



4 Factors when Choosing a Medical Alert Device (MAD)

It might be time to consider getting a medical alert device (MAD) for you or a loved one. The main reason most people get a MAD is, in case of an emergency, fall or scare, they know that help is just a push-of-a-button away. The peace of mind and sense of additional security allows many to live independently in their home for years.

When considering a service provider, there are four key factors to consider. Many people buy strictly on 'lowest price' as mentioned on television or magazine ads, only to find the service is not at all what they really need. The questions below will support you in getting the best service for your needs:

1. Company

- How long has the company been in business and what is their reputation and level of customer service?
- Is it a bonafide MAD that have trained professionals that can handle any and all situations or is it a security company preprogrammed to dial "O" for the telephone operator?

2. Functionality & Service

- Is the button water-resistant or can the button be submerged 100% in water when taking a shower or bath?
- Does the button *automatically* detect a fall, even if the user is not able to push the button?
- Can 'snowbirds' take the service with them easily from one residence to another?
- Are you required to visit a specific network of doctors, or can you use your own PCP and group of specialists?

3. Installation

- Does the company mail the communicator to your home for you to install, or do they have same day personalized installation by a professional working around *your* schedule?
- Are you responsible for paying for a broken device or button? Do you pay for extra service calls? If so, what are those fees?
- Does your company have long-term agreements or no contract, just month to month?
- Do their fees rise as business costs do or are you guaranteed a fixed monthly fee?
- When the service is over, are you required to mail the equipment back, or does someone personally pick it up immediately at your home – with no hidden costs?

4. Personalization

- Can the button be used to receive phone calls or those with arthritis or upper extremity disabilities?
- Does the company accommodate calls to someone who speaks in a non-English language?

This article is written by Network LIFELINE, the largest medical alert device provider in Western PA. This program delivers extraordinary service to nine counties and offers the cutting-edge **Auto Alert** -- which automatically detects falls, provides peace of mind and assists people with living independently longer. Contact Bob Gordon at 412-779-0696 or toll free 866-677-7795.