

There's a Lifeline solution for you
Whether you need the go-anywhere protection of GoSafe, the automatic fall detection of AutoAlert, or the peace of mind offered by HomeSafe, Lifeline has you covered.

Find out why more people choose Philips Lifeline over any medical alert service provider.



604-953-4960

lifeline@fraserhealth.ca

<http://www.fraserhealth.ca/health-info/seniors/lifeline/>
www.lifeline.ca

* #1 claim based on number of subscribers.
1 Available at locally participating programs.
2 Equipment may not detect all falls. Undetectable falls can include slow falls, falls from low heights and slides from seated positions. If able, users should always push their button when they need help.
3 Certain limitations subject to third party cellular provider availability and coverage. Signal range may vary.
4 Lifeline may not always be able to determine your location.
5 Philips Lifeline wireless communicators connect to the Philips Lifeline Response Centre using the third party cellular provider. No additional wireless equipment is needed. A customer phone number is required to enroll in the service.



PHILIPS
Lifeline

Solutions for
Aging in Place

Medical Alert Service

Canada's #1 medical alert service*

Philips Lifeline has saved more lives than any other medical alert service.

Now you can also enjoy the same peace of mind on the go.

Chronic conditions may increase the risk of falling



80% of seniors have at least one chronic condition and 68% have two or more.[‡]

Seniors with five or more chronic conditions reported 40% more falls that required hospital transport.



Emergency transport due to falls was required more often by seniors with these chronic conditions:

	Cognitive impairment	54% more often
	COPD	42% more often
	Diabetes	30% more often
	Heart conditions	29% more often

‡ Study results are from an analysis of 145,000 Philips Lifeline users. All data within the study is reported with a +/- 95% confidence interval



Why Lifeline?

With Philips Lifeline Medical Alert Service, you get fast, easy access to help 24 hours a day, 365 days a year. So you can continue to enjoy life in the comfort of your own home – and have the freedom to go anywhere with confidence.

Philips Lifeline is **recommended** for people:

- ✓ at **risk of falls**
- ✓ with **chronic conditions**
- ✓ with **mobility problems**
- ✓ with **visual impairments**
- ✓ recovering after **discharge from hospital**

Personal Service Delivery

Philips Lifeline provides professional home installations* by our friendly Home Service Representatives. At the appointment, we also complete a detailed CarePlan that includes important health information and contacts for your personal file.

*In rare situations, we cannot guarantee a personal visit in remote/rural service areas.

Choose the right solution for you

At home

HomeSafe Standard

Our standard medical alert system helps you maintain your independence in and around the home.



HomeSafe quickly connects you to our response centre for 24/7 assistance with a simple push of your Lifeline help button.

- Wear your waterproof help button as an adjustable necklace or on your wrist like a bracelet or watch.
- You decide how you would like to be helped—by a neighbour, loved one or emergency services.

HomeSafe with AutoAlert ¹

With the added layer of protection of AutoAlert, this is an excellent choice for those with a history, risk or fear of falling.



HomeSafe with AutoAlert is the most widely adopted fall detection technology in the North American market today.

- If a fall is detected, it's designed to get you 24/7 access to help, even if you are disoriented, immobilized, or unconscious. ²
- In a fall or emergency, every second counts. That's why more than 300,000 seniors have relied on AutoAlert to feel safe at home.

On-the-go

GoSafe with AutoAlert ¹

If you lead an active lifestyle, choose our premium service, which allows you the freedom to go where you want, when you want.



GoSafe with AutoAlert offers emergency assistance both inside your home and out. ³

- It's the only mobile system with up to six advanced location technologies designed to help find you in an emergency.
- The lightweight, waterproof button allows direct two-way voice communication with a Lifeline response associate 24/7.
- The AutoAlert feature can automatically call for help if it detects a fall—at home or on the go. ²

All services available with Wireless Communicator. ¹



“Two years ago my MS advanced to secondary progressive and I started to use a cane. As a busy, 53 year old wife and mother of two I have always strived to do everything on my own. I wear my Lifeline every day – it is part of getting dressed. It allows me to enjoy the simple pleasures that come with doing the things I want to do - on my own and independently. Lifeline isn't just for seniors and it's more than a help button. I'm thrilled with the freedom it provides me and many others like me...”

—Lucy D,
Philips Lifeline Subscriber

How it works



1. Summon help
With a simple push of your Lifeline help button—tucked discreetly inside your clothes or worn outside—you're connected to our response centre. If you have the AutoAlert option, it automatically provides access to help if you fall and can't push your button.



2. Hear a reassuring voice
A caring Philips Lifeline response associate will quickly access your personal profile and assess the situation.



3. Get located with GoSafe
Lifeline pinpoints your location through the communicator or your mobile pendant. GoSafe uses up to six advanced technologies to determine where you are. ⁴



4. Know help is on the way
Our response associate contacts a neighbour, loved one, or emergency services—based on your preferences—and will follow up to make sure help has arrived.



All help calls answered in Canada

- ✓ More than 40 years' experience
- ✓ No equipment to buy
- ✓ No landline phone line needed ⁵
(Wireless Communicator available)