



Lifeline

Medical Alert Service

Medical Alert Services

Question & Answer guide

Not all medical alert services are the same. When choosing a medical alert service, it's important to know the differences between the services and products available.

Here are some questions you can consider.

Questions	Answers
My mother has fallen several times. Do you offer fall detection?	AutoAlert detects over 95% of falls and automatically calls for help if a fall is detected.
My father goes out daily. Is there a way to help him if he falls away from home?	With GoSafe you can get help when you are away from home at the push or a button or automatically with AutoAlert.
My mother is worried that she will set off the fall detector by accident and bother the response centre.	Never worry about 'bothering' the response centre - we are happy to receive her call. But there is a 30 second grace period where movement can cancel the help call. AutoAlert has very low rate of false alarms.
My mother has a tendency to wander. Is there anything that can help me keep track of where she is?	Lifeline with Wandering can give caregivers smartphone notifications on their loved one's whereabouts.
If I have the GoSafe mobile button, how will the Response Centre find me if I press my button away from home?	GoSafe has up to six advanced location technologies designed to help find you in an emergency.
Do they specialize in serving seniors and medical alarms?	Our focus is medical alarms so our products are senior-friendly and our staff are trained to the sensitivities of working with seniors.
How long will it take to get a response after I press my button?	All calls are answered, on average, under 30 seconds.
Who answers the calls when my mother presses her button?	Highly trained Response Associates who undergo 240 hours of training plus annual recertification. All calls are answered in Canada at one of our two Response Centres.

* Figure is based on the number of undetected falls that have been reported to Philips Lifeline by U.S. AutoAlert subscribers for the period from January 2012 through July 2012. Undetectable falls can include a gradual slide from a seated position, such as from a wheelchair, which may not register as a fall.

Questions	Answers
I worry about Mom slipping in the bathtub. I want her to wear her button in the bath.	You need a waterproof button, not just water-resistant. Lifeline's buttons are waterproof.
If there is a power failure, how will my father get help?	He will be protected for up to 30 hours with back up battery power. We know when a subscriber's power is out so we can also call to ensure they are OK.
My father is not very comfortable with technology. How will he set up the service?	Specialized representatives provide all the necessary support to install the equipment in your home or over the phone.
How do I know if your alarm has been received and help is on the way?	We do not end the call until we confirm that help has arrived on site.
My mother doesn't speak English. How will she tell someone she needs help?	We can imagine how frightening it would be to try to get help in an emergency if you don't speak the same language as the response centre associate. This is why we can respond in over 170 languages.
My father is on a fixed income. Does he need to purchase anything or have a long term contract?	Just a monthly fee with no long term contracts and no equipment to buy. We also operate a subsidy program!
How will Emergency Services know my medical information?	We keep a full medical profile and use this in case of an emergency.
Will I know if there is a problem with my equipment?	Your equipment alerts us if it needs servicing. Plus we ask you to press your button every month so we know everything works. If your equipment needs servicing, we send a representative (free).
Can I be confident that your service will support my senior parent?	Philips Lifeline is the #1 medical alert provider having served millions of Subscribers for more than 45 years.

For more information, please call:



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