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| **Terms/Phrase** | **Definition** | **Short form** |
| Emergency call | The result of activating the emergency call button and will place the care recipient in verbal communication with a care giver while another care giver is dispatched to the location of the care recipient. |  |
| Emergency call System | The overall system as a whole including the Emergency call base, Emergency call button and Emergency call server. In Danish “Nødkald” | System |
| Emergency call button | The device that is the final result of this project. It is a “small” battery-powered device that is worn around the neck or wrist and when activated sends a signal to the Emergency call base. In Danish “Panikknap”. | Button |
| Emergency call base | An existing device which forwards the signal from the emergency call button to the emergency call server. The emergency call base is powered by a 230V continuous supply. | Base |
| Emergency call server | A server located at the care giver head office and receives information from all emergency call bases in the city and forwards any emergencies to the interested parties (care giver, technician, …). | Server |
| Care giver | The person giving care to an elderly or disabled person (care recipient). It may both be the person at the head office receiving an emergency call, or the person being dispatched to give care in person. In Danish either a “Hjemmeplejer” or “Sygeplejerske”. |  |
| Care recipient | An elderly or disabled person who may be issued an Emergency call base and button. |  |
| Technician | A person with a basic technical knowledge of the emergency call system to the level where he can do basic maintenance (replace batteries and install new bases and buttons). Also the receiver of errors and warnings from the emergency call system. |  |
| Care giver head office | The location of the emergency call server, the care giver on call and the technicians. | Head office |
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