

# FAQ

## Customer questions

### **Why do Alzheimer's patients need a voice assistant like Adjuvant?**

Adjuvant will help you as an Alzheimer's patient to keep the appointments of your daily life. It stores and documents all information related to an appointment. This way, it can notify you in time if you forget about one. The earlier you receive a notification, the less likely you are to miss it. This is why the voice assistant is an effective means of enabling Alzheimer's patients to continue living a self-determined and independent life in harmony with the disease. We, as students of the Munich University of Applied Sciences, therefore support the development of Adjuvant, because it makes a positive contribution to our society.

### **What does Adjuvant do?**

Adjuvant informs you well in advance when you need to attend an appointment. This way, you can conveniently prepare yourself and do not run the risk of missing the scheduled appointment. The previously manual process of reminding you of appointments is completely replaced by Adjuvant. Adjuvant runs on the Amazon Echo™ smart speaker while you go about your daily routine. The assistant receives your scheduled appointments in the form of voice commands. By storing and documenting this information, it can then also remind you well in advance of upcoming appointments as you go along.

### **How much time does the app cost me?**

To get the most out of the app, you only need to enter a contact person and enter appointments in advance. It makes sense to involve a trusted person for this.

### **How can I add a contact person?**

To add a contact person their e-mail address is required. To save it the so-called spelling table is used. Each letter is represented by a word. Numbers can be entered as usual and a dot is represented by the word "dot". The first part of the email is the one up to the @-character, the second the one after the @-character. The @-character itself does not have to be specified. The spelling table was output on your Amazon Echo device and on the Amazon webpage. There you can see which words you need to use. Once you are ready to save, tell Alexa I want to save a contact with my adjuvant.

### **What happens if I forget to enter an appointment?**

If you forget to enter an appointment, the app cannot access it and will not remind you. Therefore, it is essential to keep the appointments up to date.

### **Can I save addresses?**

At the moment it is not possible to save addresses in the prototype.

### **Why can't I choose my home as a fixed starting point for the navigation?**

In this prototype the focus was on the flexibility of the patient. Therefore, both the start location and the destination are freely selectable.

## **What influence does the personality of the Alzheimer's patient have on the use of Adjuvant?**

### **What role does the patient's personal environment, relatives and family play?**

A relative and/or contact person is not required for the use of Adjuvant. Adjuvant allows for family members and/or contacts to be involved in shaping the patient's everyday life and scheduling appointments.

### **How tech-savvy should the patient and/or their environment be?**

After the initial setup of Alexa, further interaction with the assistant, such as the entry of appointments, takes place via voice commands only. However, basic knowledge of how to use a mobile device is required when using the Google Maps navigation app.

### **What influence does the progression of Alzheimer's disease have on the use of Adjuvant?**

Adjuvant was developed for patients who can still manage their daily lives largely independently. If the patient is no longer able to attend appointments independently, the use of Adjuvant is not recommended.

### **Was the acceptance of Alzheimer's disease by patients taken into account in the development of Adjuvant?**

Adjuvant is a voluntary offering to assist with scheduling appointments. Even people who do not have Alzheimer's disease can use Adjuvant in principle. Only the confirmations are specifically targeted to Alzheimer's patients. Therefore, acceptance of the disease does not play a role in the use of Adjuvant.

### **How does Adjuvant work?**

Adjuvant runs on the Amazon Echo™ smart speaker. It "remembers" all the appointments you have made and informs you well in advance so you can keep them. If desired, the calculation of an efficient route takes place afterwards via the map service. For this, you only need to enter the sentence "Perform a route calculation with my adjuvant". The route instructions will then be calculated.

So far, the assistant is available in German language.

To get additional information and assistance, tell Alexa "Open my Adjuvant".

### **How can I enter an appointment via Adjuvant?**

The entry of appointments is purely voice-based. That is, you can save an appointment out of the home with the phrase "Remember something out of the home with my Adjuvant" and an appointment at home with "Remember me at home with my Adjuvant". Any missing information will be requested by Alexa directly afterwards.

### **What happens when appointments overlap?**

The app user has to take care himself/herself that this does not happen.

### **If I enter an everyday appointment for which I don't have to leave the house, (when) will Alexa remind me?**

Alexa will alert you 10 minutes before the everyday appointment occurs.

### **How can I enter a daily appointment for which I do not have to leave the house?**

Adjuvant asks for all the necessary information about the appointment. All you need to do is to start saving the appointment (see *How can I enter an appointment through Adjuvant?*).

### **What happens if the traffic changes just before the appointment?**

The directions are provided for informational purposes only. No guarantees are made as to completeness or accuracy. Construction, traffic or other events may cause actual conditions to differ from the given results.

### **Can I delete entered dates?**

Yes, for this you have to say "Delete [...] with my Adjuvant".

### **What happens if I forget to delete a cancelled appointment?**

If you forget to delete an appointment, you will still be reminded of it. This is a problem, as the user could still go on the way. If this risk exists, it makes sense to have a trusted person check the appointments at regular intervals.

### **How can I deactivate the app?**

Adjuvant can be deactivated just like all other skills in the Alexa app.

### **Can I continue to use the app if I have a new phone?**

The app can be transferred to a new smartphone, just like any other, or reinstalled with the appropriate user account.

### **How reliable is the appointment reminder?**

The appointment reminder is very reliable. Important for this is a sufficiently charged battery, as well as the conscientious entry of the appointments and a secure internet connection, both at home and on the road.

### **What happens if I don't have mobile data?**

The route information is sent to the email address you stored in Alexa. Offline access is therefore guaranteed even without mobile data.

### **Why should I use Adjuvant?**

It will make you more independent of your short-term memory. The faster and more reliably you are informed about an appointment, the lower the risk that you will forget it and thus end up missing it. Adjuvant helps you to focus on essential things in everyday life. Without this technical assistance, your relatives or friends would have to inform you of upcoming appointments. This is very time-consuming and error prone. Adjuvant offers you a solution for this, too.

### **Who is behind Adjuvant?**

Adjuvant is a project by students of the Munich University of Applied Sciences (MUAS). The technical basis for the implementation of Adjuvant was provided through a cooperation of

the Digital Innovation Lab at MUAS with Amazon Web Services, Inc. (AWS). The Alzheimer's Association was on hand to advise during the development process with feedback from patients and suggestions for improvement.

### **What are the requirements to use Adjuvant?**

Adjuvant requires a smart speaker with Amazon Alexa™ support as well as a smartphone and an Alexa account to use.

### **Is it free to use?**

Yes, there is no cost to use the app.

### **What apps do I need to have installed on my phone to use it?**

To use Adjuvant, you only need the Amazon Alexa app, with the Adjuvant skill.

### **What is the privacy and data security guarantee with Adjuvant?**

Protecting your privacy is our top priority. During the development of Adjuvant, we therefore ensured that it meets the high requirements of the German Federal Data Protection Act (BDSG) and the European General Data Protection Regulation (DS-GVO).

All personal data provided by you within the meaning of Art. 4 (1) DS-GVO and within the meaning of Art. 4 (15) DS-GVO is managed and processed exclusively in German or European data centres. A commissioned data processing (AD-V) in the sense of Art. 28 (3) lit. a DS-GVO is expressly NOT taking place.

Accordingly, the judgment of the Grand Chamber of the European Court of Justice (ECJ) in Case C-311/18 of July 16, 2020 on the invalidity of Decision (EU) 2016/1250 under Directive 95/46/EC has no impact on the processing of personal data by Adjuvant on servers of the cloud provider AWS in the Frankfurt am Main region.

### **Who gets to know about my Alzheimer's disease when I install the app?**

Through the installation, it is only possible to indirectly conclude that you have Alzheimer's disease. In addition, although your data is processed by Amazon, it is treated confidentially. For more information, see the frequently asked questions about Alexa and Alexa devices.

### **Can my trusted person enter/view the appointments externally for me?**

For data protection reasons, the trusted person cannot enter or delete appointments. The contact person can only view the appointments and only if the person concerned sends their appointments via Adjuvant. To do this, the person just has to say "Send all my appointments with my Adjuvant".

## **Additional information for family members and/or contacts**

### **Do I need an Alexa device?**

No, only a working email address is needed.

### **Can I enter appointments for the affected Alzheimer's patient?**

No, this is not possible for data protection reasons.

### **Where can I get more information?**

Please consult the attached Adjuvant user card.

## **Questions from stakeholders**

### **Why has a solution like this not been developed already?**

Adjuvant serves only a small population and is limited to German-speaking countries for the time being. It offers relief for patients in the early stages of Alzheimer's. For a long time, this target group consisted of people with no connection to technology. This has since changed, which is why aids for the patients must also adapt.

### **Why is Alexa being used?**

Amazon (AWS) and Alexa support allow the solution to be implemented quickly. It also enables communication via voice between Adjuvant and the user, which increases adoption.

### **How is the project funded?**

The project is non-profit. Part of the costs incurred are covered by AWS. Another part consists of the work of the Alzheimer Society, as well as the student project group of the Munich University of Applied Sciences and their lecturer.

### **How many users are expected?**

The number of users is difficult to quantify and will probably be 5% of the eligible patients.

### **What is the added value of the Device?**

Adjuvant enables Alzheimer's patients to live more independently and at the same time gives their relatives more security. Special innovations are the linking of the calendar application with the navigation, as well as the requesting of feedback from the patient in the form of confirmations.

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