

# User Manual

**vita**phone  
Telemedicine

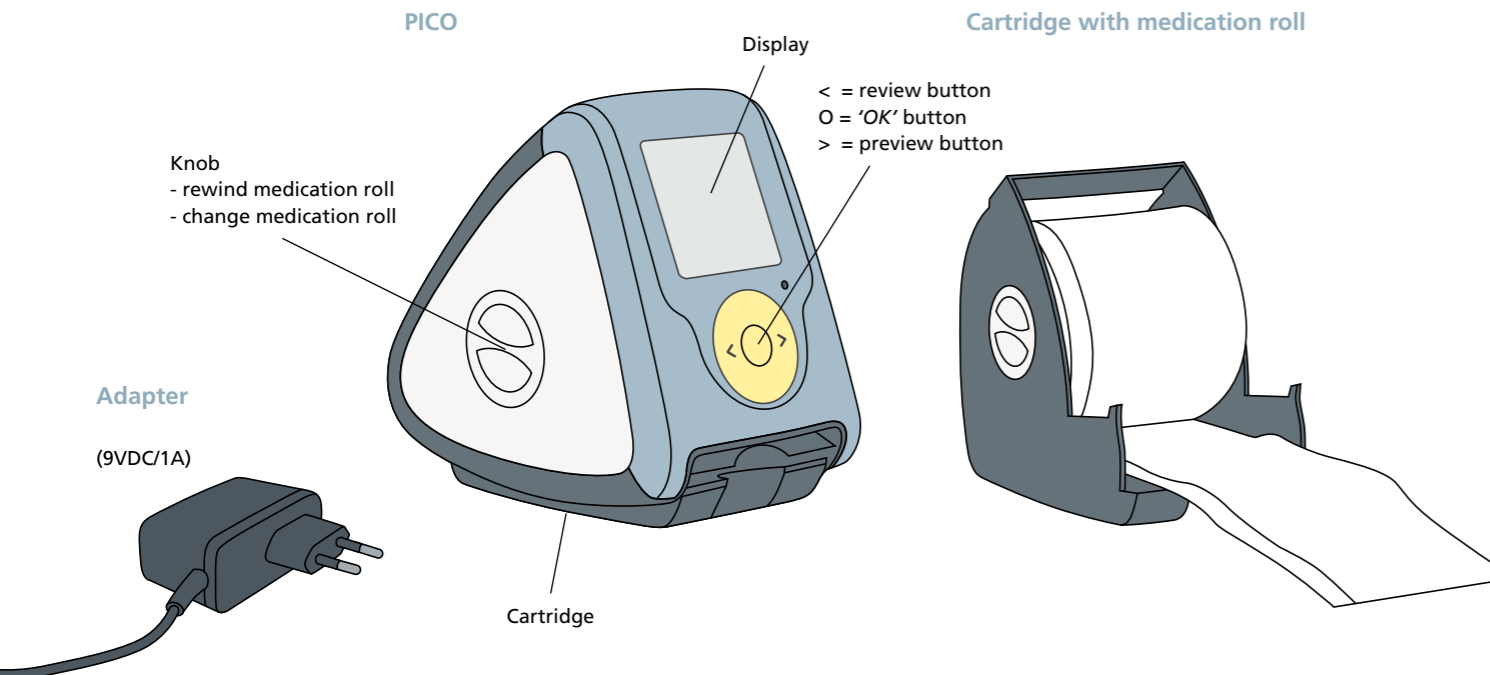


pico

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## What is what?



## About the PICO

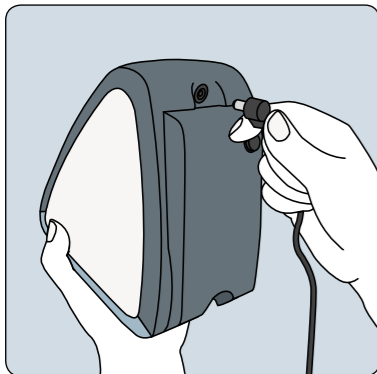
### Important things to keep in mind

- Use only your own medication rolls in your own PICO.
- Always use the original PICO adapter.
- Never tear pouch off before the roll has been installed in the PICO.
- Do not leave the PICO in direct sunlight or a damp environment.
- If you have any questions, see the "What now?" section

The PICO helps you take your medication on time. The PICO will alert you at the set times to take your medication with a beep and a light signal. Should you still miss a time for taking your medication, you can be reminded of this by telephone. The PICO will also indicate when a new roll of medication needs to be installed. By scanning the barcode on the medication sachet, the PICO knows that you have removed a medication sachet. When you are going out, the PICO allows you to take out pouch for a number of times you need to take your medication. With the optional text message reminder service, you can receive a text reminder for each time you should take one of these previously removed medications.

PICO is an aid. Note that you must also be aware of the times you should take your medication yourself. Always note the time you have to be back home for the next pill time.

## Preparing for first use



### Fitting the adapter

Place the PICO at a central location so you can hear and/or see the signals, or choose somewhere where you are frequently. Ensure it is beyond the reach of children.

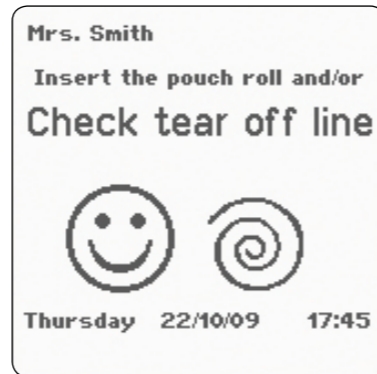
Plug the power adapter into the PICO. Insert the plug into the power socket. PICO now makes a telephone call and sets the time. This takes a little time. Your name should appear on the display as soon as you have scanned the first sachet (if it does not do so, see the 'What now?' section).



### Checking name + date

If the pharmacist has already installed your roll, you will see on the display your name, the first time to take your medication, the current day, date and time, a smiling face and a pill.

Remove the tape from the start of the roll. The PICO is now ready for use.



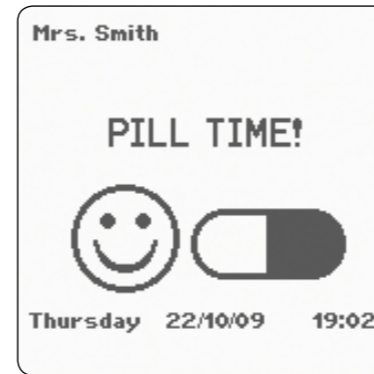
### Installing a roll

If it does not yet contain a roll, 'Insert the pouch roll' is displayed on the screen.

You will find how to do this in the 'changing the roll' section.

Note. Never tear pouch off before the roll has been installed in the PICO.

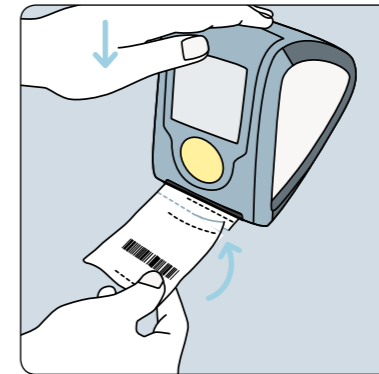
## Times to take your medication



### 'Pill time'

The display lights up half-an-hour before the time scheduled for you to take your medication. You can then make preparations, such as getting a glass of water or a meal ready. When it is time for your medication, the PICO gives a beeping signal (two short beeps) and the words 'Pill time' appear on the display.

When you have to take a number of pouch at the same time, this number appears on the display. 'Pill time, 2 pouch' for example.



### Removing a sachet

- 1 Check that the sachet has the same time and date as the display.
- 2 Pull the sachet fully out of the PICO, until you see the stop strip of the next sachet. If necessary, you can rewind the roll.
- 3 Press on the PICO to keep the roll firmly in place until you hear the long beep. This means that the sachet has been scanned. If there is no beep, press again on the PICO, for somewhat longer this time.



- 4 Tear off the sachet neatly at the perforations upwards from right to left.
- 5 Open the sachet and take your medication.

Note. To avoid ripping the medication pouch open, never tear them off from left to right.

### Next time to take your medication

After you have taken a sachet out at the pill time, the display shows your next medication time. The face smiles and indicates the next medication time.

## Time margin



### Taking medication earlier

Your pharmacist indicates a safe margin to you for your medication. If you take the medication before your scheduled time, the PICO responds as before with a long beep. The display shows when your next pill time is. The PICO does not then give a signal at the previously scheduled time.



### If you are late

If you wait until after the medication time, the PICO repeats the beep signal (three short beeps). When you are overdue by longer than the set time (30 minutes for example), the display shows a confused face. After the time that your pharmacist has given as the safe margin, this becomes a sad face.



### If you forget

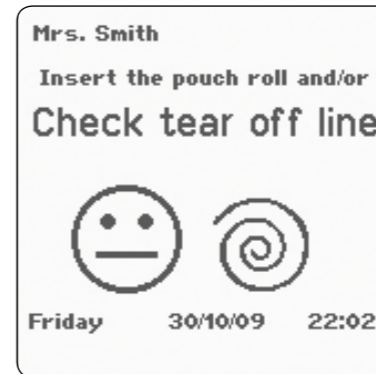
If you forget to take the medication, you will receive a telephone reminder. This happens after the time margin that was agreed with your pharmacist has been exceeded. This margin is usually between 1 and 2 hours. Always ensure, therefore, that you can be reached by phone. If you have a subscription to the optional text messaging service, you are alerted through your mobile phone if you could not be reached via your landline. If you cannot be contacted by phone, a warning to your contact person follows.

## Changing the roll



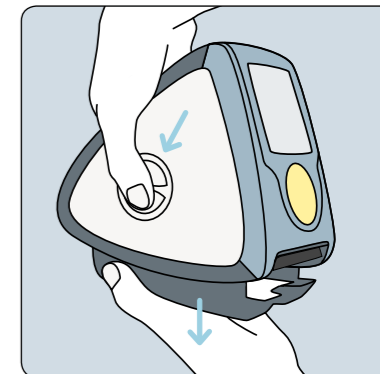
### End of roll

Two days before the end of the roll, the display starts to indicate that the roll has to be replaced. After you remove your medication, the display first shows 'change roll in 2 days!' (or 1 day) and then shows 'next pill on Tuesday at 12.00'.



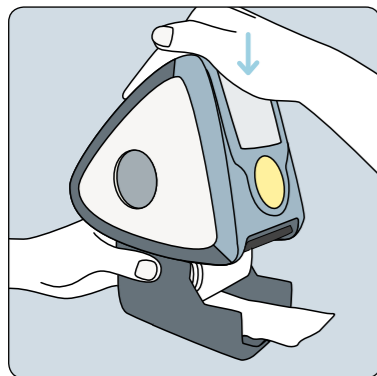
### Last medication time on the roll

After the last medication time on the roll, the display shows the words 'Insert the pouch roll'.



### Removing the roll holder

Push the button on the side of the PICO in and push downwards. Pull the empty roll holder out of the PICO. The cable remains connected.



### Installing a new roll

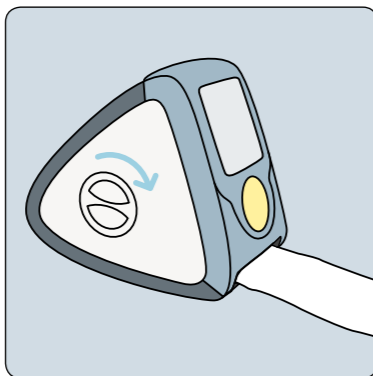
Take the next roll and check the name, time and date.

Place the PICO on the roll holder. The roll holder clicks with the button in the side of the PICO. Remove the tape at the start of the roll and scan the first medication sachet.

The PICO is now ready for use.

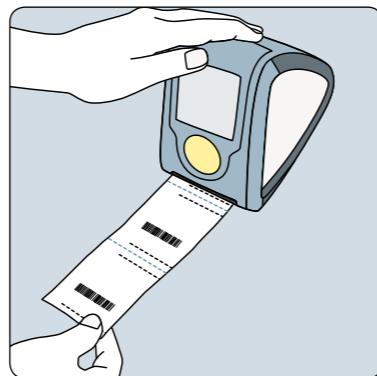
Note. Never tear pouch off before the roll has been installed in the PICO.

### Rewinding the roll



You can rewind the pouch on the roll. Do not turn the knob any further than the last stop strip.

### Medications for travelling



### 1 day or less

It is possible to take a number of pouch with you if you are away from home for a day. (See the next section, 'Removing additional pouch'.) The question if you will really be absent for this certain time appears. Click on OK to confirm.

Note. Always note the time that you must be home again for your next pill time.

### Take-out additional Pouch



Pull 2 (or more) pouch out of the PICO up to the stop strip of the next sachet. Press on the PICO. The display shows the question on whether you will indeed be absent up to this time.

**A** If this is so, tear the pouch off and press 'OK'.

**B** If it is not so, rewind the roll or pull another sachet out.

Press again on the PICO and check the time again.

Always take note of the time you have to be home again for the next pill time.

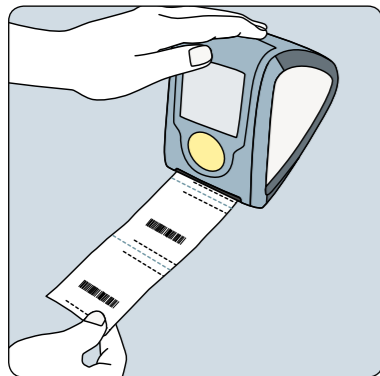


### Mobile phone subscription

When you take one or more pouch with you and you have a subscription to the optional text reminder service, you will receive a text message as a reminder for the time to take your medication for each of the pouch removed in advance.

Think well ahead if you will not actually be reachable, in an airplane for example, since you will not then be able to receive any text message reminders. Note that you also keep in mind the actual times to take your medication yourself.

## Taking your PICO from home

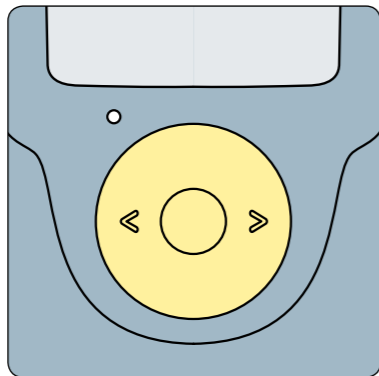


### Going away

When you are going away for a few days, or going on a longer trip, you can take your PICO with you.

Always take the PICO adapter with you and a universal adapter for various power sockets.

Think carefully how many pouch of medication you need until you can plug your PICO into power again. Remove these pouch from the PICO.



### Unplugging your PICO

Remove the plug from the power socket.

The PICO beeps and gives a light signal. Press on < and OK at the same time. This is your confirmation that you are going on a trip with your PICO. You will hear 1 short beep when turning it off.

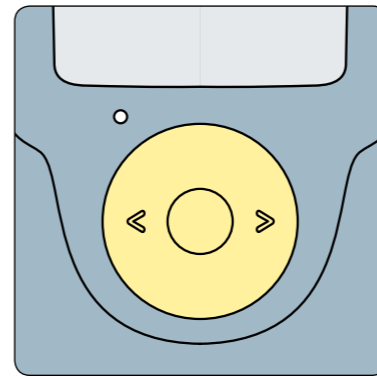


### Reconnecting your PICO

When you arrive at your destination, immediately reconnect the PICO to a power socket. The PICO will then try to contact the Vitaphone exchange, which may take some time.

Check yourself that you have taken your medication during the intervening time. If you have missed one or more of your medications, contact your pharmacist.

## Review/preview



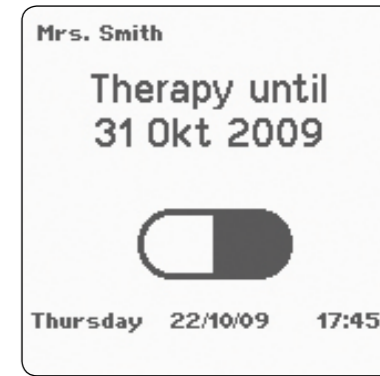
### Buttons

- < provides review with information on therapy diligence
- > provides preview up to when this medication roll runs out
- >> indicates up to what date your therapy runs



### Medication roll preview

When you press the > button, the display shows up to when the current medication roll runs. You can then arrange another in good time so that you have it ready when the roll has to be replaced.



### Medication preview

If you press twice on the > button, the display shows up to what date your therapy runs.

Ensure that you see your doctor in good time for a (repeat) prescription.

## Clock changes

### Summer and winter time

Om de To give the PICO the new summer or winter time, the PICO must be turned off (pull the plug out of the socket) and be turned on again after 20 seconds (put the plug back into the socket). The new time will appear automatically on the display after a few minutes.

If you do not do this, the time will be adjusted after the next change of roll.

### Different time zones

The PICO clock does not change with other time zones (in other countries).

When it is important that the taking of your medication also changes with the time zone of where you are going, your regimen for taking your medication must be adapted by your pharmacist. Contact your pharmacist to adjust this optimally.

## What now?

### Changes in your medication

When your doctor wishes to change your medication, make it known that you are using the PICO. Your pharmacist will then tell you what you must do.

### Wrong name on the display

If an incorrect or incorrectly spelt name appears on the display, inform your pharmacist of this immediately. He or she can then change your name in the system. The correct name will then appear at the next roll change.

### Wrong roll inserted

When an incorrect roll is inserted, the PICO recognizes this. The display shows the words: *'wrong roll, change the roll'*.

### Pouch pulled out too far

If you have pulled one or more pouch too far out, you can wind these back with the knob on the side of the PICO (see the section *'rewinding the roll'*).

### You were temporarily unreachable

When you have forgotten your medication AND you were not reachable by phone, your first-line contact person is called. Consult your pharmacist for advice concerning your medication.

### Barcode

There is a barcode on each sachet. The PICO uses these to check that you have taken your medication on time. It is possible that the PICO was not able to read the barcode properly. In this case, there is no long beep. The PICO asks you to place the tear line straight. Press on the PICO again until a long beep indicates that the sachet has been scanned. The next time to take your medication appears on the display.

### Display has disappeared

Is there a light signal and a beep? Check that the plug is properly in the power socket and the small plug in the PICO.

### Plug removed from socket

When you remove the plug (=adapter) from the power socket, the PICO is not yet turned off. This is described in the section *'Disconnecting your PICO'*.

**If you have questions concerning your medication or the PICO, consult your pharmacist.**

**Subsequent changes in your medication? Consult your pharmacist.**



## Therapy diligence

Press the < button for information about your adherence to the therapy. If you see nothing other than smiling faces, you always take your medication on time! If you see an occasional confused face, you have occasionally been late to comply with your pill times or been late renewing the roll. If you see a sad face, you were really late and your appointed care provider made contact with you.

## Disclaimer

### Information

The PICO was developed with care by Vitaphone Nederland B.V., yet cannot guarantee the actual taking of medication which remains primarily the responsibility of users themselves. Through the PICO service, Vitaphone Nederland B.V. provides an aid to support the user in taking the correct medication on time.

### Liability

Vitaphone Nederland B.V. does not accept any liability for the user's failure to take medication on time. Vitaphone Nederland B.V. does not accept any liability for incorrect medication rolls supplied to the user and/or medication rolls not provided on time. Vitaphone Nederland B.V. does not accept any liability for incorrectly provided medication administration information for the PICO from the Pharmacists organisation. Vitaphone Nederland B.V. is not responsible for the functioning of the GSM/GPRS connection and if the PICO does not receive an IP address from the GPRS network, communication will not therefore be possible. Vitaphone Nederland B.V. shall, however, make every effort to restore this communication as quickly as possible.

### Data protection

Vitaphone Nederland B.V. respects the privacy of every care provider and/or user who uses the PICO via the CareByWeb site. How Vitaphone Nederland B.V. gathers information and how it uses this information is described below.

### Personal information

Vitaphone Nederland B.V. does not gather any personal information unless this is provided on a voluntary basis. When entering into a relationship with a care provider, the user grants permission for his or her personal information to be stored and used for the optimum provision of care with the aid of the PICO in the area of medication diligence. Vitaphone Nederland B.V. assures each user that it will treat the personal information with the greatest care and in accordance with the legal provisions that apply and will not provide this information to any third party.

September 2009.

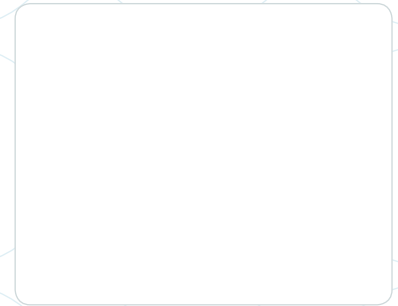
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