

Alerts and Reminders

What's the difference between calendar reminders and medication reminders?

Medication reminders are generated automatically from the system based on the medications and dosage times you enter into the system. You can specify for any individual medication that you do not want a reminder. nnCalendar reminders on the other hand, are scheduled by you! When you enter an appointment into Independa, you can specify when you want your care recipient to receive a reminder call.

What are the differences in the alert levels?

Red alerts are the most serious. These alerts should be reserved for conditions that you want to know about right away. You can configure how many times you want a red alert to contact you before it escalates to a secondary point of contact. You can enter in secondary points of contact, or escalation contacts from the Profile/Other Contacts tab. nOrange alerts are reserved for events that you want to be notified about, but it may not be critical that you know within a few hours of the event happening. These alerts will send you a text message, phone call or email. You can also choose to specify the hours of the day you would like to receive such alerts. nnYellow alerts are simply logged in Independa and available to you through the reporting mechanisms. Yellow alerts are not broadcast to you directly.

If I'm not TEST available can I set the system up to let someone else get my alerts?

For red alerts, you can escalate your alerts to another person in the settings. If you are gone for an extended period of time, you can change your email or phone number in the settings to another contact's until you are available to receive alerts again.

How do I stop medication reminders?

Each medication you enter into Independa will allow you to check a box stating that you do not want a reminder for that medication. To get rid of all your medication reminders, simply uncheck that box on all the medications you have entered into the system.

How do reminders work?

Reminders are designed to keep your care recipient on track with appointments and social engagements critical to their independence and happiness. You simply enter in an event to the Smart Calendar, specify a reminder time and let Independa do the rest. Independa will call your care recipient with a reminder for the event you scheduled. You choose when reminders should occur and how often!