



Other Abstracts

Mobile Link Service (隨身寶服務) – the Application and Integration of Information and Communication Technology (ICT) into Human Service – Enhancing Active Aging and Community Support in Hong Kong

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Introduction:

Senior Citizen Home Safety Association (SCHSA) rendered an innovative outdoor support and care service, the Mobile Link Service (MLS), in Hong Kong in December 2008. It leverages on its 12-year experience of providing indoor Personal Emergency Link Service (平安鐘) which has tendered a peace of mind to elderly and their carers, saved senior citizens' lives for more than 171,171 times and attended to more than 3 million calls for HELP at home. With the application of information and communication technology (ICT) and Mobile Link Device, senior citizens can seek assistance outdoor by pressing the one and only button to reach SCHSA's 24-hour operating call centre.

Purpose of the Project:

Service users can enjoy their freedom and extended peace of mind in an outdoor environment, which fosters Active Ageing and mutual support. This could benefit both healthy and disadvantaged citizens whose mobility may have been hampered by chronic diseases, disability, dementia and/or other factors.

Material & Methods:

Features of MLS:

1. Use of the CSL mobile network providing 24-hour connection with SCHSA's Call Centre
2. Remote alarm of the device to be activated by the Call Centre to arouse passersby's attention
3. SCHSA's Call Centre can identify the approximate location and movement of the Mobile Link Devices
4. Call transfers to family members and friends

Results:

Two months since the launch, more than 100 citizens have been already using MLS all over Hong Kong, whose average age is 76. Some of them are in the early stage of dementia. SCHSA has been very encouraged by users' experiences. In one case, the wife of a demented man was able to communicate with her beloved through ML device when he was trapped in a washroom.

Conclusions:

We look forward to sharing with the community more impressive life-saving stories and the evaluation of our ongoing service impact in the coming months. (<http://www.mobilelink.hk>)