Thank you for your interest in the Lifeline Medical Alert System from Winchester Medical Center (WMC). WMC offers Lifeline throughout the Shenandoah Valley - wherever VALLEY HEALTH provides services. With each system we offer, the 24/7/365 Lifeline Response Center (in North America) will get you the help you need, FAST.

**Lifeline** offers with a range of features and costs to match your needs. No minimum service length and no hidden fees.

**WMC provides equipment, installation, service, training and billing LOCALLY from Winchester Medical Center.**

**HomeSafe Landline:** **AutoAlert Help Button ($44.95) or Manual Help Button ($29.95) Monthly Rental/Monitoring Fee**

* HomeSafe Landline is our simplest and easiest medical alert system. There are two parts, a base communicator and a wearable HELP BUTTON. The base is activated by the HELP BUTTON and uses your home phone line.
* We recommend the advanced AutoAlert Help Button. Auto-Alert detects a fall with a built in sensor and automatically summons help when you can’t. It is 95% accurate. “Push for help” is included.
* A lower priced Manual Help Button is available. It does not detect falls and must be pushed by the client.

**HomeSafe Wireless: AutoAlert Help Button ($56.95) or Manual Help Button ($41.95) Monthly Rental/Monitoring Fee**

* If you don’t have a home phone, our base station uses its built-in 4G LTE cellular capability to summon help.
* Auto-Alert detects a fall with a built in sensor and automatically summons help when you can’t. It is 95% accurate. “Push for help” is included.
* If you do NOT have an implanted cardiac device, consider On-The-Go!
* A lower priced Manual Help Button is available. It does not detect falls and must be pushed by the client.

**On-The Go Mobile (OTG) System – $44.95 monthly rental and monitoring fee**

* + Clients with pacemakers/defibrillators may get On-The-Go ONLY IF COMPATIBLE with their equipment. WMC can check with your cardiologist.
	+ Most advanced mobile system. It covers you using state-of-the-art Mobile Help Buttons.
	+ On-the-Go gets you help “out and about,” and in your home. It uses GPS to determine your location.
	+ “OTG” is a pendant with built-in mike and speaker. Must have a cellular signal inside the home and outside for it to work. We will test it at install.
	+ On The Go includes automatic fall detection, standard.
	+ “CANCEL CALL” feature allows you to cancel if accidentally activated.
	+ LED indication alerts you if cell signal is weak so you know.

**Installation options -**

* In home by WMC Technician - One-time Installation fee - $50.00 for all systems. In-home install provides hook-up, testing and training for client and care-givers. OR
* Self-Install – Installation fee is waived. You may request a kit, with instructions/pictures and help numbers on installation, and use. Easy to follow. Includes local number at WMC Lifeline for install support. Pick-up at WMC or shipped to home ($20 for shipment).

**LockBox (Optional**) – WMC offers lockboxes for purchase to securely hide a key for Rescue Squad - $30 to purchase. Rescue squad needs a way in or they will break the door down.

# How to get a system:

* Call us to review your needs. If you have email, we can forward the application to you.
* Fill out the application and return, we will bill for installation fee (if applicable)
* Coordination – we call to confirm the install appointment and coordinate install option/kit, as applicable.

**PLEASE call if you have questions.** We will answer them and match your needs/budget with an appropriate system. Lifeline hours are: Monday through Friday, 9:00 a.m. to 1:00 p.m. Call or leave a message at: **540-536-6102**

**Our Web site is: www.valleyhealthlink.com/lifeline**

The Lifeline office is at Winchester Med Ctr. 1840 Amherst St; Winchester, VA and is inside Volunteer Services.