

# 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 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 medical alert services, Victoria Lifeline has put together the following guide.

Questions to Ask	Victoria Lifeline	Other	Other
Do they install the equipment in your home and provide ongoing service?	Our Home Service Representatives install the equipment & demonstrate how to use it. We will also service the equipment at no extra cost to you.		
Do they offer fall detection technology?	Lifeline with AutoAlert is the leading technology and detects up to 95% of falls by automatically calling for help		
Do they specialize in serving seniors and medical alarms?	Our focus is medical alarms and all staff are trained to the sensitivities of working with seniors and can provide reassurance if needed.		
Where are your help calls answered?	All calls are answered in Canada at one of our two Response Centres.		
Who answers your calls when you press the button?	Highly trained Response Associates who undergo 120 hours of training plus annual recertification.		
Is it a reputable company?	Victoria Lifeline has been helping Manitobans stay independent for almost 30 years and is the largest medical alert program in Canada.		
Can you answer the phone with your button?	With the Lifeline help button, you can answer the phone without ever leaving your favourite chair. Talk to your caller through the communicator's two-way speaker.		

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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.		
Is there a contract? Do you need to purchase the equipment?	No contract, no equipment to buy!		
How will Emergency Services know your medical information?	We keep a medical profile on file and inform EMS when we call them on your behalf. We can also notify next of kin if an incident occurs and you are transported to hospital.		
Can the Response Centre respond in any language?	We help subscribers in over 140 languages.		
Is the company not-for-profit?	Victoria Lifeline is a not-for-profit service of the Victoria General Hospital Foundation with all proceeds going towards enhancing patient care.		
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. We will then contact you to make an appointment.		
What happens if there is a power failure?	You will be protected for up to 30 hours with back up battery power.		
What if physical limitations prevent you from pressing a button?	We offer specialized equipment for those with physical limitations.		

Be Prepared. Be confident. Call Victoria Lifeline today at 1-888-722-5222 or visit [www.victorialifeline.ca](http://www.victorialifeline.ca)

