

HelpLine®

Features of Our Medical Alert Systems

Emergency Activation-the unit plays an audible alarm and automatically contacts the monitoring center.

Automatic Battery Backup provides over 40 hours of battery backup operation during a power failure. The unit recharges the backup battery automatically when power is restored.

Low Battery Reporting-the unit continually monitors the status of the internal backup battery and that of the transmitter battery. If a low battery is detected, the unit beeps and automatically reports the situation to the monitoring center.

Telephone Line Status Monitoring-the unit will continuously monitor the condition of the telephone line.

AC Power Monitoring-the unit continuously monitors the status of the AC power supplied to it.

Line Capture capability provides for the ability to plug a telephone into the system and, upon activation of the communicator, the telephone is superseded by the communicator.

Answering incoming calls-if enabled, the unit can be used to answer incoming calls by pressing the transmitter button. Pressing the button again terminates the call.

Automatic Programmable Check-In feature silently calls the central station with an "OK" code/zone report, ensuring communicator function.

Waterproof Transmitters available in either a pendant or wristband style. Unobstructed range is over 400'

Average Response Time is 45 seconds from the time the unit is activated until answered by an operator at the monitoring center.

Home Support Services, LLC is an Associate Member of

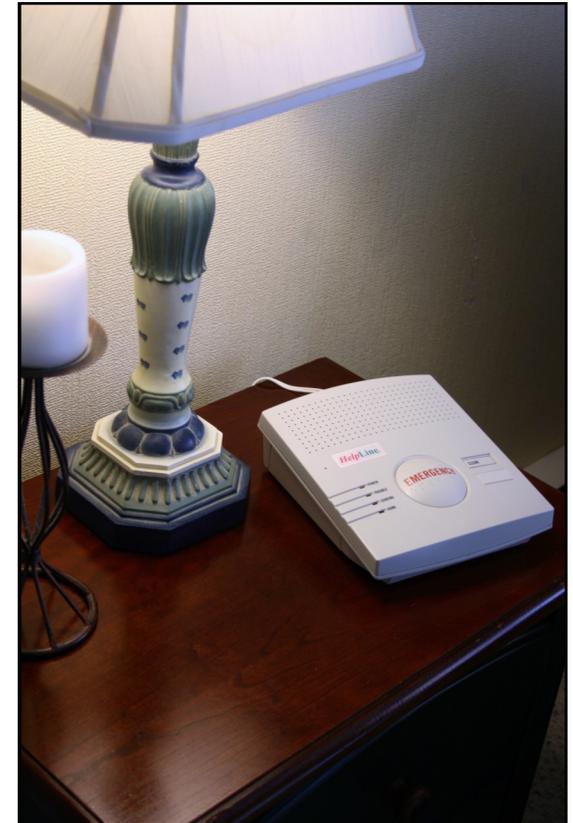


Office Hours

Monday	8:00am	4:00pm
Tuesday	8:00am	4:00pm
Wednesday	8:00am	4:00pm
Thursday	8:00am	4:00pm
Friday	8:00am	4:00pm
Saturday	Closed	Closed
Sunday	Closed	Closed



Your resource for independent living



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HelpLine®

Medical Alert Systems

What you should know

As our population ages, more and more seniors are choosing to live alone. This independence is sometimes accompanied by the fear that in the event of an emergency no one will be there to help. One approach to addressing this concern has been the introduction of personal medical alert systems.

A medical alert system is designed to make it easy to quickly summon help during emergencies if the user is unable to reach a telephone. This might be after a fall, in the event of a fire or crime, or, if the user is disabled.

You can call for help by simply pushing a button.

How it works

A medical alert system has three components:

1. The Transmitters



The user may select either a wristband or pendant transmitter. When emergency help is needed, the user simply presses the button on the transmitter. It is waterproof and should be worn at all times. It has an unobstructed range of over 400'.

2. The Communicator



The communicator is somewhat like a large speaker-phone. When the user presses the transmitter button, the communicator automatically dials the monitoring center and 2-way voice communication is established.

3. The Monitoring Center



When the call from the communicator is received at the monitoring center, an operator then speaks to the user directly over the communicator to determine the nature of the call (response time to answer the call averages about 45 seconds from activation).

If the user has an emergency, the operator will then contact local emergency personnel, a family member, and/or a neighbor. (Emergency contact information is gathered at the time of installation.)

Comparison shop

When shopping for a medical alert system, consider these suggestions:

- Check out several systems before deciding.
- Ask what the total cost is.
- Is the system installed & maintained locally?
- Is there an installation fee?
- Can service be discontinued at any time?
- Will the unit "capture the telephone line"?
- Does the unit have a battery back-up?
- Is monitoring 24 hours/day, 7 days/week?
- Ask what the response time is?
- Read the service agreement before signing.
- Test the system. Make sure it works from every point in and around the home.

Less Than \$1 A Day

\$29.95 a month if you choose monthly payments
\$28.95 a month if you choose quarterly payments
\$27.95 a month if you choose annual payments

- pay by personal check, online, or credit card
 - earn a free month for every friend you refer
 - no long term contract, you may cancel anytime
- (Cellular systems are available if you have no phone at all)



Our Homemaker & Personal Care clients enjoy deep discounts for our standard medical alert service. Savings are based on the number of weekly visits.

For example:

- 1 visit = the monthly **HelpLine**® fee is only **\$19.95**
- 2 visits = your monthly **HelpLine**® fee is **\$9.95**
- 3 or more visits = your **HelpLine**® is **FREE!**