MedReady Set-up, Helpful Hints, and Solutions for Special Needs

MODELS AVAILABLE:

- MedReady with no monitoring option 1400 or 1500
- MedReady with transmitter to monitor with a medical alert 1400M or 1520
- MedReady with modem to monitor through the web site 1450 or 1550
- MedReady with a flashing light add FL
- MedReady with a lower frequency add LF

HELPFUL HINT: The model and ID # can be found under the dispenser. The 1550 model has 2 phone jacks under the base. Otherwise, they look the same.

HELPFUL HINT: If you are renting the unit, please track the inventory by using the ID #.

MedReady's Capacity:

- Holds up to 28 doses
- Alerts up to 4 times per day
- Powered by electricity
- Has a 72 hour rechargeable, back-up battery
- Alarm sounds similar in tone and volume to a beeping microwave alarm.
  - The alarm cycles on for 5 seconds and off for 1 second until disabled.
  - Audible alarm is 90dB, 2800-3000Hz.
  - A lower frequency option is approximately 400Hz.

Prior to Installation:

**Install the back-up battery** and allow it to charge 4-24 hours. Only the colon will flash until the dispenser is connected to electricity.

HELPFUL HINT: The dispenser will not function without the back-up battery pack installed. The battery can remain in the unit during transport to the customer’s home.

HELPFUL HINT: For maintenance purposes, it is recommended to replace the battery pack once a year. Use only MedReady battery packs.
**Turn off the 4 alarms.** From the factory, the dispenser is programmed to alarm at 12:06pm, 12:07pm, 12:08pm, and 12:09pm. Turn off the alarms by pressing and holding the alarm button until the corresponding light turns off.

**During the Installation:**

**Set the clock with the current time of day.** Press and hold the “time set” button while pressing the “hour” button, “minute” button, and then “am/pm” button. Release the “time set” button when completed.

**Set the time for each dose to be dispensed.** Under the clock, there are 4 buttons that correspond with each of the 4 alarms. To set each alarm, press and hold the alarm button. Follow the same steps used to set the clock.

HELPFUL HINT: Check the time for each alarm by pressing the alarm button. Make sure the light corresponding with the button is on when the button is released. The alarm is not on if the light is not on, and the dose will not dispense.

**Set the duration of the alarm** by holding the “alarm test” button and pressing the “minute” button. The unit is set to alarm for 30 minutes. You can choose 3, 30, 45, 60, or 250 minutes. Some units will increase in increments of 5 minutes up to 250 minutes.

HELPFUL HINT: Use the same method to set the duration of time before a signal goes to the Care Center if the unit dispenser is monitored by either the medical alert unit or modem.

**Fill the tray counter clockwise beginning with the next dose that is to be taken.** For example: if the dispenser is to dispense at 8:00am, 12:00pm, 4:00pm, and 8:00pm, and the unit is set-up at 1:00pm, the first dose to load would be for 4:00pm. The empty slot in the front center would represent the last dose taken. In this example, it would be the 12:00pm dose. The unit should have a cardboard disc with numbers around the circumference to help organize the doses.

HELPFUL HINT: Use the same method to set the duration of time before a signal goes to the Care Center if the unit dispenser is monitored by either the medical alert unit or modem.

**Test the dispenser by pressing the “alarm” button.** The tray should move forward clockwise one slot. Reposition the tray so that the empty slot is in the position under the door.
Test a monitored unit with the Care Center by pressing button 1 and hold it down. Then, press and hold button 2 until the medical alert unit indicates the signal has been received. For model 1520, press and hold the “am/pm” button until the medical alert unit indicates the signal has been received.

HELPFUL HINT: If you do not receive a response through the medical alert unit or over the phone, call VRI at 800-860-4230 for customer support.

Replace the lid. Align the tabs under the lid with the slots on the base and turn counter clockwise.

HELPFUL HINT: Make sure the white bar is in the forward position (toward the center) and the door is closed before replace the lid. If the white bar is not in the forward position, the patient may not be able to turn off the alarm when the door is opened to remove the dose. The door does not need to be closed following removal of the dose.

HELPFUL HINT: Align the rectangular opening in the center of the lid with the frame around the clock. The key must be in the “open” position.

HELPFUL HINT: The key CANNOT be removed when the lock is in the open position for quality assurance. This is to make sure that the tray is locked, and the key is properly stored.

Lock the tray and store the key in a safe location.

HELPFUL HINT: All of the keys are alike so an inventory is not necessary.

Solutions to Accommodate Special Needs:

Mobility and dexterity limitations

Examples: Parkinson’s disease, arthritis, fat fingers

It is not recommendation to hold the dispenser vertical or hang it on the wall. A pill with a soft coating could fragment and jam the tray.

The dispenser may be place on a book holder.
A disposable fruit cup can be placed under the rim of the dispenser, and with the aid of a plastic spoon or tongue depressor, the pills can be pushed into the cup.

**A dose is too large for one slot.**

Consult a doctor for a recommendation and approval.

If the dose contains vitamins or other supplements, it may be possible to include some of the pills with another or separate dose.

If the pills cannot be divided, it may be helpful to supply part of the dose 30-35 minutes later.

**Having 2 people in the same house using the dispensers could create confusion.**

Most units have a bluish color lid. A black lid is available.

**Not big enough to cover time between nurse or caregiver visit or the number of different doses (more than 4 times) per day**

Multiple dispensers may be an effective solution. Additional trays and covers are available for an additional charge.

For example: if a patient takes medications 4 times a day and the caregiver can only visit every 14 days, the dispenser by itself can only dispense 4 times a day for 7 days.

With the addition of a second dispenser, the full 14 days can be covered. The first dispenser can cover the first 2 doses of the day for 14 days; the second dispenser can cover the last 2 doses. With this combination, we can provide 4 doses a day for 14 days.

The VRI400 medical alert unit can monitor up to 7 devices which may include a combination of help buttons and MedReady dispensers.

**Have an appointment during the time that a dose is scheduled to dispense**

If the unit is not monitored, the pills will remain under the door until the next scheduled dose.

If the unit is monitored, a non-compliance signal will be sent to the Care Center.

**Advance Dose Feature:** The “minute” button can be pressed for 4 seconds to advance the next dose. The tray will turn, and the light corresponding to the alarm for the next dose will flash. No signals are sent to the Care Center for advanced doses. Up to 4 doses can be advanced within 24 hours.

**Planning to be in the hospital or away for several days**
If the unit is not monitored, the pills will remain under the door until the next scheduled dose.

With the back-up battery fully charged, the unit can be unplugged and carried to another location. The clock will turn off, and a colon will flash. The unit will not need to be programmed.

If the unit is monitored, a non-compliance signal will be sent to the Care Center.

**Away Feature:** The alarms can be turned off by pressing the “hour” button and holding for about 4 seconds. The clock will display “off,” and the alarms will not sound. To return the dispenser to normal operation, simply press the “hour” button again for about 4 seconds, and the “off” message will return to the time of day.

**Cannot hear the alarm**

There are several possible solutions:

1. A dispenser with an alarm that has a lower frequency (louder).
2. A dispenser with a flashing light that corresponds with the alarm.
3. A monitored dispenser that will report non-compliance to the Care Center which will be followed up by a phone call and, when necessary, responders.

**Need reminders for liquid medication**

Some have suggested taping a small note to the bottom of the slot so that when the patient opens the door there is a reminder to take insulin or liquid medication.

**Programming the Dispenser to be Monitored:**

**Monitored by a VRI400 (Model 1400M or 1520)**

Place the VRI400 in “learn mode.” Then, press and hold the “am/pm” button down until the transmitter in the MedReady sends a signal to the VRI400. The VRI400 will beep when the signal is learned. Press the red reset button on the side of the VRI400 unit to return the unit to normal use.

Test the transmitter by pressing the “am/pm” button until the transmitter in the MedReady sends a signal to the VRI400. When the Care Center responds, tell the Care Representative that you are testing the transmitter in the dispenser.

FYI: VRI has been informed that another version of MedReady is in the development stage. This version will allow the transmitter to be learned to a VRI400 either way; using buttons 1 and 2 or the “am/pm” button.

HELPFUL HINT: When programming the MedReady to a VRI400, learn the help button first. VRI uses zone 1 for help button monitoring and zone 2 for MedReady compliance.
HELPFUL HINT: If you need to monitor more than one help button along with one or more medication dispensers, call VRI at 800-860-4230 and ask for tech supports assistance to program the medical alert unit.

**Monitored by a modem  (Model 1450 or 1550)**

Contact VRI several hours prior to the installation and provide the following information:

1. user’s name, address, and phone number
2. user’s responders and their phone numbers

Connect the telephone cable to the phone jack on the bottom of the dispenser and the wall phone jack. There are 2 phone jacks on the bottom of the dispenser. Either one can be used.

The unit will automatically connect to the website. If the dispenser is already turned on, press the “am/pm” button for about 4 seconds. You should see a light flash below the X. The unit should be connected.

Contact VRI for user names and passwords to access the online reports.

The unit will report data to the web site every 24 hours. The phone line will be seized for only a few seconds.

HELPFUL HINT: The modem is compatible to most cable TV telephone systems. It is important to tests the unit several times for quality assurance.

**Cleaning suggestions:**

The tray can be washed with a mild disinfectant. It is not dishwasher safe. The heat can damage the wax coating and warp it.

The base can be swabbed with a cloth moistened with a mild disinfectant.

If you need assistance, call VRI @ 800-860-4230 and ask for tech support.

If you need additional help or more information, call the Dealer Liaison Team