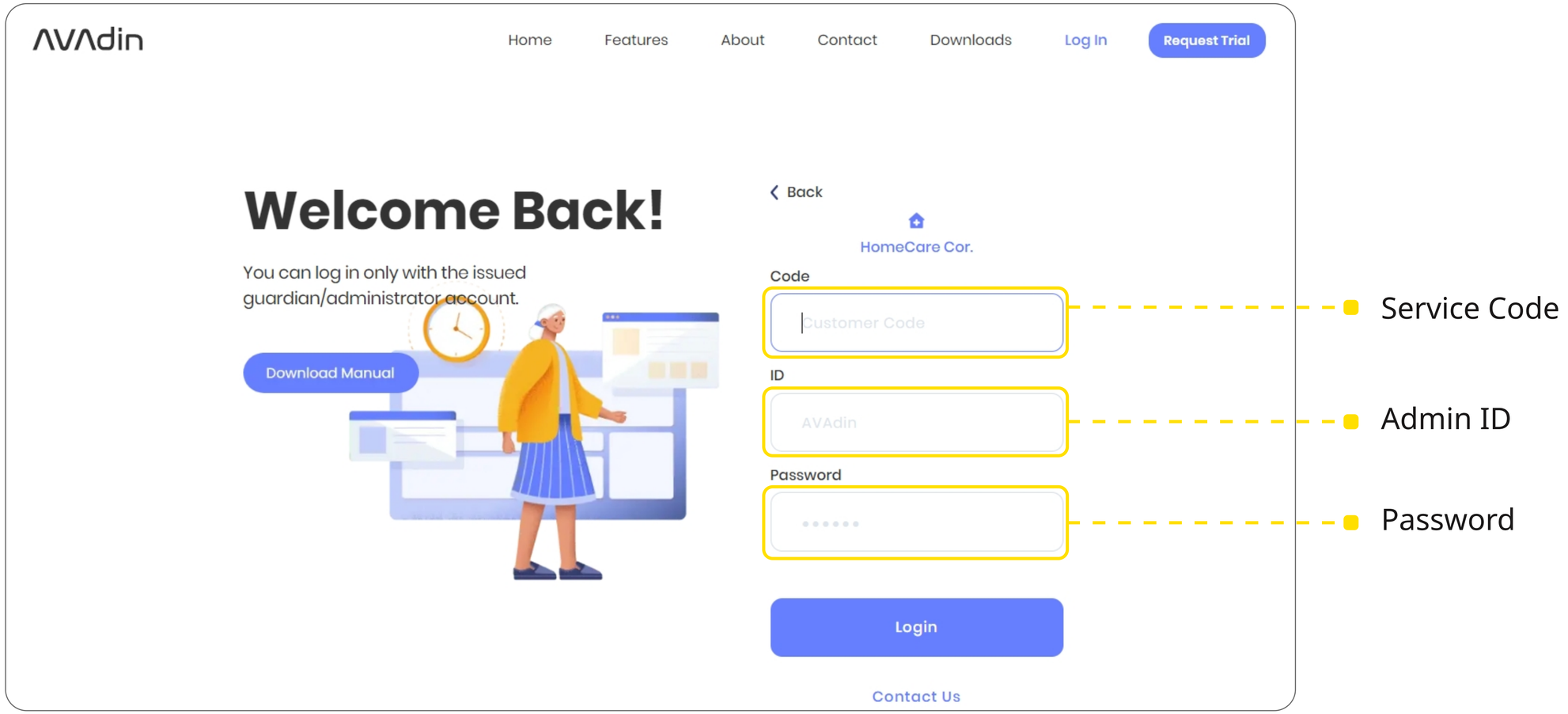
Login Screen

AVAdin.io



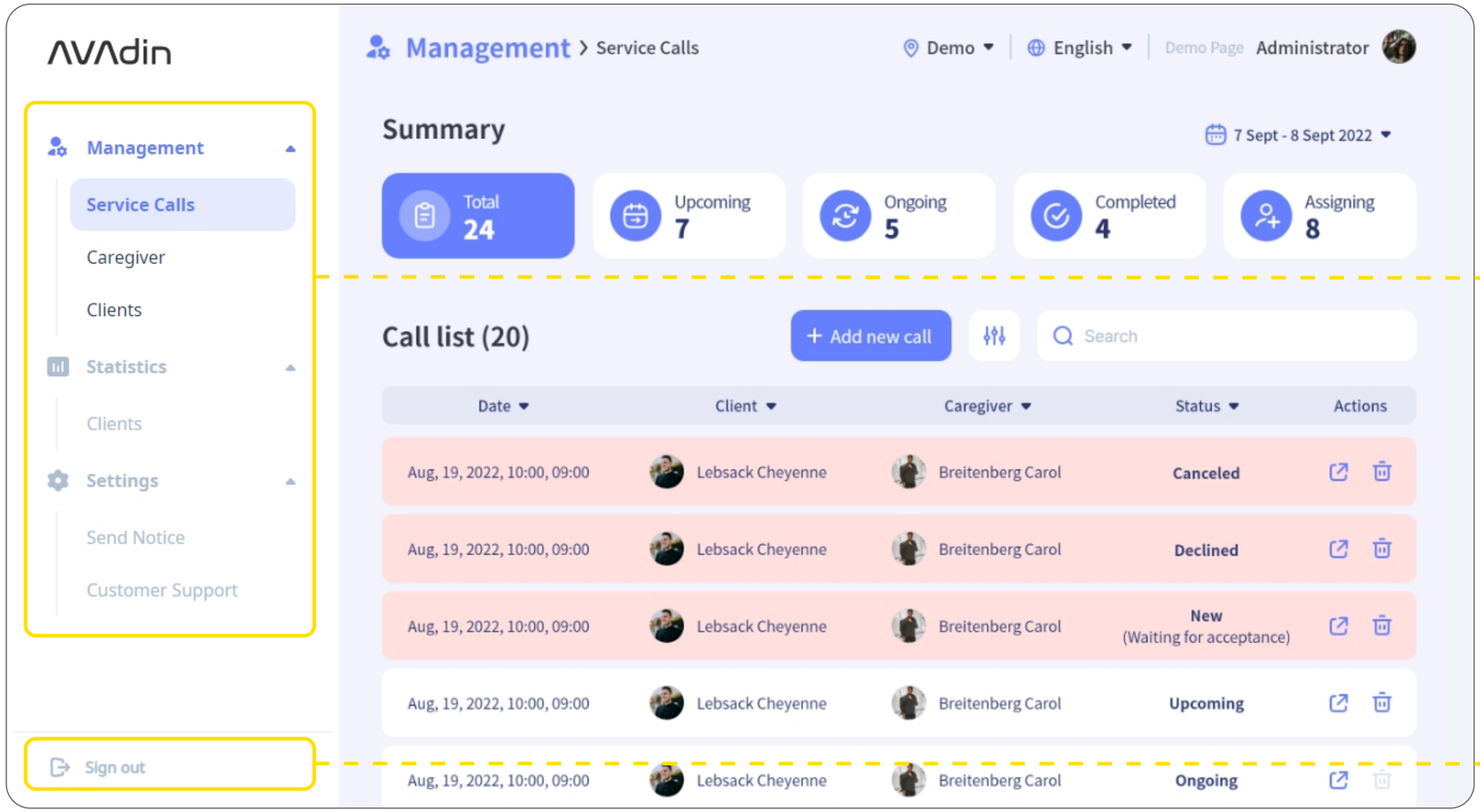
Select the User Type

Login Screen - Homecare



Admin Screen - Menu

AVAdin.io



Management

- Service Calls : The service calls requested by the clients are displayed here.
- Caregiver : You can register caregivers and manage them.
- Clients : You can view clients and manage them.

Statistics

- Clients : The statistics of clients are displayed here.

(Statistics of caregivers and service calls will be updated.)

Settings

-Send Notice : You can send a notice to users.

-Customer Support

Sign Out

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01 Management - Service Calls

AVAdin.io

"Hi, I need a nursing care service. I'd like to receive it from 3 p.m. to 8 p.m. on November 3rd."

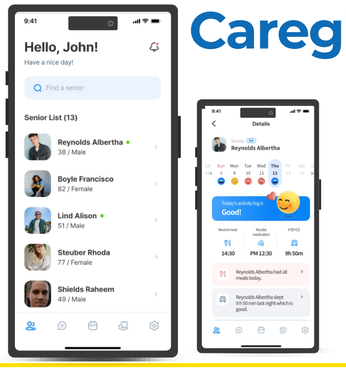
"I accepted your request using AVAdin ON's 'Add call' function. Your AVAdin will show you the status of the service call."

Receive Care Service

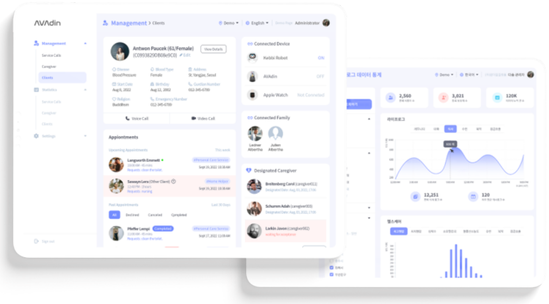
"Oh, today is November 3rd. Let's check AVAdin ON. Ok, I have an upcoming appointment today. I am going to provide the service from 3 p.m. to 8 p.m."

Elderly

Caregivers

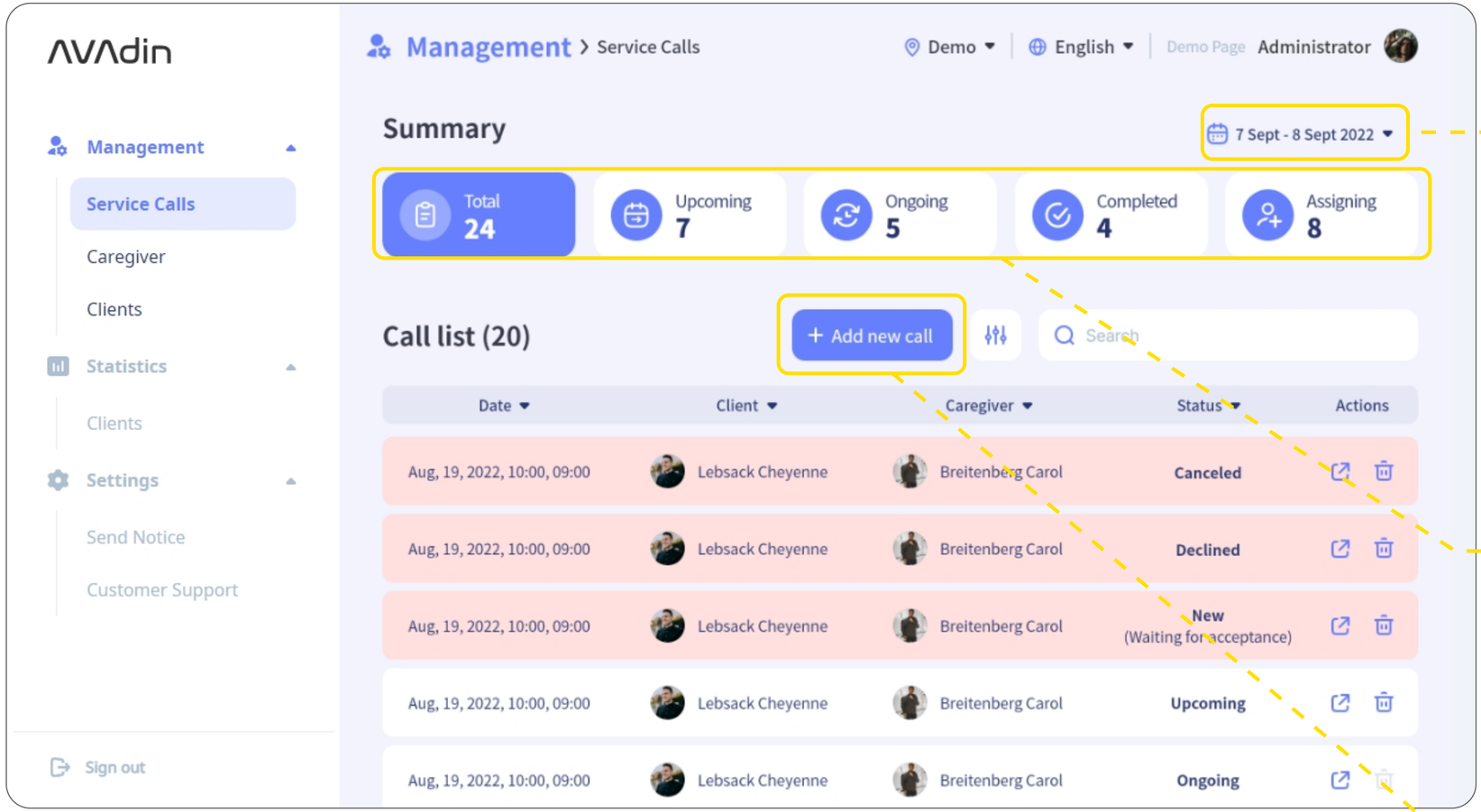


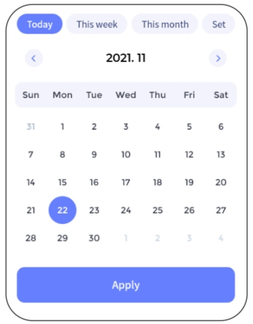
Service calls requested by clients can be checked on AVAdin ON, and caregivers can accept, reject, or cancel them. You can check the status of all these service calls through AVAdin.io and take appropriate action.



01 Management - Service Calls

AVAdin.io





Select a period of time to look up.

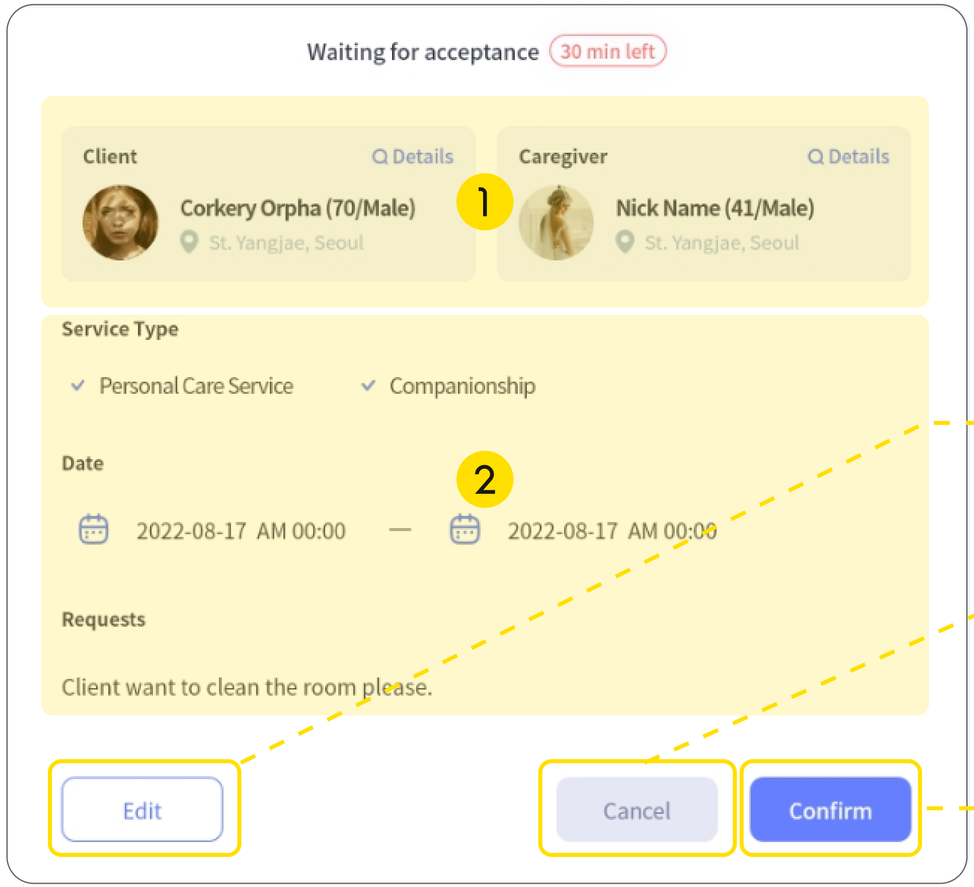
It is classified according to the status of the service call.

For example, if you select the assigning button, the service calls that you need to check appear.

If the caregiver declines or cancels the service call, you will have to assign another caregiver.

You can add a new call.

01 Management - Service Calls



1. You can check the client who requested the service call and the caregiver who received the request.

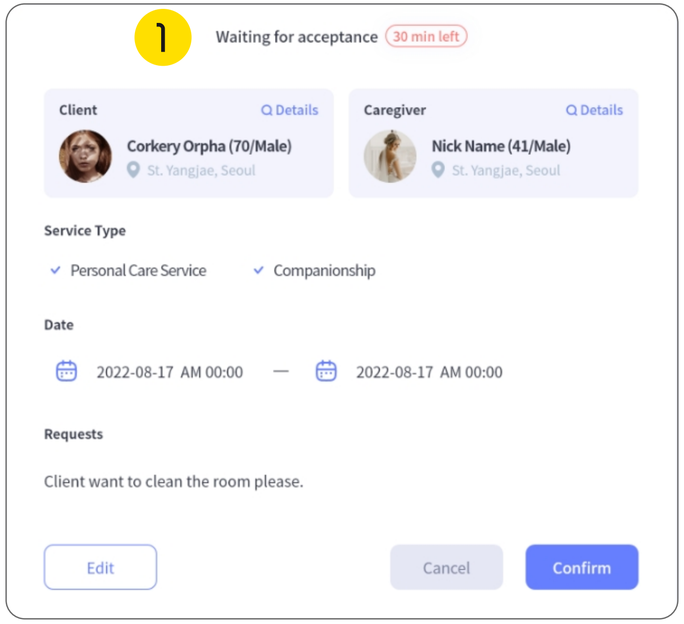
2. The details for the service call are displayed here.

If you want to modify this service call, press the edit button.

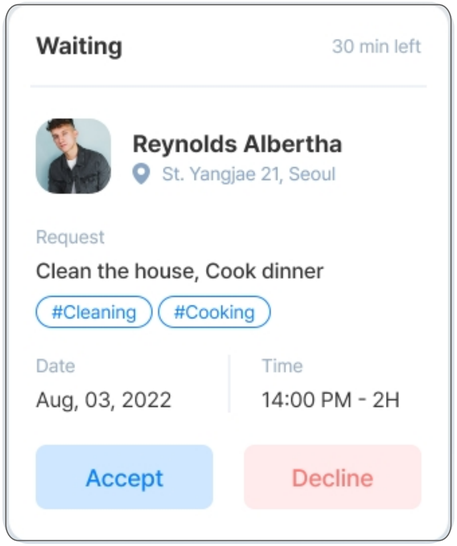
If you want to cancel this service call, press the cancel button.

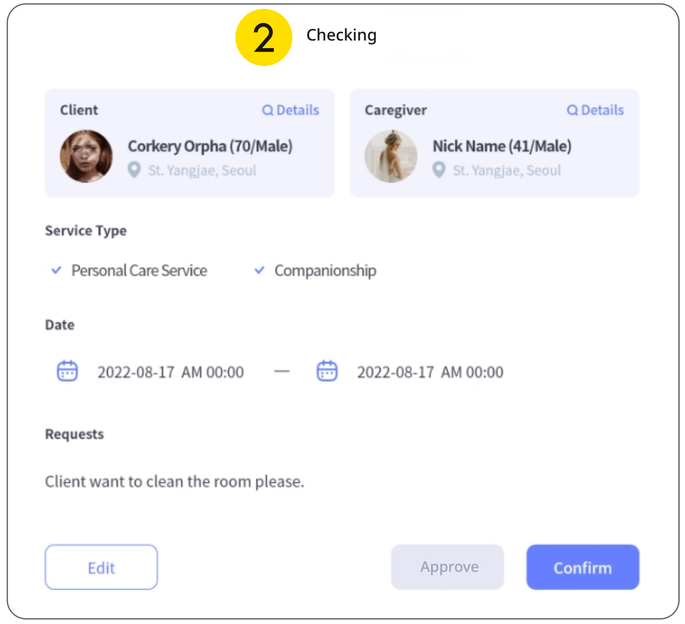
Click the confirm button to close this view.

01 Management - Service Calls



(▼Screen of AVAdin ON)





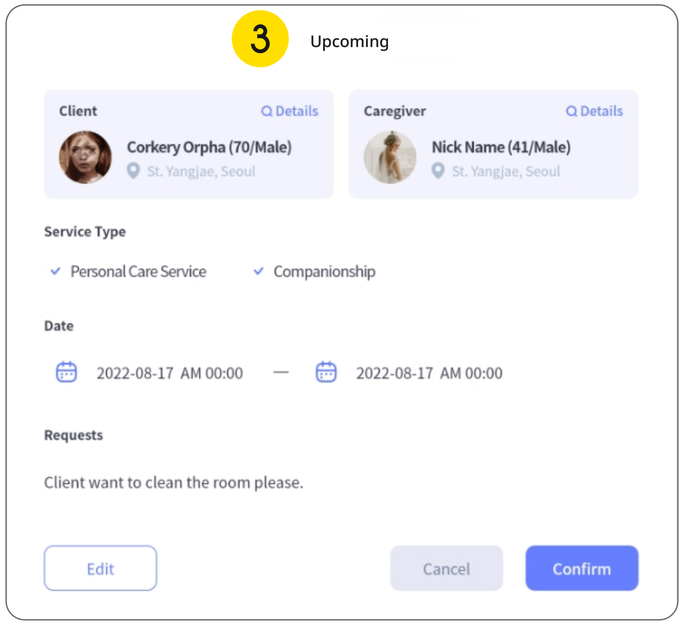
1 Waiting for acceptance

: This is the status of waiting for an accept or decline from the caregiver for a service call. If the caregiver's response expires or you want to change the caregiver, you can modify it by pressing the edit button.

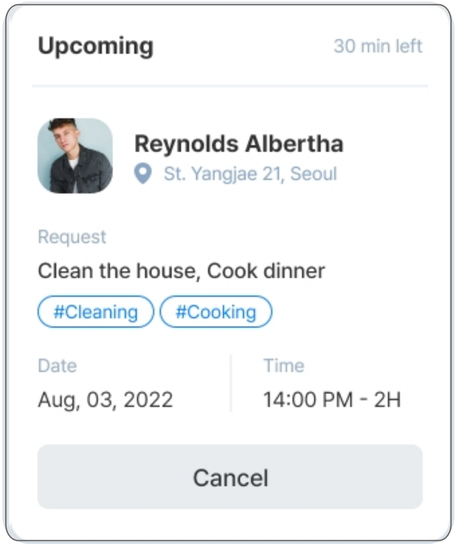
2 Checking

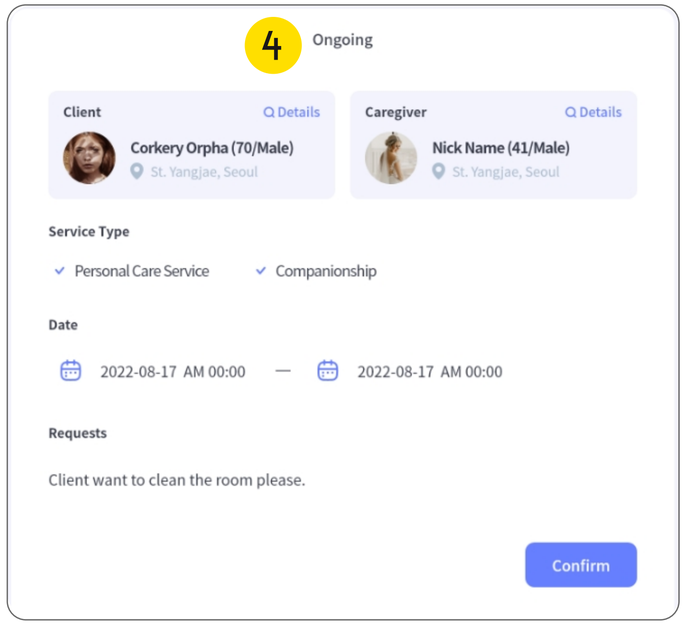
: This is the status of waiting for you to approve. If you select 'Check Call' while adding the caregiver, only administrator-approved calls are forwarded to caregiver.

01 Management - Service Calls



(▼Screen of AVAdin ON)





3 Upcoming

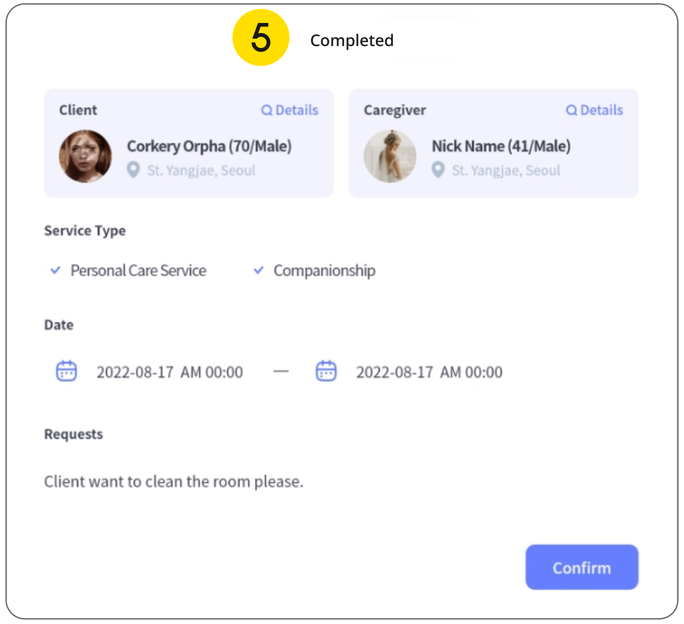
: This is the status of that caregiver is waiting for the schedule for the accepted or approved service call.

4 Ongoing

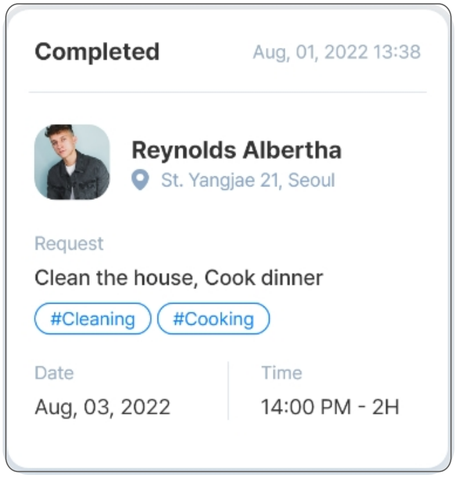
: This is the status of that the care service is in progress.

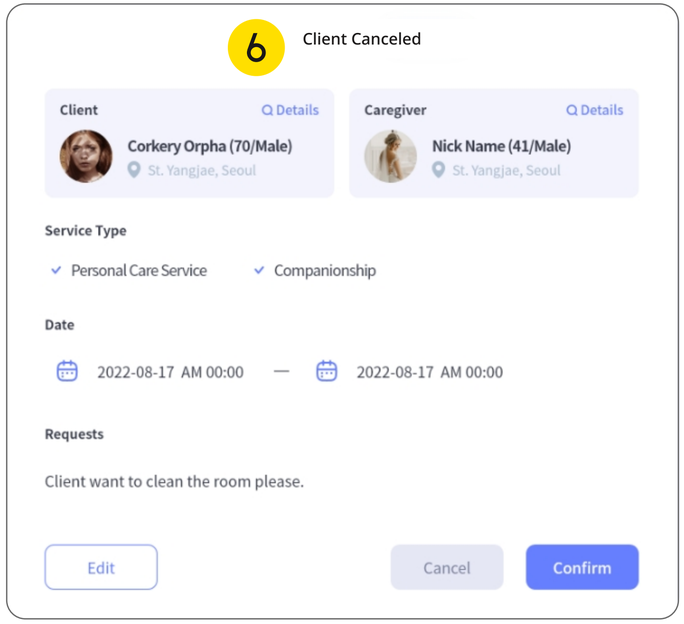
At the end of the service, the status changes to completed.

01 Management - Service Calls



(▼Screen of AVAdin ON)





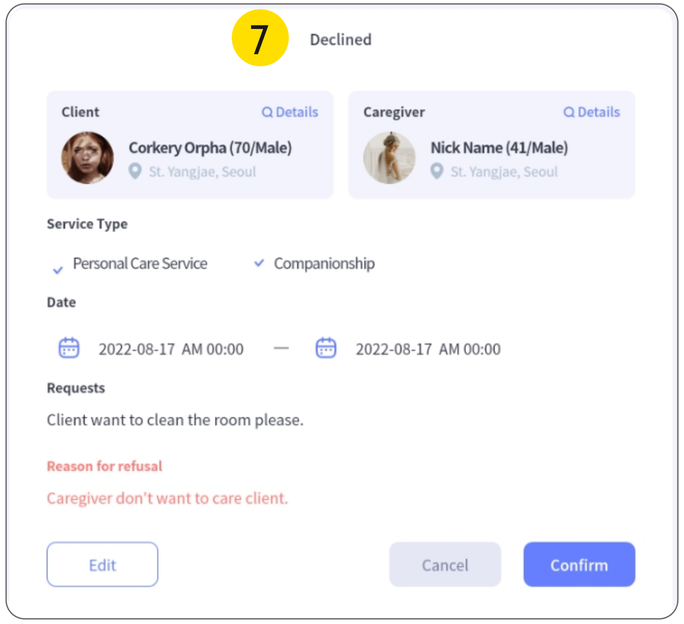
5 Completed

: This is the status of the completed service.

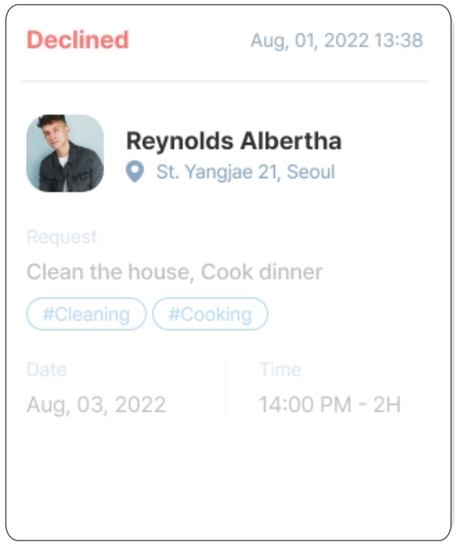
6 Client Canceled

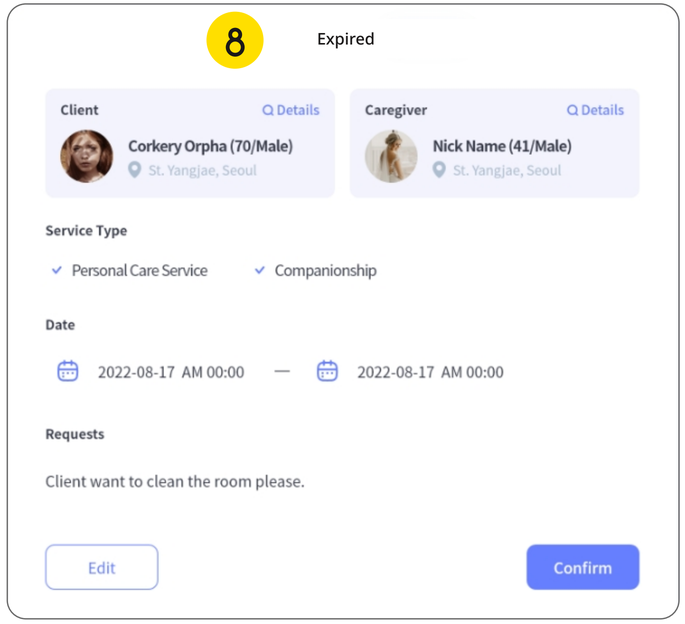
: This is the status of the service call canceled by the client.

01 Management - Service Calls



(▼Screen of AVAdin ON)





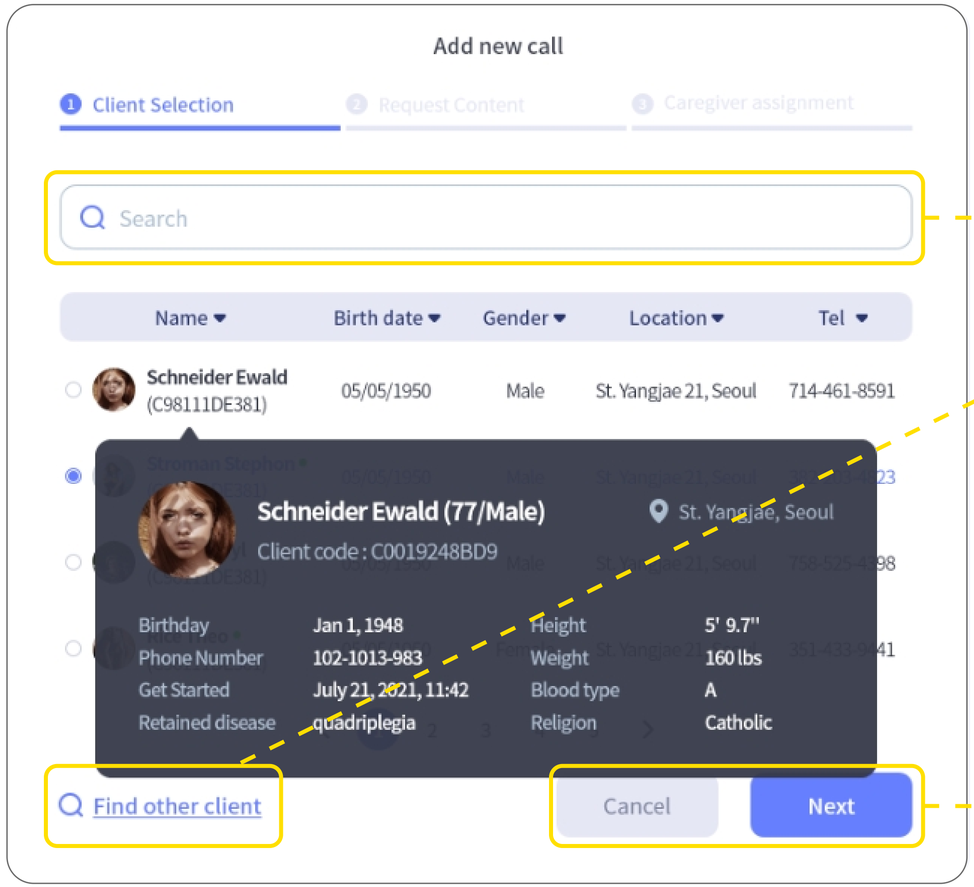
7 Declined

: This is the status of the service call declined or canceled by the caregiver. You can check the reason for refusal, and you can assign another caregiver through edit button.

8 Expired

: This is the status of a service call that has expired in response from the caregiver. You can assign another caregiver through edit button.

01 Management - Service Calls (Add new call)

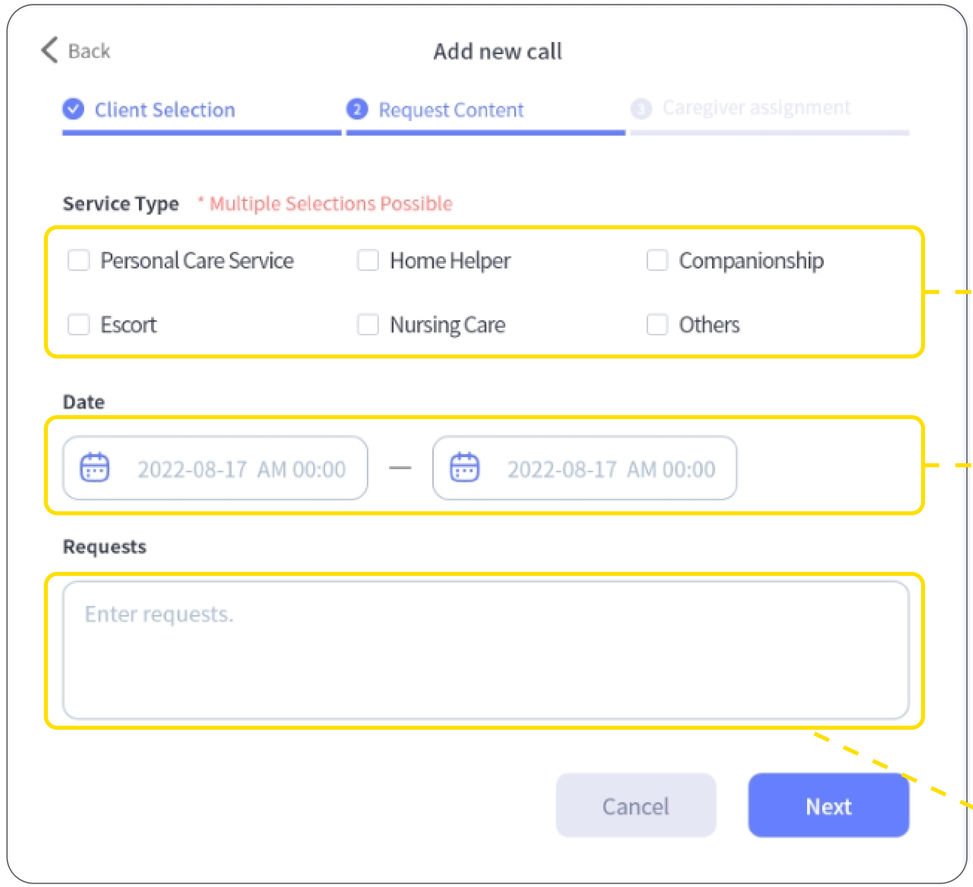


You can search the client by name or telephone number.

If you want to find a client who hasn't registered yet, please click here. You can search by phone number.

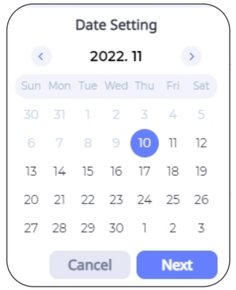
If you chose a customer, please click the next button. You can quit by the cancel button.

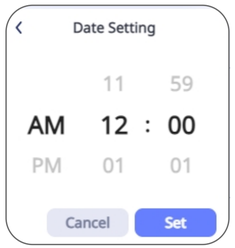
01 Management - Service Calls (Add new call)



Select a service type. Multiple choices are available.

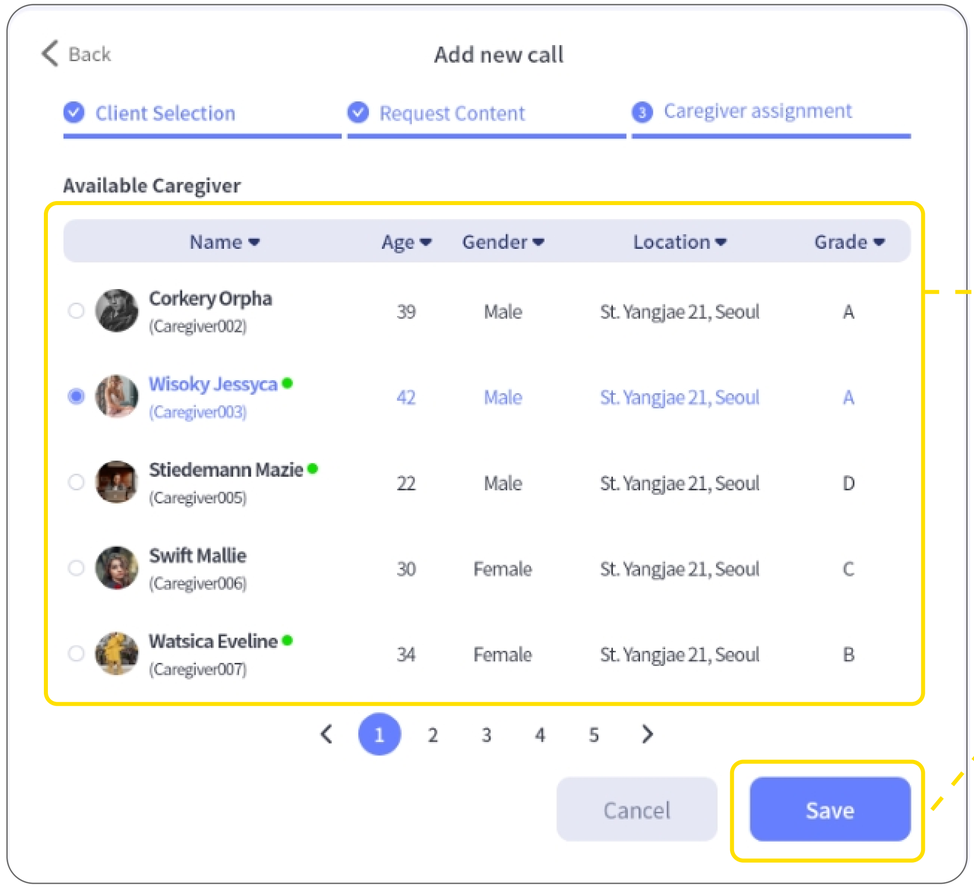
Select a start date and an end date.





Enter the customer's request.

01 Management - Service Calls (Add new call)



Select the caregiver to assign.

If you are done, press the save button.

02 Management - Caregiver

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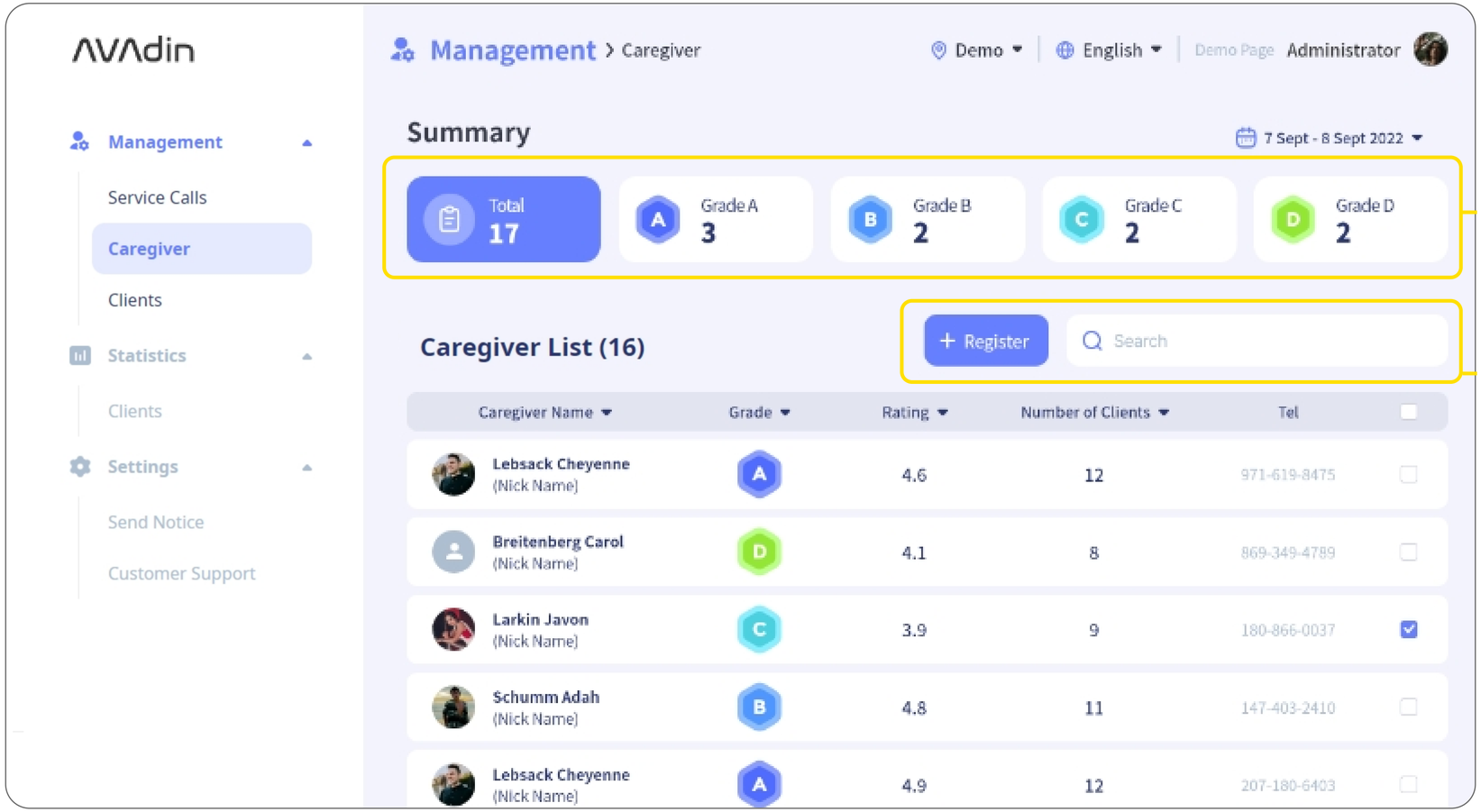
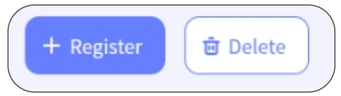


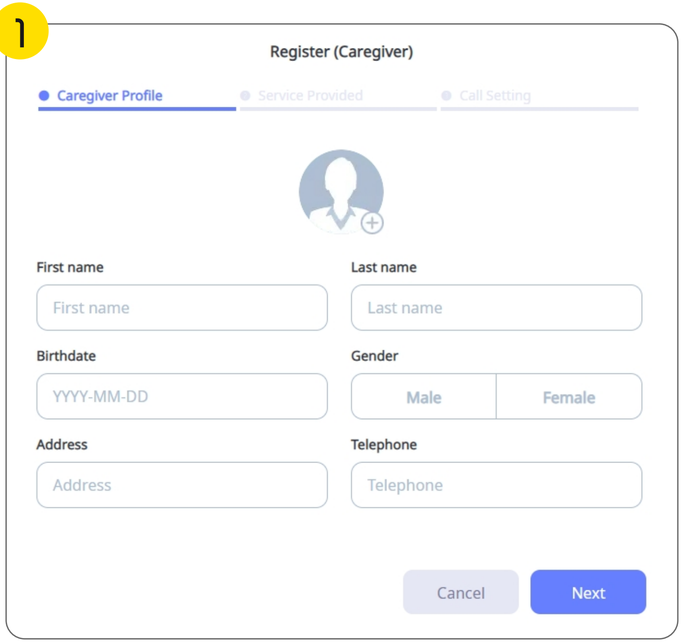
In the summary, you can see how many caregivers are registered.

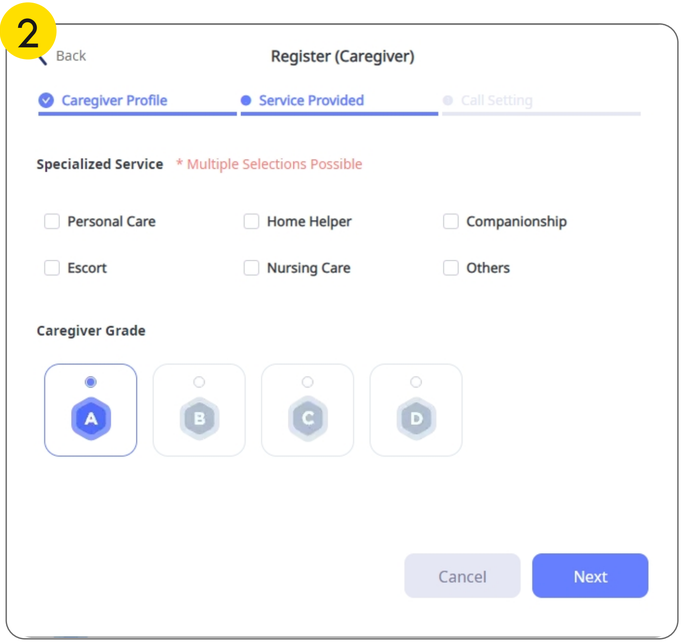
You can register the caregiver by register button. Caregivers can be searched by name, ID, or telephone number.

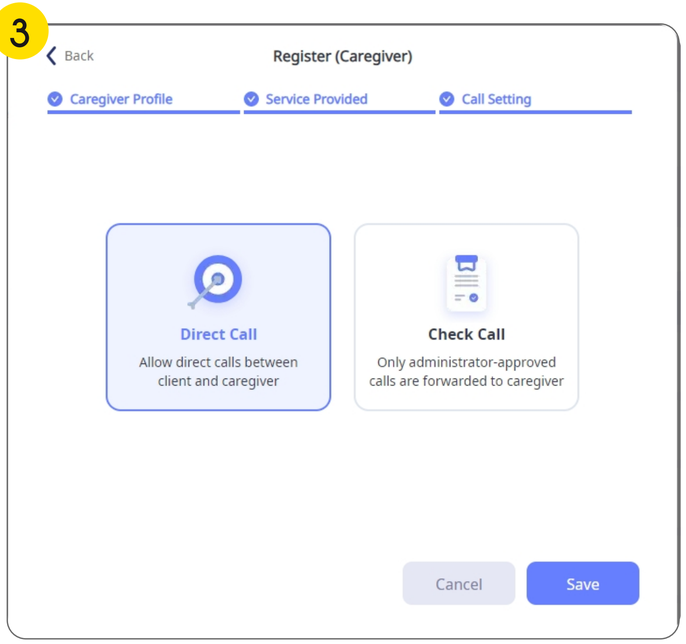
If you want to delete the caregiver, select them and click the delete button at the bottom of the list.



02 Management - Caregiver (Register)







1 Caregiver Profile

: Enter the basic information of the caregiver.

2 Service Provided

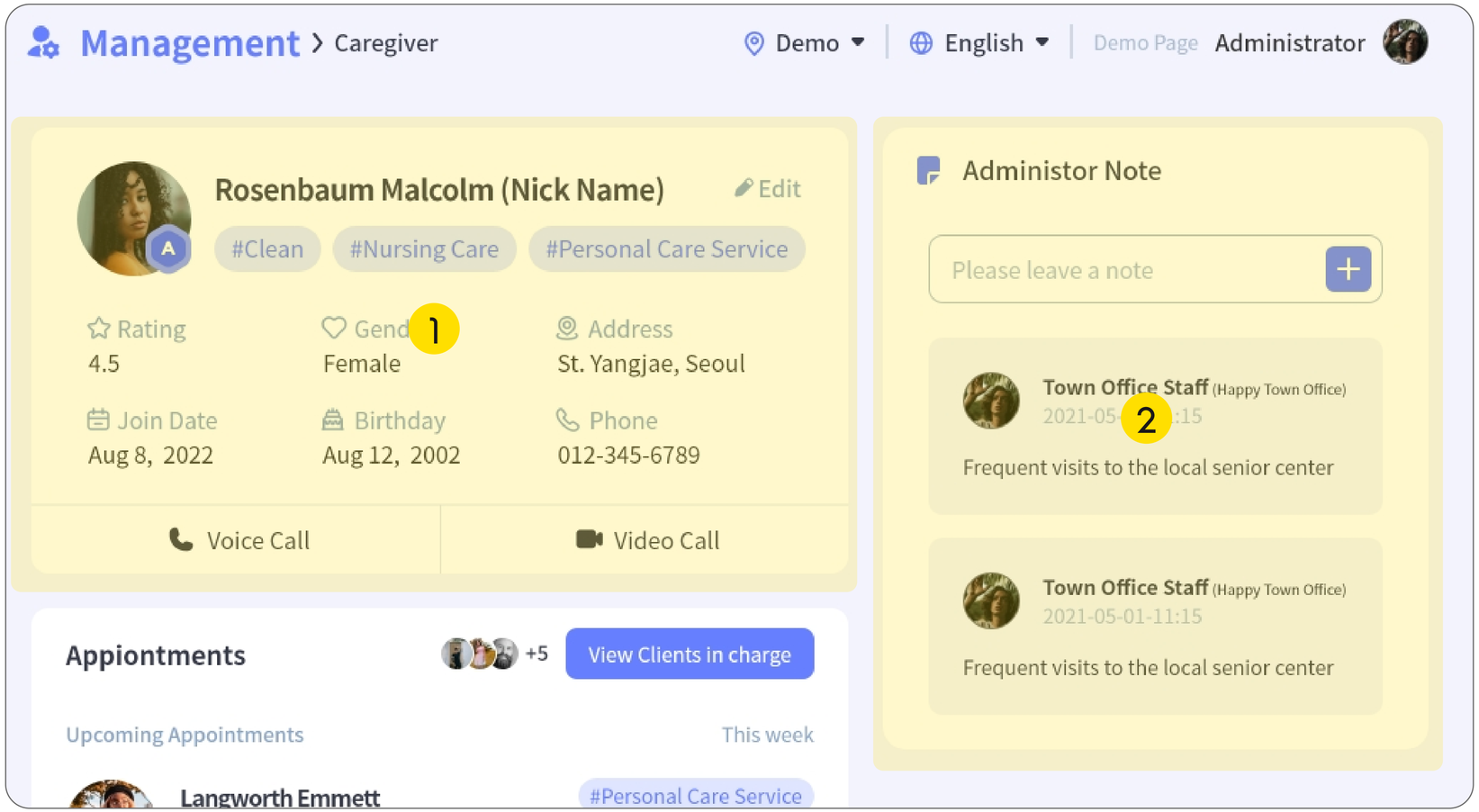
: Select the type of service that the caregiver can provide and select the caregiver's grade.

3 Call Setting

: Choose direct call or check call.

If you set the caregiver as 'Direct Call', service calls will be delivered directly to the caregiver without having to be checked by administrator.

02 Management - Caregiver (Details)

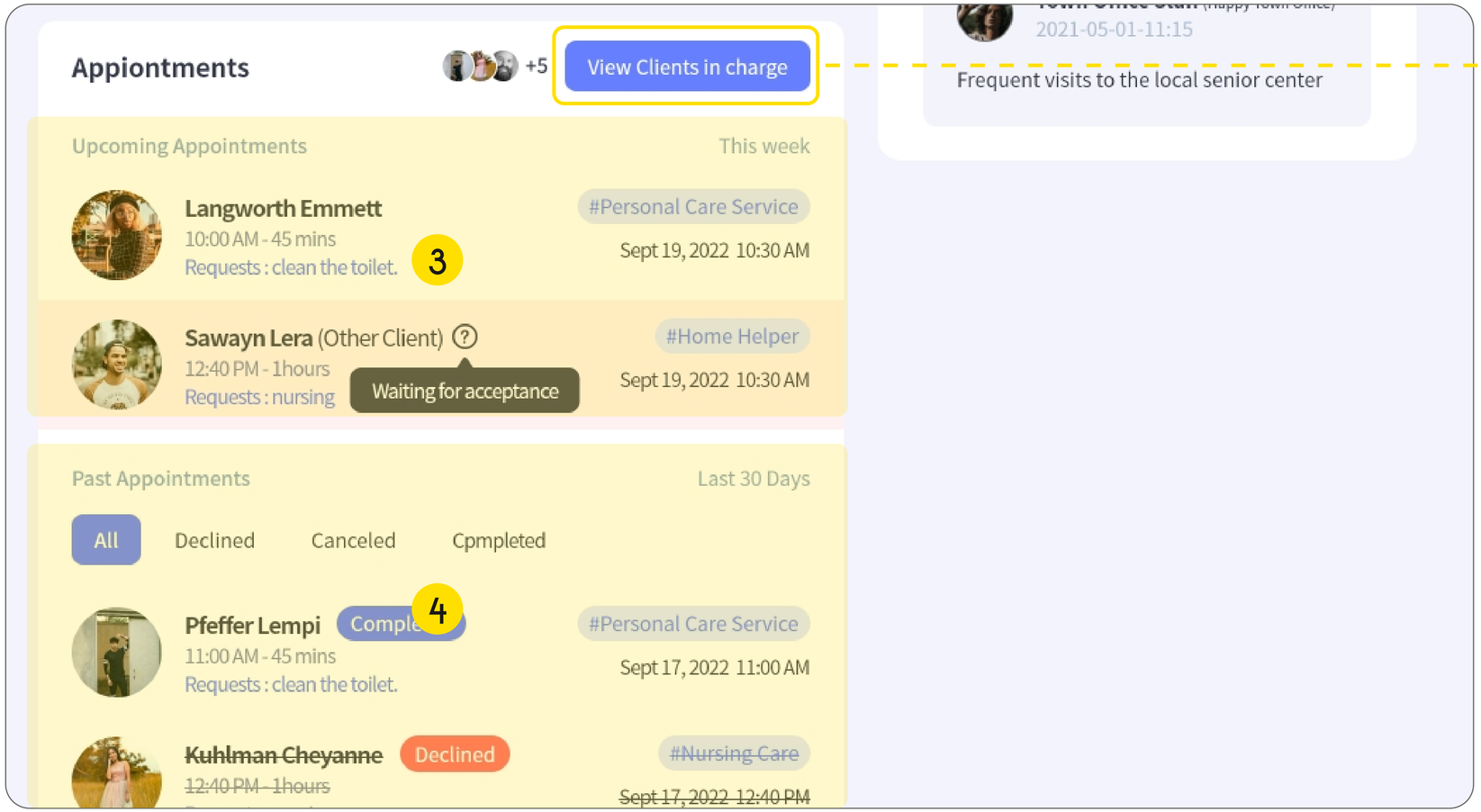


Select caregiver from the list to view the details.

1. This is where the basic information for the caregiver is displayed. You can contact the caregiver by voice call or video call.

2. You can leave a note about the caregiver.

02 Management - Caregiver (Details)

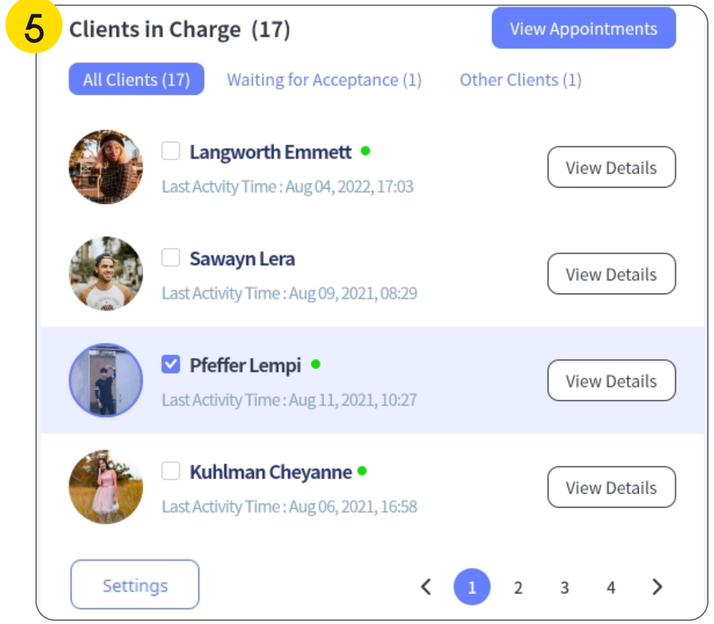


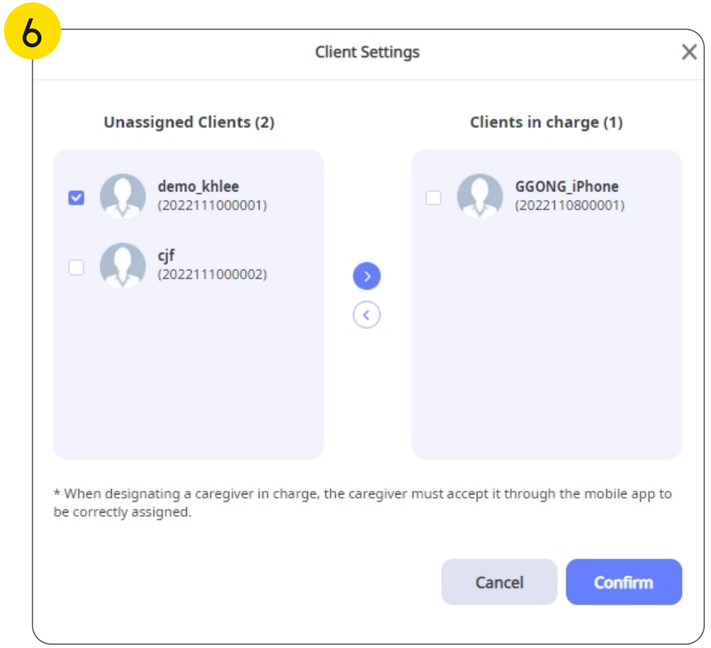
If you press this button, you can check the clients assigned instead of the appointments.

3 You can check upcoming appointments here.

4 You can check the records of the past 30 days.

02 Management - Caregiver (Details)





5 Clients in Charge

: You can see the list of clients that caregiver is in charge of.

Click the View Details button to view the client's information,

or click the Settings button to add and delete the clients in charge.

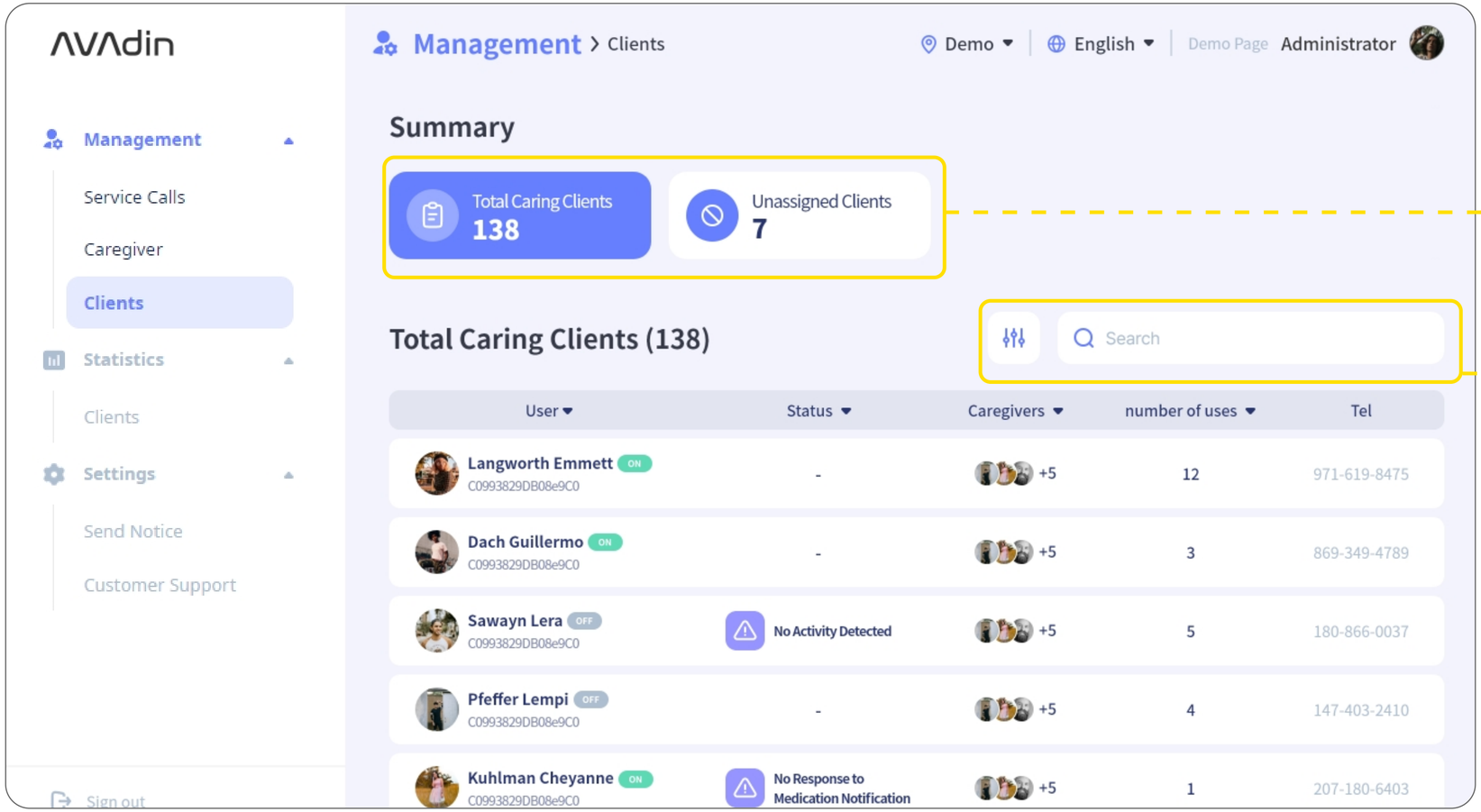
6 Client Settings

: This is the screen when the Settings button is pressed.

You can select the client you want and click the arrow to

add or delete it.

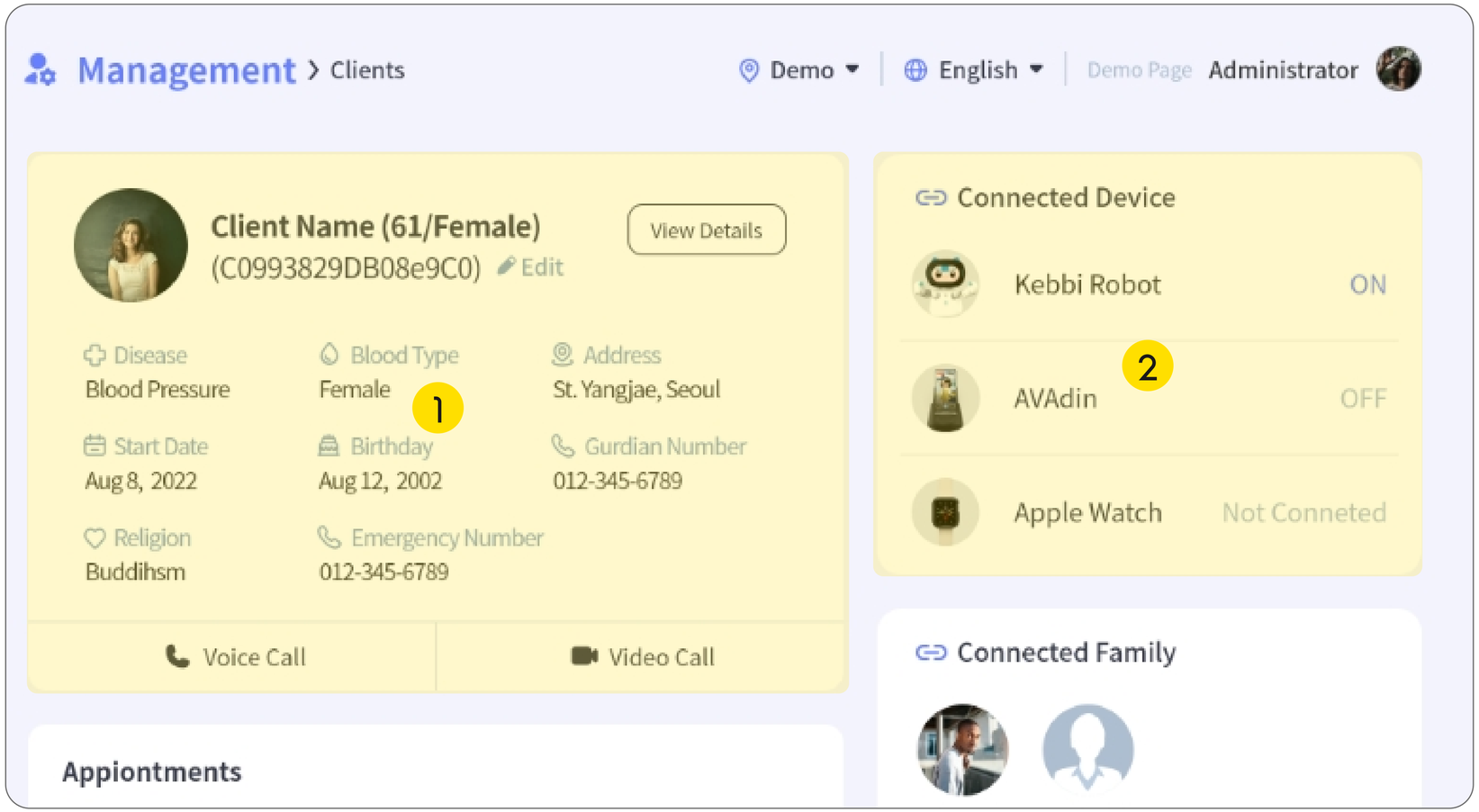
03 Management - Clients



In the summary, you can see how many clients are registered.

Clients can be searched by name, serial number, or telephone number.

03 Management - Clients (Details)

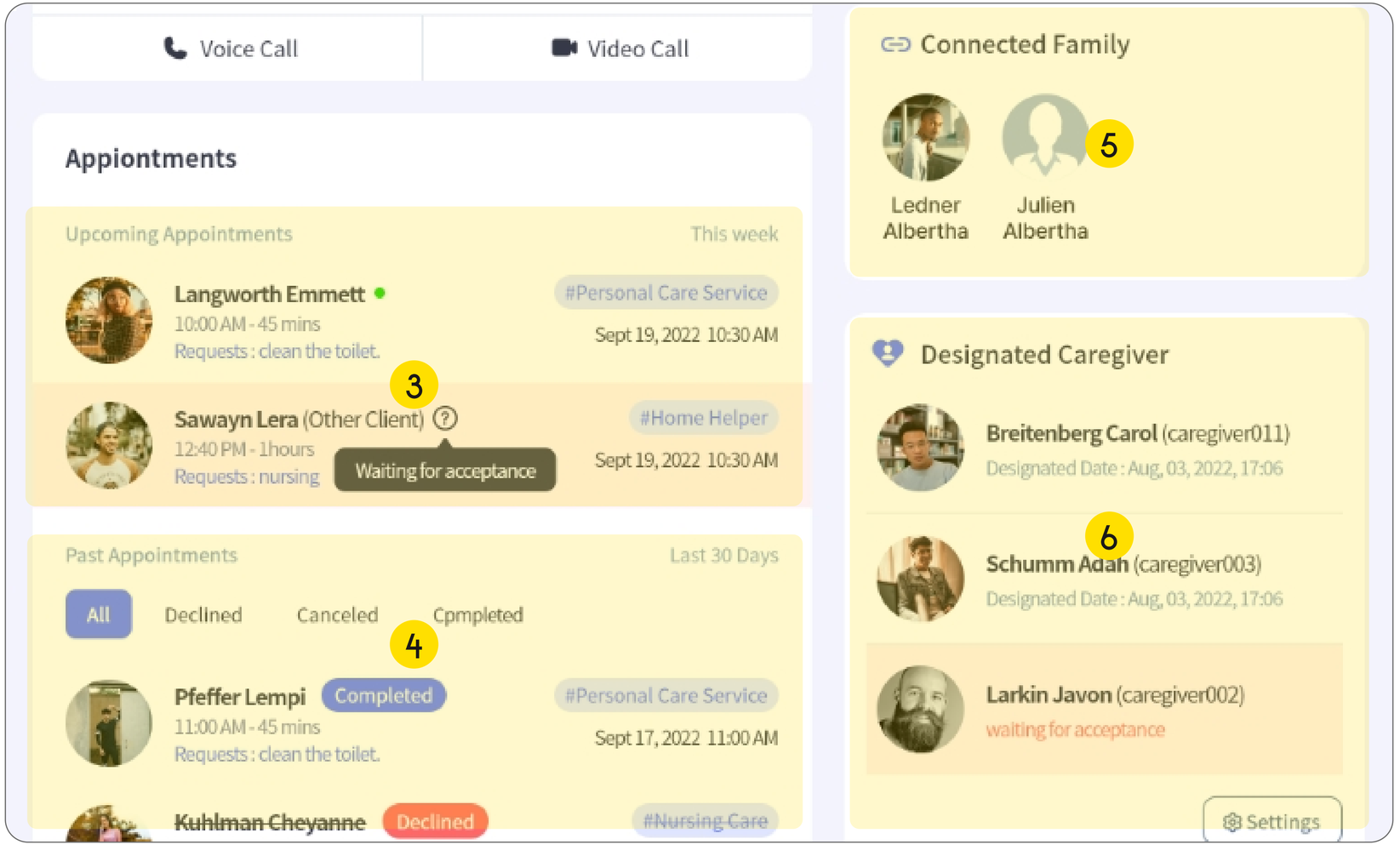


Select client from the list to view the details.

1. This is where the basic information for the client is displayed. You can contact the caregiver by voice call or video call.

2. You can check the connected devices.

03 Management - Clients (Details)



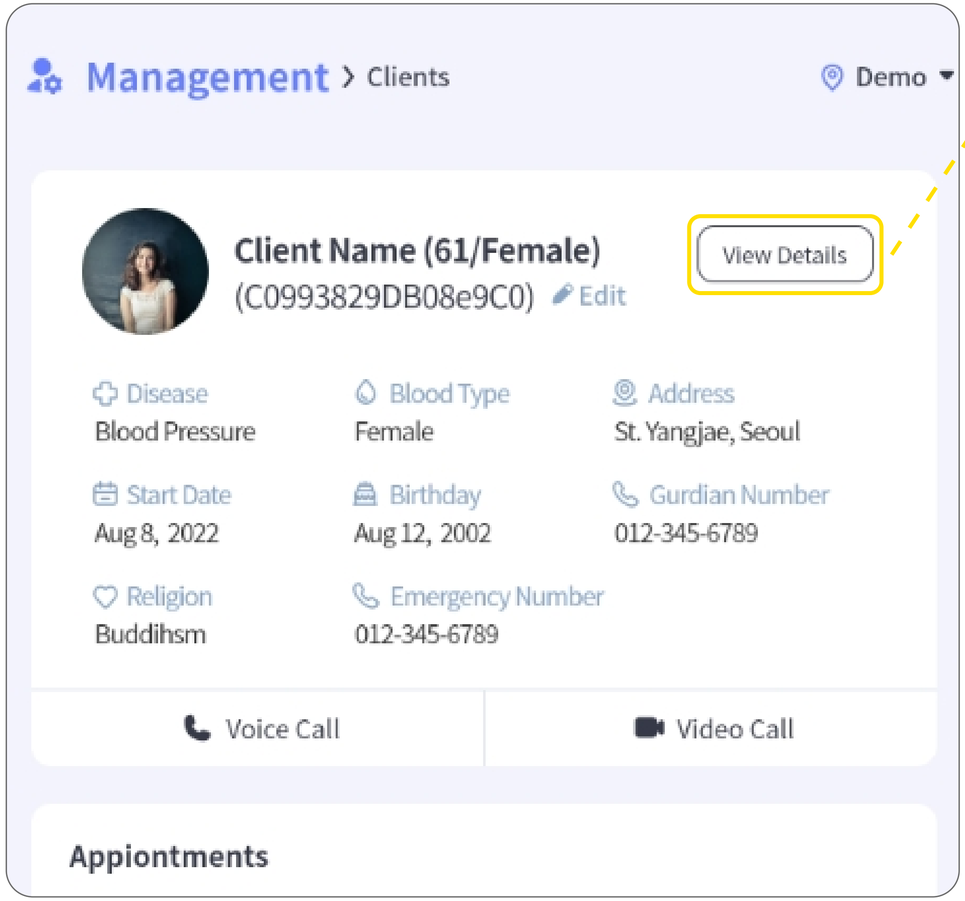
3 You can check upcoming appointments here.

4 You can check the records of the past 30 days.

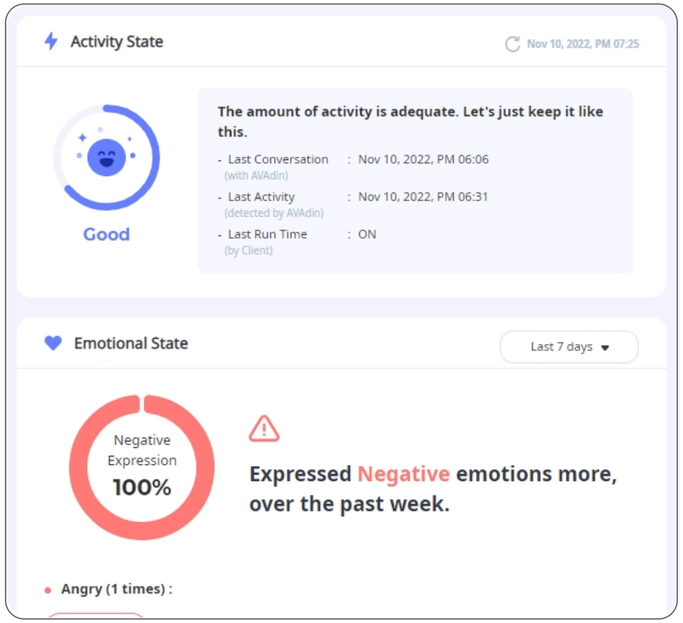
5 This is the list of client's connected family.

6 This is the list of designated caregiver. Click the Settings button to add and delete the caregivers in list.

03 Management - Clients (Details)



Click the View Details button to view the client's life log data. There are Activity State, Emotional State, Most Recent Alarm, Medecation Information, Interest Keyword and Dialog Time.



04 Statistics - Clients

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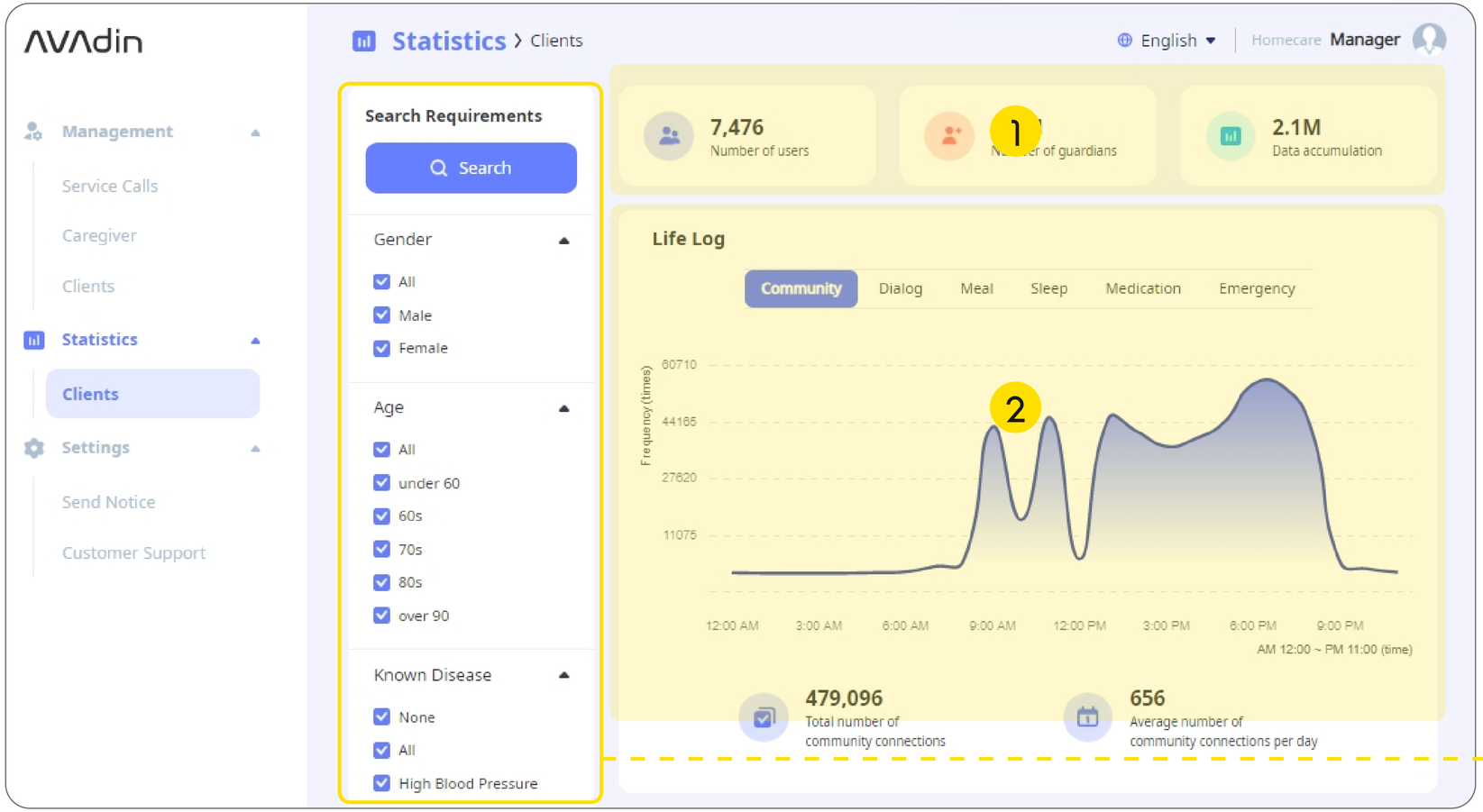


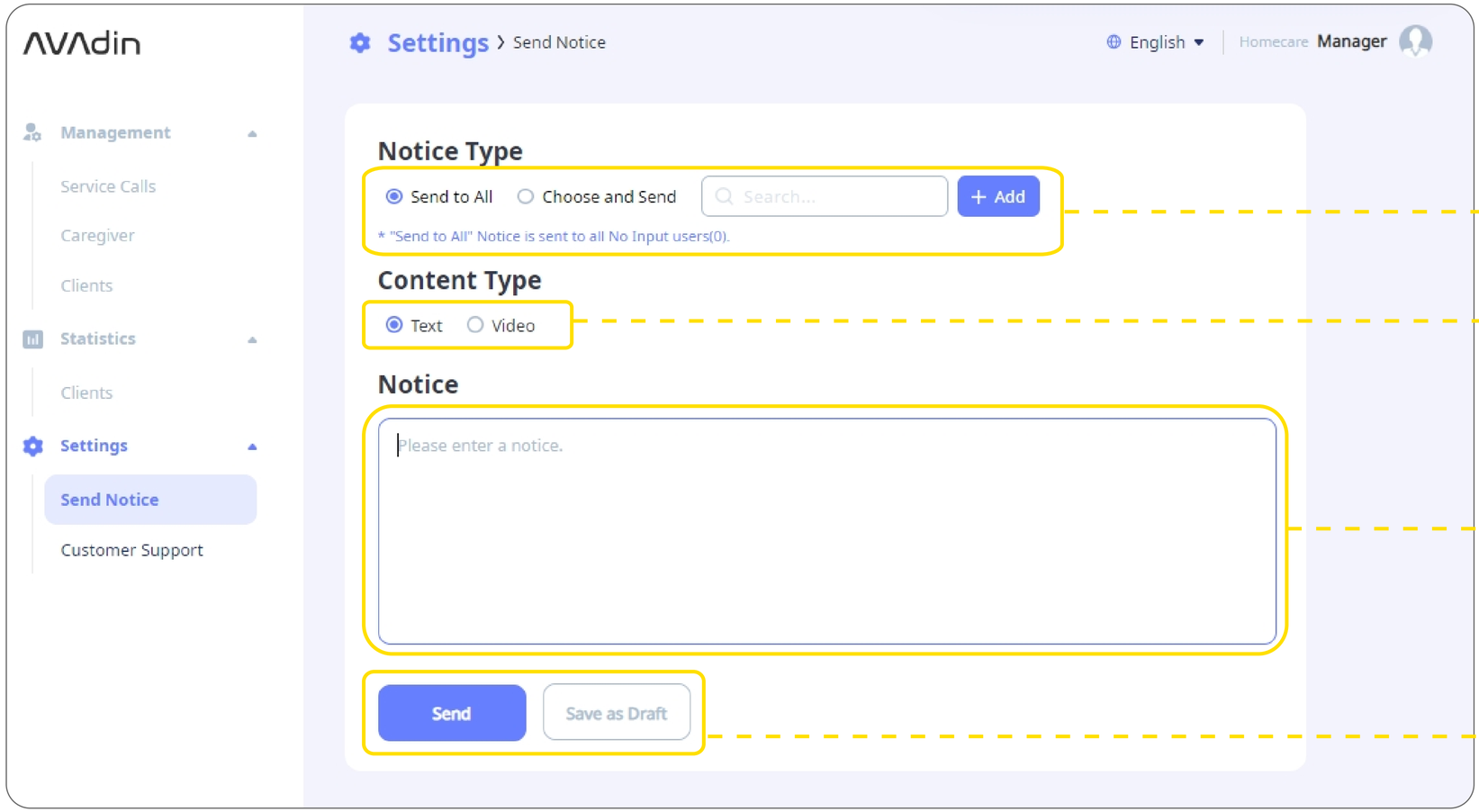
1. This is summary of statistics.

2. This is where the details of life log data are displayed.

You can filter the results by selecting a specific condition.

05 Settings - Send Notice

AVAdin.io



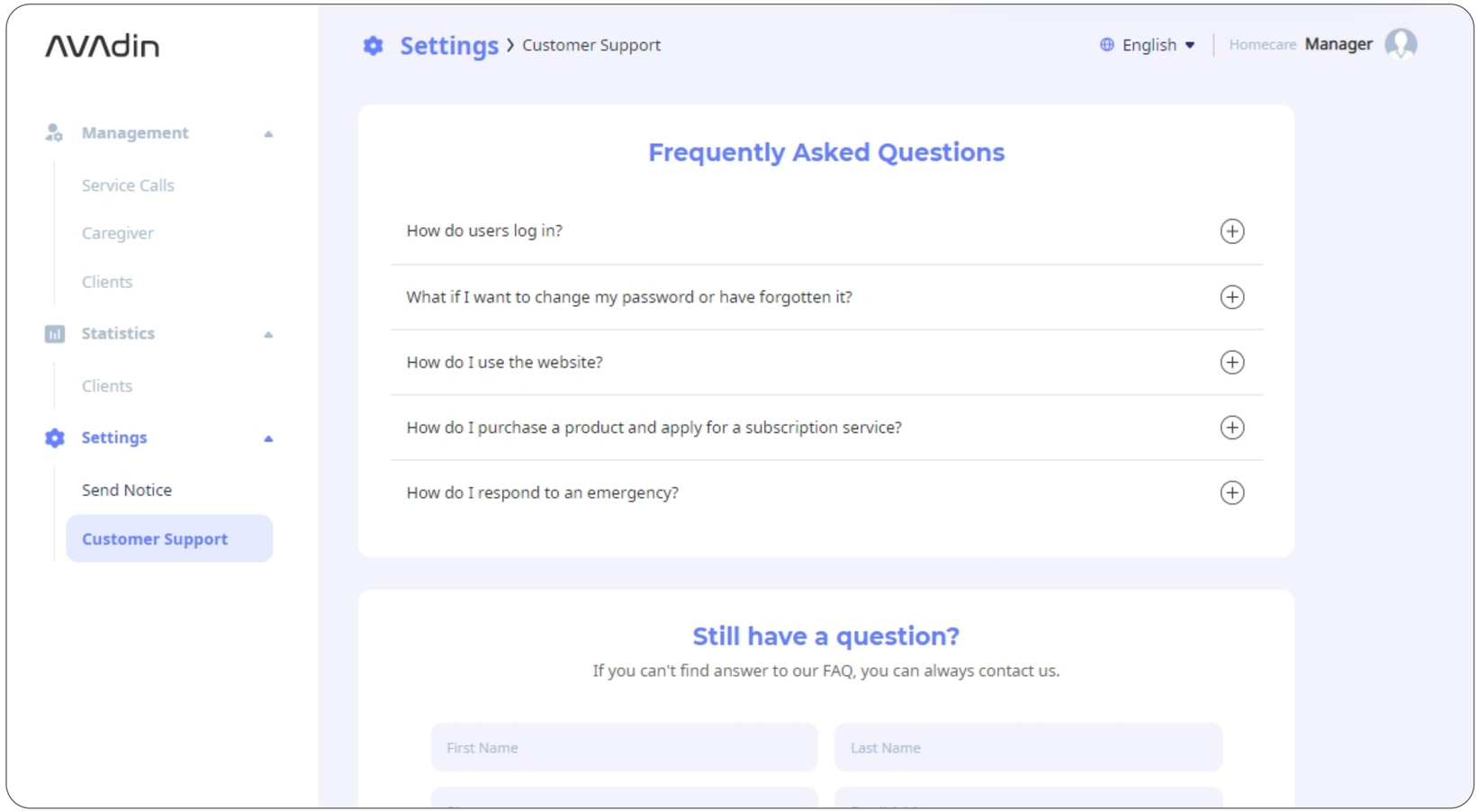
Select the notice type.

Select the content type.

Enter a text notice.

If you done, click send button.
Or you can save it as draft.

06 Settings - Customer Support



If you can't find answer from our FAQ, you can cotact us.

07 Contact us

AVAdin.io will continue to be updated.
We are preparing statistics of service calls and caregivers, a community service, and so on.
We will always listen to you, and if you have any inconveniences or suggestions,
please contact us. We always welcome you.

Email

sales@1thefull.com

Website

www.avadin.io

AVAdin.io