

The Lifeline Advantage

Not all medical alert services are the same. When choosing a medical alert service, it is important to know the differences between the services being offered and the types of products that are available. You want to be sure that you are using the most dependable equipment and have the most experienced team of professionals answering your call for help.

To help you evaluate other medical alert service companies, Philips Lifeline has put together the following guide. You can use it to compare the results to Philips Lifeline's standard for excellence.

**Philips
Lifeline** **Other**

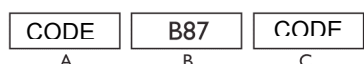
Sends personalized support based on your described needs. Relatives and neighbors can be responders. Not an alarm company that just sends emergency services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No long term service contracts are required. Service is paid for on a monthly basis while you need it.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Offers two ways to call for help: by pushing the Personal Help Button or with a pendant-style Help Button that can automatically place a call for help if a fall is detected and you are unable to push your button.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Discreet and attractive products designed to blend seamlessly into your home. Personal Help Buttons come in a variety of styles and sizes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Over 30 years of experience supporting the needs of older adults and their caregivers. Dedicated focus on providing superior personal emergency response.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintains strong alliances and partnerships with over 2,500 reputable healthcare and community service providers across North America.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No hidden costs or the need to buy equipment for your home.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

All calls are answered live by a dedicated Personal Response Associate who receives extensive training and recertification on an annual basis.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Calls are answered in an average of 30 seconds, helping to provide quick access to personalized help.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The company's response center has the capacity to respond quickly and efficiently to over 170 different language needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
All calls are responded to by call centers that are company owned and operated with a back-up response center.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Immediate fax notification service is available to help provide notice to designated healthcare professionals and/or family members when an incident has occurred.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Adaptive equipment is available to support those with physical limitations as well as products that are designed to accommodate hearing and visual impairments.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Self-checking equipment notifies the response center when a power failure or low battery is detected.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The company assembles its own products in the United States and maintains high quality and reliability standards.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

To learn more about the Lifeline Service call:

LIFELINE OF THE NORTH BAY

(707) 778-7883 or (800) 949-2434



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Button signal range may vary due to environmental factors.

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