

Georgia Tech "Jack" Team Solution - SOS



Image: Illustration of a white wireless handset with slide-out keyboard

SOS is a smartphone with features to make it especially useful for users with chronic medical conditions that can occasionally require urgent or emergency attention.

The keypad is contained inside the compact handset, sliding downward when needed. A conventional combination lock/power button is located at the top of the case. Just behind it (on the back of the case) is an emergency call button, which must be held at least 2 seconds to call 911.

A click wheel at the lower front of the face is the main function control for the interface. A rotating finger motion is used to scroll through Messages, Contacts, Phone, Settings, and an SOS Application (includes medication schedule, reminders, and medication information and instructions,

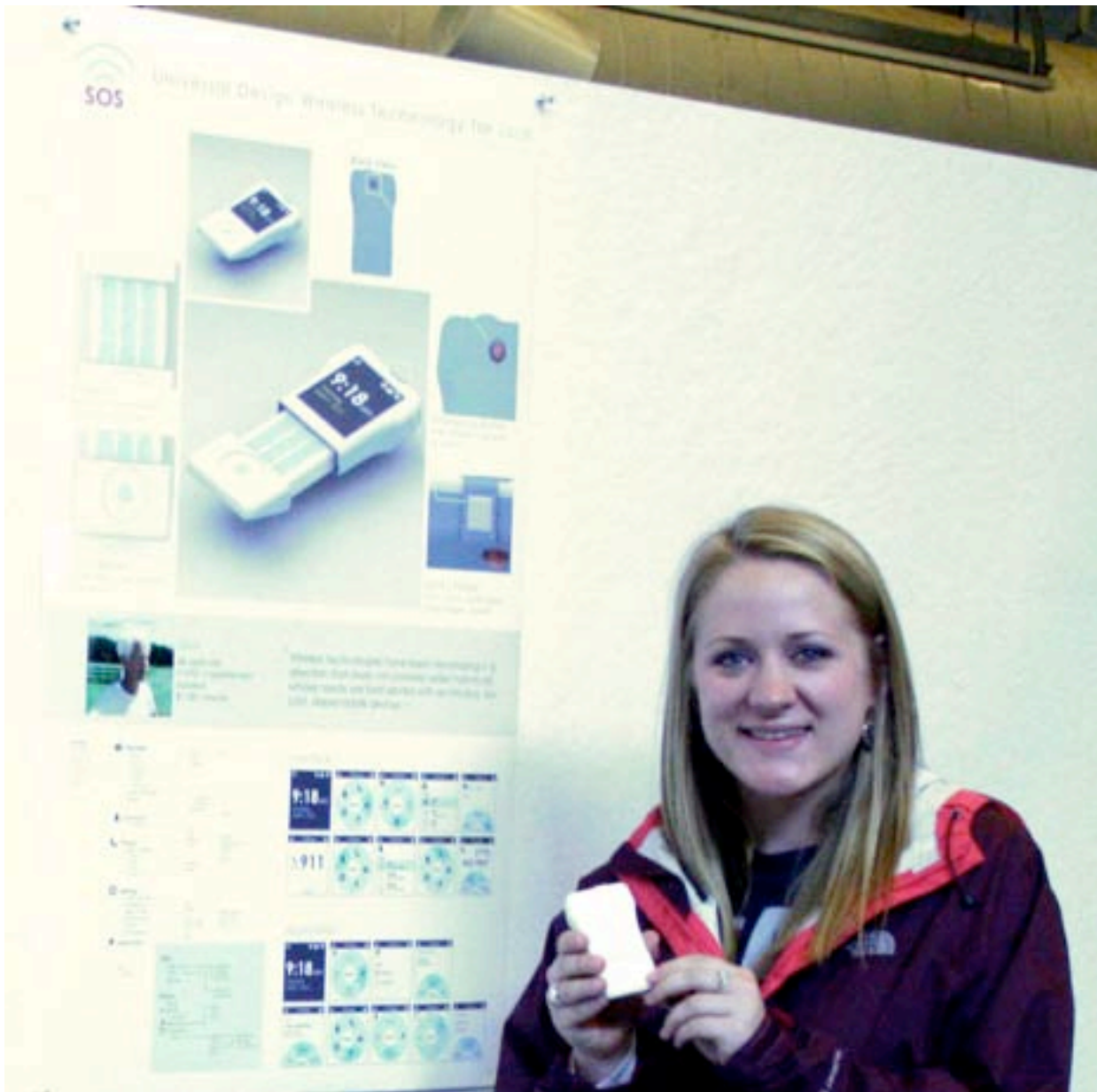
Persona Jack:

Jack is a 68-year old native of rural West Virginia. Jack left school in the 5th grade to work on his family's farm when his father became ill. He eventually took over the farm from his parents. Jack later developed hypertension and chronic obstructive pulmonary disease (COPD). He decided to sell the farm, keeping only a small piece of the property and the family home. Jack receives monthly Social Security checks totaling about \$1100.

Wireless service is unreliable where Jack lives, and he is unable to afford monthly wireless service. So he bought a refurbished cell phone, paying only for the airtime minutes he needs for emergencies. He finds himself much more comfortable living alone, and especially driving in bad weather. He spends about \$8 a month on pre-paid minutes.

Jack has survived his share of medical crises as his conditions worsen. Understanding little about his conditions, Jack is inconsistent with his diet and complicated medication schedule. Sudden weight gains and breathing problems send him rushing 15 miles to his doctor. These symptoms usually only require an adjustment in his medications. Jack is resisting his doctor's suggestion that he move closer to a city where medical services for his conditions are more accessible.

Throughout the world, as in many rural areas of the US, access to wireless technologies holds the potential for ready access to medical help for people with serious medical conditions. Though the technology is improving, low income and limited literacy and language skills remain common barriers.



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