



INTERVENTION REPORT

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| <p>Patient information</p> <p>Mr. Christian Bell, 69 yo, single 7, Alpha St Salford, Manchester</p> | <p>Smart home involved</p> <p>Model: Akademia Operating System: HoneyMoon Version: 9.3a Manufacturer: Samsung</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Notable medical condition</p> <p>Suffering from severe diabetes (type 2) Has a partial facial paralysis (left side mainly)</p> | <p>Previous events</p> <p>Mr. Bell has been relocated from his previous smart home after a domestic accident. This new home has already gone through a complete reinstall. Issues with emotion recognition due to partial facial paralysis are already known.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Symptom and facts observed</p> <p>Mr. Bell reported having trouble with his smart house lately and especially with his smart fridge. The fridge seems to malfunction and keeps ordering the same food to be delivered without caring about the specific diet of Mr. Bell and his pre-recorded preferences. Food delivered by the fridge is not corresponding to Mr. Bell's expectations and health condition.</p> <p>As the situation has lasted for over five days, Mr. Bell is now demonstrating a marked hostility towards several smart appliances, often punching them in order to obtain 'a proper result' (exact quote). The smart home cannot adapt its response to Mr. Bell's anger and distress due to his facial paralysis; thus failing any possible facial recognition of his emotional status.</p> | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Diagnosis</p> <p>Situation of mismatch in the personalisation of the food ordering service: the smart fridge is not fulfilling its mission. Notable disparity between the choices made by the smart fridge and the actual profile of Mr. Bell has been diagnosed.</p> <p>Hypothesis: As Mr. Bell's grandson visited him last week, it seems the smart home adapted its services on the go to the new visitor, overriding Mr. Bell's preferences by adjusting itself to his grandson's ones. Smart choice processes are now confused as they are not programmed to adapt to two different diets at the same time.</p> <p>A recalibration of Mr Bell's behaviour is necessary to help the smart home reconnect with his profile and habits. The smart fridge's internal system will be re-program to record the information from Mr. Bell's behaviour recalibration.</p> | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Prescription / Future interventions</p> <table border="0"> <tr> <td>Patient</td> <td>Smart Object</td> </tr> <tr> <td><input type="checkbox"/> RELOCATION</td> <td><input type="checkbox"/> REBOOTING</td> </tr> <tr> <td><input checked="" type="checkbox"/> RECALIBRATION</td> <td><input type="checkbox"/> PATCHING</td> </tr> <tr> <td><input type="checkbox"/> CONCILIATION THERAPY</td> <td><input type="checkbox"/> UNINSTALLING</td> </tr> <tr> <td><input type="checkbox"/> NO ACTION REQUIRED</td> <td><input type="checkbox"/> DOWNGRADING</td> </tr> <tr> <td></td> <td><input checked="" type="checkbox"/> NO ACTION REQUIRED</td> </tr> </table> <p>Note: Standard guidelines for reconciliation with the smart appliance have been recommended through daily activities.</p> | Patient | Smart Object | <input type="checkbox"/> RELOCATION | <input type="checkbox"/> REBOOTING | <input checked="" type="checkbox"/> RECALIBRATION | <input type="checkbox"/> PATCHING | <input type="checkbox"/> CONCILIATION THERAPY | <input type="checkbox"/> UNINSTALLING | <input type="checkbox"/> NO ACTION REQUIRED | <input type="checkbox"/> DOWNGRADING | | <input checked="" type="checkbox"/> NO ACTION REQUIRED | <p>Intervention executed on site</p> <table border="0"> <tr> <td>Patient</td> <td>Smart Object</td> </tr> <tr> <td><input checked="" type="checkbox"/> DEESCALATION</td> <td><input type="checkbox"/> REBOOTING</td> </tr> <tr> <td><input type="checkbox"/> INSTANT CONCILIATION</td> <td><input checked="" type="checkbox"/> PATCHING</td> </tr> <tr> <td><input checked="" type="checkbox"/> PROBLEM EXPLANATION</td> <td><input type="checkbox"/> UNINSTALLING</td> </tr> <tr> <td><input type="checkbox"/> NO ACTION REQUIRED</td> <td><input type="checkbox"/> DOWNGRADING</td> </tr> <tr> <td></td> <td><input type="checkbox"/> NO ACTION REQUIRED</td> </tr> </table> <p>Note: Re-programming smart house to follow the reconciliation program with its owner.</p> | Patient | Smart Object | <input checked="" type="checkbox"/> DEESCALATION | <input type="checkbox"/> REBOOTING | <input type="checkbox"/> INSTANT CONCILIATION | <input checked="" type="checkbox"/> PATCHING | <input checked="" type="checkbox"/> PROBLEM EXPLANATION | <input type="checkbox"/> UNINSTALLING | <input type="checkbox"/> NO ACTION REQUIRED | <input type="checkbox"/> DOWNGRADING | | <input type="checkbox"/> NO ACTION REQUIRED |
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| <p>Scheduled follow-up</p> <p>Next session scheduled on 9/07/2023 at Mr. Bell's place.</p> | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Additional comments</p> <p>Mr. Bell is acting as a technocritic following the last incident accident with his smart home. A strong defiance towards the conciliation is to be expected.</p> | | | | | | | | | | | | | | | | | | | | | | | | | |