

Frequently Asked Questions

General Questions

Why Johnson & Johnson?

As the world's largest healthcare organization, Johnson & Johnson has a long-standing legacy of commitment and partnership to improve global public health for individuals, families and communities worldwide.

Our legacy of caring is grounded in helping to reduce maternal and child preventable deaths and mortality, and address unmet needs in infectious diseases, like Tuberculosis and HIV, that impact the world's most vulnerable families and communities.

What is the long-term vision for Connect for Life™ ?

It is our aspiration to transform Connect for Life™ into a sustainable and truly global partnership initiative, supported by a wide range of major international public and private partners.

How is this different from current e-Health options?

Connect for Life™ allows healthcare professionals to receive real-time feedback on their patient via feedback loops.

That means healthcare professionals can track their patient's daily medication intake and send messages designed to reinforce adherence or motivate behavioral changes.

And healthcare professionals can track patient data, like missed appointments or symptom reports, and respond with customized messages to motivate healthy behaviors.

Everything is captured on an electronic dashboard that allows the provider to easily integrate patient data, messaging, medical records and lab results in a single, accessible place.

Implementation Questions

Is this a scalable solution? How many patients can the technology support?

Connect for Life™ technology is highly flexible, adaptable and can integrate with other systems or can be used as stand alone application.

Connect for Life™ technology utilizes interactive-voice-response or text messages along with custom-built call-flows to deliver and receive information from patients and caregivers through basic mobile phones.

The logic of Connect for Life™ is built in collaboration with physicians and considers the patient's regimen, their medical history and asks the same questions a doctor would do if patients would visit the clinic, to provide the appropriate treatment advice.

Built on a robust (open source) MOTECH platform, the technology is scalable from dozens to thousands of patients.

What diseases/healthcare challenges does Connect for Life™ support?

Connect for Life™ technology is fully customizable in addressing your local healthcare challenges and reducing disparities in health access.

Whether you are looking for a system to support prevention programs or your patients with HIV, Tuberculosis, Mental Health disorders or other conditions, Connect for Life™ can make a difference.

The principles of Connect for Life™ are built in collaboration with local experts. You can adapt to your individual local needs, even without having extensive programming skills.

With a fully customizable electronic dashboard, you can configure the system to meet your needs by selecting relevant features such as disease related services (medication adherence feedback, health tips), clinic visit services (appointment reminders) and patient medical services (symptom reports, lab results) and can adjust services accordingly.

How much does Connect for Life™ cost?

Connect for Life™ is a freeware license made available by Johnson & Johnson Global Public Health on an “as is” basis in support of the licensee’s participation in Connect for Life™ and in support of Connect for Life™ goals and objectives and in accordance to the terms in the licensee agreement. For further information please contact Us.

What are the cost considerations for potential partners?

Connect for Life™ is an as-is-software and comes with a freeware license made available by Johnson & Johnson Global Public Health to the licensee in support of Connect for Life™ goals and objectives. Johnson & Johnson does not give any financial commitment beyond giving this license. Interested parties should take costs into account especially for:

- System installation, configuration, hosting and maintenance
- Recording in local languages
- Costs for airtime, SMS, data or toll-free numbers (varies by country and provider)

What health content is made available to potential partners?

Johnson & Johnson Global Public Health is happy to share an existing library of health messages which are available in English in accordance to the terms of the licensee agreement.

The licensee is solely responsible for all other content, including the creation, management, oversight, use and reuse of any written content required to populate and operate the Connect for Life™ platform. This includes but is not limited to voice file content for IVR services and text message content for SMS services including health tips, Connect for Life™ Platform configuration such as call flows, and any symptom management algorithm configuration.

How is privacy handled?

All personally identifiable information is stored encrypted in the database.

At the patient level, patients have a personal PIN, which they need to enter when they receive a call from or wish to access the Connect for Life™ system.

At the healthcare worker level, access to the system is based on username and password and is fully customizable based on role. Access to certain patient data can be restricted based on the assigned privileges.

The licensee agrees to take all reasonable steps to restrict disclosure of personal data including patient-identifiable to third parties.

All personal identifiable information is stored using 256bit encryption per Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 7.

Technical Questions

What is the MOTECH Platform?

The Connect for Life™ application is built upon the MOTECH Platform. The MOTECH Platform is an open source enterprise software package that connects popular mHealth technologies to unlock new outcomes toward strengthening health systems. MOTECH was developed by the Grameen Foundation. MOTECH harnesses the ubiquity of mobile phones to deliver and receive information from patients and caregivers.

Additional modules, on top of the MOTECH Platform, have been developed by Janssen Global Public Health, e.g. a call-flow module and an ETL module.

Who is the owner of the local installation? Who is responsible?

Connect for Life™ technology is provided on an “as is” basis. The licensee acknowledges that the use of Connect for Life™ is at their sole risk and responsibility.

The licensee is solely responsible for the creation, management, oversight, use and reuse of any written content required to populate and operate Connect for Life™. This includes but is not limited to voice file content for interactive-voice-response services and text message content for SMS services including health tips, Connect for Life™ platform configuration such as call flows, and any symptom management algorithm configuration (“Platform Content”). Also, platform content shall be the sole responsibility of the licensee who shall assume all responsibility and liability for the accuracy, quality and use thereof and for the user reliance thereon.

The licensee agrees to take all reasonable steps to restrict disclosure of personal data including patient-identifiable to third parties.

Is Connect for Life™ a medical device?

Connect for Life™ technology is not intended to diagnose, prevent, or treat disease or other conditions and the license strictly prohibits the licensee from using Connect for Life™ technology for these or other similar purposes whatsoever.