

Philips Lifeline Medical Alert Service



Philips Lifeline helps you live more independently

- Continue living in the comfort of your own home.
- Prompt, caring assistance at the touch of a button – 24 hours a day, 365 days a year.
- Increased peace of mind for you and your family.

Helping you live more independently at home

Lifeline provides quick access to help, 24 hours a day

Lifeline is an easy-to-use medical alert service designed to reduce the risk of living alone. In the event of a fall or emergency, help is available at the push of a button.

The Lifeline Personal Help Button connects you to a trained Personal Response Associate* who can send help quickly – 24 hours a day, 7 days a week.

Expert caring assistance, right when you need it

When you press your Personal Help Button you are connected to a highly trained Personal Response Associate who will assess your situation. They can determine whether you require a visit from a neighbor or a family member, and can contact them for you.

If you need emergency services, they can dispatch assistance, retrieve relevant medical information from your profile, and even let emergency personnel know if

you have a pet, all while you're on the line. The Lifeline Response Center uses state-of-the-art technology and our Personal Response Associates are caring and patient when speaking with you during an emergency.

During an emergency, every second counts

In an emergency, delayed medical care can jeopardize your recovery. If you are alone, you never know how long it'll be before someone realizes you need help.

Help at the push of a button can reduce these risks. So, don't wait for a fall or medical emergency.

Getting the Lifeline service is quick and simple

Lifeline can give you greater peace of mind and a sense of confidence to help maintain independent living. There is no equipment to buy† and no long-term contract to sign.

* Button signal range may vary due to differing environmental factors.

† Applicable tax, monthly service and shipping and handling fees may apply. Minimum stay on service may be required. See our website for important information on how Lifeline works.

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Your Lifeline options

Step 1: Select a Personal Help Button

Choose between one worn as a pendant or on the wrist.



Step 2: Select a CarePartner® Communicator

Choose the one that best meets your needs.



C. CarePartner Basic Unit

Works with your existing telephone and offers all the benefits of 24-hour medical alert service, with two-way voice communication.

D. CarePartner Telephone

A senior-friendly 2-in-1 unit that's a phone and a two-way communicator with enhanced features, including:

- High volume speaker, handset and ringer control
- Ability to record medication and appointment reminders to help you stay on schedule.

How Philips Lifeline works

1

Summon help



When you need help, just press your **Personal Help Button** which activates the CarePartner Communicator.

2

Professional intervention



Your **CarePartner Communicator** then dials the Lifeline Response Center and establishes two-way voice communication.

3

Personal response



Within seconds, a **Lifeline Response Associate** accesses your profile and quickly assesses the situation.

4

Closed loop



The Associate then contacts a neighbor, loved one or emergency services based on your specific needs. The Personal Response Associate will follow up to ensure that help arrived.

For more information,
call 704-226-2001
Union EMS - Lifeline

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