Functional Area - Gerontechnology

Title	Understand the Basic Knowledge on the Technology for Community Support and Health Monitoring
Code	110881L1
Range	This Unit of Competency is applicable to practitioners who provide technological equipment in the elderly care service industry.The application requires performing routine and repetitive tasks in clearly defined and highly structured working environments, and its execution requires knowledge and understanding abilities.Practitioners should be able to follow the relevant guidelines and procedures to understand the basic knowledge on the technology for community support and health monitoring.
Level	1
Credit	1 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on the technology for community support and health monitoring
	
	• Understand the names of the technology for commonly used community support and health monitoring, such as:
	  o eHealthcare system, Jockey Club eHealth, Safety Bell, Care-on-Call Service, Safety Phone, e-See Find, e-Care Link, Easy Home Services, Video Call System, etc.
	• Understand the basic goals of health monitoring technology, such as:
	  o Safety Bell: provide comprehensive care, community support and emergency help services for the elderly persons and people in need in Hong Kong
	  o Jockey Club eHealth: apply electronic health management technology to improve the elderly's health management abilities, etc.
	• Understand the basic operation of health monitoring technology, such as:
	  o Safety Bell: connected to the "life-saving bell" device of the 24-hour emergency support control center, it is a service to talk to the staff on duty and call for help
	  o Jockey Club eHealth: uses the cloud to send the elderly's health data to the nurse team for monitoring and follow-up through the center's electronic health station
	• Understand the people eligible to the use of health monitoring technology, such as:
	  o Safety Bell: the elderly persons, patient with chronically diseases, families who need to take care of young children, people who do not speak Cantonese, etc.
	  o Jockey Club eHealth: members of the elderly center, etc.
	• Understand the charges for health monitoring technology, such as:
	  o Safety Bell: annual or monthly subscriptions; those who subscribe for 12 months are exempted from the initial installation fee
	  o Jockey Club eHealth: free of charge
	• Understand the application of funding for health monitoring technology, such as:
	  o Safety Bell: eligible personnel can apply for funding for Safety Alarm Services from the Social Welfare Department and the Housing Department, and successfully applicants will be exempted from deposits and service fees, etc.
	• Understand the methods to obtain the detailed information regarding health monitoring technology, such as: website, leaflet and the placement locations of relevant information, etc.
	• Understand the application/inquiry channels, such as: contact methods of the responsible staff and technical support, etc.

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Gerontechnology

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2. Understand the basic knowledge on the technology for community support and health monitoring

- Methods to understand the basic knowledge on the technology for community support and health monitoring, such as:
  - Orientation
  - Lectures on health monitoring technology
  - Supervisor's explanation
  - Meetings, such as: service quality meetings, staff meetings, etc.
- Understand the appropriate attitudes to learn the basic knowledge on the technology for community support and health monitoring, such as:
  - Listen carefully
  - Record main points
  - Ask questions and clarify issues when needed
- Understand the follow-up work regarding the basic knowledge on the technology for community support and health monitoring, such as:
  - Inspect the location where the relevant information is placed, such as: the leaflet is placed at the enquiry desk, etc.
  - Inspect the location of the technology equipment, such as: the center's Jockey Club e-Health Service Station is located in the lobby, etc.
  - Meet and exchange contact methods with the staff responsible for the technology for community support and health monitoring, etc.

3. Exhibit professionalism

- Understand the basic knowledge on the technology for community support and health monitoring, and explain the locations of their placement

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<td>Assessment Criteria</td>
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The integrated outcome requirements of this Unit of Competency are:

- Able to comply with the relevant guidelines and procedures to understand the basic knowledge on the technology for community support and health monitoring.

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