

4 Things You Need To Know Before You Buy A Medical Alert Service

Did you know that 13.5 million people, age 65 and older will fall this year and nearly half of them won't be able to get up without support? Did you know that one-half to two-thirds of all falls occur in and around the home? Did you know that 1.6 million people over 65 years of age need emergency care for fall-related injuries? Did you know that people over 75 who experience a fall are four to five times more likely to be admitted to a long-term care facility?

Questions like these give us or our loved ones reason to be concerned. A simple fall or a medical emergency can have devastating, if not life-altering consequences. Without immediate help, we can experience pain and emotional distress, not to mention serious secondary medical problems such as dehydration or pneumonia.

That's why now might be the time to consider getting a medical alert service. Having such a service gives you the confidence you need to live comfortably at home and preserve your independence and quality of life. Most importantly, though, it gives you great peace of mind knowing that help is just a push of the button away.

When considering a medical alert service provider, there are four key factors to consider in addition to price: 1) the company; 2) functionality and service; 3) installation; and 4) personalization. Many people buy the service with the lowest price, only to find that the service they bought is not at all what they really need. Getting answers to the questions below will help you decide on the service that best meets your needs and the one that will give you the peace of mind you deserve in caring for yourself or for a loved one.

1. The Company

- How long has the company been in business?
- What kind of reputation do they have?
- How would you rate their level of customer service?
- Is it a bonafide service that has trained professionals to handle any and all situations or is it a security company preprogrammed to dial "0" to connect to a 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" transport the service with them easily from one residence to another?

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 lost or broken device or button?
- Do you pay for extra service calls? If so, what are those fees?
- Are there any other hidden fees you should be aware of?
- Does the company have long-term agreements or no contract, just a monthly service fee which you can cancel at any time?
- Do their fees rise as business costs go up or are you guaranteed a fixed monthly fee?
- When you no longer need the service, are you required to mail the equipment back, or does someone pick it up immediately at your home at no additional charge?

4. Personalization

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

Whether you need emergency services or just some assistance to help you get back on your feet, a medical alert button will help. It can help keep you comfortable in your own home. Make sure the Medical Alert Service you buy has the services in place to address all of the above questions that are important to you and your family. Rest assured that with Lifeline Medical Alert Service you can have confidence, reliability and peace of mind - qualities you want and deserve in caring for yourself or caring for a loved one.