



Guide to Selecting a Medical Service

Not all medical alert services are the same. When choosing a medical alert service, it's important to know all the differences between the services and products available. You want to be sure you are using the most dependable equipment and have the most experienced team of professionals answering your calls for help. To help you evaluate other services, we've put together this guide:

Questions to Ask

Victoria Lifeline

Other

Do they install the equipment in your home & provide ongoing service?

Our Home Service Reps install the equipment & demonstrate how to use it. We also service the equipment at no extra cost.

Do they offer reliable fall detection technology?

Lifeline with AutoAlert is the leading technology on the market, detecting up to 95% of falls.

Who answers your calls for help when you press the button?

Highly trained Response Associates who undergo 120 hours of training plus annual re-certification.

Where are your help calls answered?

All calls are answered in Canada at one of our two Response Centres.

Is this a reputable company?

Victoria Lifeline is celebrating **30 years** of safe and independent living and we are the #1 medical alert service in Manitoba.

Can you answer the phone with your button?

With the Lifeline help button, answer the phone without ever leaving your favourite chair. Talk to your caller through the unit's two-way speaker.

**Available on the 6900 series communicators.*

How do you know if your alarm has been received and help is on the way?

The call is not closed until we confirm that help has arrived on site.

Can the Response Centre respond in any language?

We help subscribers in over 140 languages.



Questions to Ask	Victoria Lifeline	Other
Is the company integrated into the healthcare system?	Victoria Lifeline is a community service of the Victoria Hospital with proceeds reinvested to advance healthcare .	
Are the buttons waterproof to keep you safe in the bath or shower?	Buttons are waterproof, not just water resistant.	
Will you know if there is a problem with the equipment?	Our equipment alerts the Response Centre if servicing is required so you never have to worry about a low-battery. We will then contact you to book a service appointment.	
What happens if there is a power failure?	You will be protected for up to 30 hours with back up battery power.	
Is there a contract or equipment to purchase?	No long-term contract or equipment to purchase up front.	
What if physical limitations prevent you from pressing a button?	We offer specialized equipment (Lifeline Access switches) for those with physical limitations.	
Do they offer a mobile button with six locating technologies?	GoSafe Mobile Service has fall detection and advanced geo-location technology so you can continue doing what you love on the go.	

If you are still undecided, we offer a no obligation home visit by one of our education facilitators. This provides a great opportunity to see the equipment first-hand and ask as many questions as you want. Please call our office today to book a home or hospital bedside visit.