

### Exciting news!

You will soon be working with Nobi's smart lights designed for fall detection, fall prevention, and smart care. Following the fall detection training, this cheat sheet provides a quick summary of how Nobi's escalation process unfolds when a resident presses the panic button or when Nobi detects a fall.

### 1 NOBI DETECTS A FALL

### 2 NOBI NOTIFIES CAREGIVERS

When Nobi detects a fall, a voice in the light asks the person in the room:

**'DID YOU FALL?'**

**YES**

Nobi will alert care staff immediately

**NO**

Nothing happens

**NO ANSWER**

Nobi will alert care staff immediately

Nobi will contact you according to your preferences:



Phone



Nurse call system



E-mail



App

Mandatory

Optional

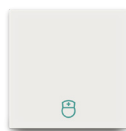
### 3 MAKE YOUR WAY TO THE ROOM

Fast help after a fall is of the essence.

### 4 CLOSE THE ESCALATION

**Presence Button**

Push to close the escalation **before** helping the resident.



or

**Nobi app**

Click 'Close escalation' **after** helping the resident.



**Why important?**

- Everyone now knows that the resident is taken care of
- Nobi is now ready to detect falls again

### 5 ENTER THE CAUSE OF THE FALL

Via the dashboard of the Nobi app. Important for future reporting.

**Answer a few questions, for example:**

Was there a person sitting or lying on the ground?

Was the resident unintentionally on the ground?



## TRAIN THE TEAM

Now that you know how Nobi's fall detection works, let's take a look at the rest of the care team.

### Who else needs to be trained? And who trains whom?

You can use this list to write down the names of the colleagues that you will onboard in the coming days:

■ .....	■ .....
■ .....	■ .....
■ .....	■ .....
■ .....	■ .....
■ .....	■ .....
■ .....	■ .....
■ .....	■ .....
■ .....	■ .....
■ .....	■ .....



### To support you, you can use:

1. This cheat sheet
2. The Fall Detection Training that can be downloaded via Nobi's Onboarding Platform: <https://clientportal.nobi.life/staff>

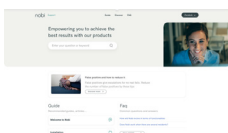


### The Nobi customer service team is ready to assist you.

Contact us through one of these channels:

#### Virtual helpdesk

<https://support.nobi.cloud>



#### Helpline

Monday to Friday  
9 a.m. to 5 p.m.

Go to the Nobi app & click on:



#### E-mail

[support@nobi.life](mailto:support@nobi.life)

