Assistive Technology Product/Service Information Form

Candidate's Name: Sam Dowd

Company Name and Product Name(s): MedSmart by Tunstall

Product/service information web site: http://americas.tunstall.com/pages/products/MedSmart

Product/service address and toll free number (if available): 877-354-8111

Product/service format(s) (hardware, software, stand-alone product, etc.): Stand-Alone Product

Product Information Resources: Highlight (or italicize) the resources in the list below you used (at the product/service web site and other resources) to learn about the product/service. (If you're not sure how to highlight on your computer, email your instructor for quick instructions.) Use as many different resources as possible to develop as complete an understanding of the product as possible.

- ○ Print descriptions, brochures, product specification sheets
- ○ Webinar(s)
- ○ Downloaded trial copy and used it
- ○ Participated in a face-to-face demo of the product
- ○ Video tutorial/demo
- ○ Audio tutorial/demo
- ○ Talked/emailed/communicated with a product representative
- ○ Talked/emailed/communicated with a product user
- ○ Other:

Product/Service Description
Use each question below to guide your description of the product. Provide as much information as possible. You are contributing to a collection of AT resource information that you and your peers prepare.

1. "Big picture" description of the product/service (2-3 sentences):
   The MedSmart is a medication reminder and dispensing tool that dispenses the right amount of medicine at the right time. MedSmart includes numerous methods of alerting a user to take their medicine. There is also a version of the MedSmart that includes access to a secure website which can keep loved ones up to date on the patient's medicine.

2. Detailed description of the product/service, its purpose, features, what it can do, areas it addresses, limitations, etc. Provide as much in-depth detail as possible here. Be detailed. Feel free to include a picture, if that will help us understand the product. _Do not_ just copy/paste product information from the product web site/materials. Read/study and synthesize. You may use an occasional quotation, if necessary. \
   There was not much information available about MedSmart. Even a Google search didn't really bring up any additional information. However, the product page for MedSmart,

while brief, does mention a lot of the main features of the device. The MedSmart is "smart" in that it can be programmed to remind a patient when to take his/her medication. However, it does not just stop there. It provides several different methods of letting the person know that it is time to take their medicine. The device will sound an alarm, flash a light, and rotate around while it is dispensing the right pills. This is sufficient for just about any person with disabilities to be alerted.

The MedSmart is setup primarily for elderly people who take a lot of medication and who may need help remembering to take their medication. Because of this, the device is built with a lock so that a loved one, or caretaker could set up the pills and the timing schedule and then just let it run. This way the patient can't tamper with the device and accidentally take out or mess up

Tunstall has really thought this product out. There are a few additional features that really make it valuable. Tunstall recognized that sometimes people may need to take a dose early, and so there is an early dose feature that can be activated. There is also an "on-the-go" pill box that a person can use to dispense pills to take later such as at work or on the road. Tunstall also created a base station for the device which plugs into a wall, but also has a backup battery. It's clear that they realized that sometimes the power goes out, but patients still need to remember to take their medicine. This was a great addition to the device.

Lastly is the option to have an online portal which can report on when medicine was taken, when it was forgotten, and when it needs to be refilled. It can also send non-medical related notification such as low battery or errors in the machine. This is a great option for remote loved ones or caretakers who want to make sure all is well, but can't check the device themselves.

3. What prerequisite skills does a person need in order to use the product/service?
   None.

4. If the product is used in conjunction with a computer, are Windows and Mac versions available? Are versions for smart phones and other mobile devices available (e.g. Blackberry, iPhone, Android, iPad, other tablets, etc.)? If versions are available for different devices, are they essentially the same?
   The web portal is web based (not mobile) so it can be accessed on any platform.

5. What qualifications or eligibility criteria, if any, does an individual need to meet in order to obtain the product/service (e.g. disability, age/grade level)? What documentation is required if there are eligibility criteria?
   None.

6. What does the product/service cost? Include information about different options' costs, if available.
   The device alone costs $595.00. If you want to order the monitored (web portal) version it retails for $895.

7. Other important information:

None.

Reflection: Your thoughts, comments and lingering questions about this product/service:

I think this is an amazing product. If it was cheaper I would definitely try to use it for myself. It has a lot of great features that cover any situation. Regardless of a person's disability they can be alerted to the time to take their medicine, and the fact that a "monitored" version is available is really handy.

I do think that the price of the device is a barrier for most people. The other question that I have is around the web portal. I would have liked to have seen the web portal to experience what it was like. I wonder whether it was user-friendly or not. From the login page it appeared to be very basic and simplistic, but somewhat old looking. That would certainly make a big difference in the product's appeal. If the web portal was just as thoroughly and creatively designed as the product then it would be fantastic. However, I have a feeling that the company focused efforts on making a great product and the web functionality was extra and they didn't put much design/creative effort into it.