**JI Group:** Can you please introduce your daily work?

**Haiyang Group:** I’m the dean of the nursing home, and I manage the whole nursing home including annual plan, staff responsibilities, coordination with people from inside or outside, connection with the government and cooperation with other charities.

**JI Group:** Who does your nursing home mainly serve.

**Haiyang Group:** The elderly and disabled. We don’t take psychopaths or patients with infectious disease.

**JI Group:** What kind of service do you usually provide for these people?

**Haiyang Group:** We take care of them, provide them with food, help them take a shower, and help them see a doctor. We also hold different kinds of events to make them happy and provide mental care and support.

**JI Group:** You will only invite people from the community to these events or people outside?

**Haiyang Group:** Both. Some volunteers from the university for the elderly will join our events. They will also make some performance for the elderly here. Elderly nearby will also join these events.

**JI Group:** From the pictures posted by you on WeChat, these old people looks very happy.

**Haiyang Group:** Yes, you can come to our nursing home and see it by yourself. So that you can understand their needs and life.

**JI Group:** We really want to go to your nursing home and see it, but we are too busy this semester. We know there are two kinds of service for the elderly, including community support for the elderly and service support. What’s the difference?

**Haiyang Group:** I can’t give you the exact answer, I only run an institution for the elderly. I think community support for the elderly is like daycare.

**JI Group:** What difficulties do you think exists in the service for the elderly.

**Haiyang Group:** From my point of view, many old people and relatives don’t want to go to nursing home because of their old concept. We also lack professional staff to provide service.

We don’t have much income and revenue so we can’t attract the young people by providing them with high salary.

**JI Group:** Can you talk about more details about the shortage of professional staff?

**Haiyang Group:** We lack nurses, doctors and nursing assistant. Actually, we have enough people, but we lack people who meet our requirements. This problem can’t be solved by remote healthcare, we need these people on the scene to serve the elderly. The government also have such requirements for the number of people on the scene.

**JI Group:** Let’s see a video of a healthcare telepresence robot. This is a prototype that we’re working on.

**Haiyang Group:** The elderly will use these robots at home?

**JI Group:** Either at home or in the nursing home. We plan to use this robot to provide medicine, diagnosis, and remote video communication.

**Haiyang Group:** Based on Chinese law, only nurses with certificate can give medicine to the elderly. It doesn’t matter if you only use the robots at home, but we’re supervised by the government in nursing home and they have specific requirements.

**JI Group:** From nursing home’s view, what kinds of role can robot play to serve the elderly?

**Haiyang Group:** The robot that can play with the elderly, or design a game for them, or provide 24-7 care for the elderly. These old people usually feel bored since they can only lie in bed and can’t move. They’ll also feel lonely since nursing assistant can’t always stay with them. Robots can tell stories for them, but there may exists a language barrier since China have many kinds of localism. Some of our elderly people want to speak and practice localism but the robot can only speak mandarin. This video shows the old people are doing physical exercise. Robots can teach them how to do some exercise. Robots can also help take videos or photos, since our monitoring system has blind spots.

**JI Group:** We’re thinking whether robots can provide some physical interaction with the elderly, like playing games.

**Haiyang Group:** My husband’s company make rehabilitation robot. The elderly tends to be paralytic after getting sick. Robot can help them exercise limbs. Robot can also record the elderly’s songs and play the recording. But some old people may not have a clear mind, so they may destroy the robots.

**JI Group:** So we must make these robots very strong. What else can you think of except for these functions?

**Haiyang Group:** Many old people can’t read, so it’s better if the robot can be controlled by voice. Nurses are not quite familiar with how to operate a computer, so the robots’ user interface should be very simple. In addition, robots here also require WIFI or Internet, so they are unstable. You can set some sensors on the robot, so when the elderly fall or yell “Help me”, it can notify the nursing station.

Patrol robot may also be quite useful, like they will check every room and take a picture in the evening. Nowadays, we go on patrol everyday by ourselves.

**JI Group:** Do the elderly accept robots. Will they be afraid?

**Haiyang Group:** Those with a clear mind won’t be afraid.

**JI Group:** Can we use robots to hold volunteer service. Volunteers can chat with the elderly through screen, camera and speaker on robots.

**Haiyang Group:** Yes.

**JI Group:** From the video of robots, can you mention some defects or defaults?

**Haiyang Group:** Whether can use a robot to deliver a medicine depends on the law.

**JI Group:** From our design, we want to let nurses control the robot to deliver the medicine. So it’s not fully automatic.

**Haiyang Group:** There is a risk since the robot may give the wrong medicine.

**JI Group:** What if there is someone supervising the robot?

**Haiyang Group:** It depends on the law. There will be serious consequence if the elderly eats wrong medicine.

**JI Group:** It seems more practical if the robots are used to play with the elderly.

**Haiyang Group:** Yes, they also need a stable chassis.

**JI Group:** If we modify the robot prototype so that it can interact with the elderly, how much would you like to pay for it. A price for reference is 7000 RMB.

**Haiyang Group:** It’s too expensive. The price we accept is a litter higher than a tablet, like 3000 RMB. But it also depends on the robots’ functions.

**JI Group:** What function will satisfy you most?

**Haiyang Group:** Accompanying old people, monitoring their status or social interacting with them. But the robot must be suitable for them. I heard Japan have some tablets especially for the elderly. All apps on the tablet are specially designed for the elderly.

**JI Group:** We’ve found some robots mimicking animals.

**Haiyang Group:** They’re very cute but we need a screen.