

Dear Friend:

Thank you for inquiring about Northeast Georgia Medical Center's Personal Emergency Response Service, (PERS) – Lifeline. This is an easy-to-use service that ensures that older adults living at home or on the go get assistance quickly when needed. Our service is available for homes with a telephone landline, or without a landline if good cellular phone reception is available. **Our newest GPS technology -ON THE GO- offers active seniors emergency service nationwide.**

For help, just press the waterproof Personal Help Button worn as a pendant or wristband. An emergency certified Lifeline Associate responds within seconds, assesses your situation, and summons one of the responders you have selected. You may have up to three responders such as neighbors, friends, or relatives who live within 10 or 15 minutes of your home. If no responder is available, the Lifeline Associate contacts 911, and emergency personnel will come to you. PERS-Lifeline allows you to maintain peace of mind for you and your loved ones knowing that help is just a press of a button away, and to enjoy a stronger sense of well-being while living in the comfort of your home or on the go.

Pers service has no activation fee and no contract. The basic monthly monitoring and maintenance fee is \$45.00, billed after the end of each month. An auto-alert fall detection button, voice extension & wireless service is available for additional cost. **ON THE GO** wireless service requires a one-time equipment purchase of \$99.95 and a monthly monitoring and maintenance fee of \$44.95. Each statement includes a postage-paid, pre-addressed envelope.

A PERS-Lifeline volunteer will come to your home at no charge to install the equipment, provide a complete explanation of how the PERS system operates, and answer any of your questions. There is also no charge for any follow-up visits. If services are no longer needed, simply call the Lifeline office.

Please fill out the CARE PLAN AGREEMENT provided. Leave Emergency Phone Numbers for Central Dispatch, Police, Fire and Ambulance blank. Please provide directions to your home if it is in a new subdivision, on a new street, or has complicated directions; otherwise, we will look up directions on the internet. Please read the Care Plan Agreement, sign page two of the Agreement, and return both pages to us. Terms and Conditions are attached for your viewing. When our Lifeline volunteer installs the unit, you will receive a copy of the Care Plan Agreement for your records.

Privacy Rights & Practices: All information contained in the Agreement and Lifeline records is considered private and confidential and is intended solely for use by authorized Lifeline Associates, Northeast Georgia Medical Center Lifeline Coordinator, and Lifeline volunteers.

We are looking forward to providing the service. If you have any questions about this service or the Care Plan Agreement, please call me at 770-219-8899 or Toll Free 1-888-520-3640.

Sincerely,

Dianne Appling ☺

Dianne Appling,
Lifeline Coordinator