

PHILIPS LIFELINE

Medical Alert Service

- X Get fast access to help, 24 hours a day, seven days a week
- X Lifeline is easy to use and can help you remain independent in your own home
- X Unlike a cell phone, Lifeline is waterproof, always charged, and within reach to call for help.



How Lifeline Works:

1. If you need help, push your Lifeline Personal Help Button (worn around the neck or wrist)
2. Your Lifeline Basic Unit is activated and automatically dials the Lifeline Response Center.
3. Trained Personnel have instant access to your complete profile and critical information will contact you immediately to see what help you need.

Even if you can't answer, Lifeline sends help at once. Whether it is a neighbor, family member or ambulance, Lifeline will send the help you need right away.

For more information call
Ruidoso Home Care and Hospice
575 - 258 - 0028

Frequently Asked Questions

How do I get Lifeline started?

Most of the information needed can be obtained over the phone. Your profile will include: name, phone number, address, birth date, medical conditions, drug allergies, your doctor's name, and names of family, friends or neighbors who are within 15 minutes of your home (called Responders). The purpose of Responders is that in the event you press your button they would be able to get to you quickly to see if it is an emergency situation. If you don't have anyone close by, emergency personnel will be the first call made on your behalf.

When the paperwork is completed, the installer will schedule an appointment with you to install Lifeline.

What happens if I push the medical alert button and can't get to the phone?

The Lifeline unit contains a highly sensitive speakerphone. If you still can't hear it or answer, we will immediately follow up according to the instructions in your profile.

How far away from the home unit will the Lifeline button work?

You can be in another room or on a different floor of your home. We'll also test your button's range to see if it works

outside on your porch, in your garden, or elsewhere on your grounds.

How can I be sure the Lifeline system is working? We encourage you to press your button once a month to ensure that Lifeline is working properly.

Can Lifeline be used if there is an Internet connection being used on the same telephone line?

Yes, but a filter must be installed on the line, just as it is for your other phones.

How much will it cost?

The cost of the service is about \$1 a day. There will be a set -up fee of \$25.00 plus tax, and the service is \$30 per month plus tax.

Will Lifeline work with a cell phone?

No, a landline is necessary for Lifeline service.

How do I cancel the service?

When service is no longer needed, the unit must be returned; even if it is turned off and unplugged, billing will continue until the unit and Help Button are returned. Please call 575 -258 -0028 to cancel. We will arrange for the unit to be picked up, or you may bring it to our offices.