Personal emergency response systems help you call for help in an emergency. The following is a list of local providers, but note that more options exist (national companies). For other types of monitoring devices, technology, and equipment, contact a local home medical equipment provider (list of providers on ADRC’s website).

<table>
<thead>
<tr>
<th>Name &amp; Contact Information</th>
<th>GPS/Landline</th>
<th>Fall Sensor</th>
<th>Pendant Type</th>
<th>Cost &amp; Payment Types</th>
<th>Service Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfort Keepers (Safety Choice) 1331 N. Rd., Green Bay 920-490-8707 greenbay-183.comfortkeepers.com</td>
<td>GPS (home &amp; yard or go anywhere plan)  Landline (100 yd.)</td>
<td>Yes</td>
<td>Lanyard  Walkie-talkie with clip</td>
<td>Monthly contract  <strong>GPS Home &amp; Year:</strong> Set-up fee waived, $42.95 monthly  <strong>GPS Go Anywhere:</strong> $50 set-up fee, $40.95 monthly  <strong>Landline:</strong> Set-up fee waived, $39.95 monthly  <strong>Fall sensor:</strong> Set-up fee waived, $42.95 monthly</td>
<td>Private pay  Veteran funding  Family Care (Care WI, Lakeland)  Medication reminders: Machine automatically dispenses medication at set times into a cup. If medication is not taken, phone will automatically call pre-determined person about missing dose.</td>
</tr>
<tr>
<td>GreatCall Splash 800-733-6632 greatcall.com (Available for purchase online and at Walmart, Best Buy &amp; Sears)</td>
<td>GPS</td>
<td>Yes</td>
<td>Lanyard  Clip  Carry case  Watch band</td>
<td>Monthly contract  <strong>Basic (5Star Urgent Response):</strong> $19.99 monthly  <strong>Urgent care:</strong> $24.99 monthly  <strong>Ultimate (Fall sensor):</strong> $34.99 monthly</td>
<td>Private pay  Devices are waterproof  100 different languages</td>
</tr>
<tr>
<td>Helping Hands Caregivers 509 W. Walnut St., Green Bay 920-217-2961 (ext. 156) helpinghandswi.com</td>
<td>GPS  Landline (300 ft.)</td>
<td>No</td>
<td>Lanyard  Watch band</td>
<td>Monthly contract  <strong>GPS Life Beacon:</strong> Set-up fee waived, $20 monthly  <strong>Landline:</strong> Set-up fee waived, $29.95 monthly</td>
<td>Private pay  Veteran funding  Family Care (Lakeland)  Medication reminders: Machine automatically dispenses medication at set times into a cup. If medication is not taken, phone will automatically call pre-determined person about missing dose.</td>
</tr>
<tr>
<td>Sololife (Martin Security) 1220 E. Mason St., Green Bay Purchase only: 920-432-7801 (Bellin Home Care Equipment) bellinequipment.org Customer service: 888-844-8070 (Sololife Toll-Free)</td>
<td>Landline</td>
<td>No</td>
<td>Lanyard  Watch band</td>
<td>One-year contract  <strong>Set-up fee waived, $29.95 monthly (Martin Security)</strong></td>
<td>Private pay  Family Care (Care WI, Lakeland)  Devices are waterproof  Spanish &amp; Hmong</td>
</tr>
<tr>
<td>St. Vincent Hospital Lifeline (Philips Lifeline) 920-433-8550 (St. Vincent) 835 S. Van Buren St., Green Bay stvincenthospital.org</td>
<td>GPS (anywhere)  Wireless (400 ft.)  Landline (400 ft.)</td>
<td>Yes</td>
<td>Lanyard  Watch band  <strong>Fall sensor must be on lanyard</strong></td>
<td>Monthly contract  <strong>GPS (anywhere):</strong> Call for plan options.  <strong>Wireless (without fall sensor):</strong> $46.95 monthly  <strong>Wireless (with fall sensor):</strong> $61.95 monthly  <strong>Landline (without fall sensor):</strong> $36 monthly  <strong>Landline (with fall sensor):</strong> $51 monthly</td>
<td>Private pay  Family Care (Care WI, Lakeland)  Devices are waterproof</td>
</tr>
</tbody>
</table>
Getting Help: How PERS Work
1) A base unit is installed in your home, either through your landline or cell phone. Some systems operate using GPS, and therefore, do not need phone lines.
2) On a day-to-day basis, you wear a button on a lanyard or watch/bracelet (the button is a small radio transmitter).
3) When you need help, simply press the button. This sends a signal to your base unit, calling the emergency response center operated by the PERS company. You will speak directly with an emergency response center employee, who will ask about your emergency. If you need further help, the employee will call your pre-determined emergency contact(s) and/or 9-1-1 services.
4) If you purchase a system with fall sensor detection, the system will automatically detect "hard" falls. When detected, the system works the same way as if you had pushed the button. (A signal is sent to your base unit, calling the emergency response center.)

Questions to Ask
1. Is the emergency response (monitoring) center open 24/7? What kind of training does staff receive?
2. What is the average response time? Who is alerted?
3. Will you be able to use the same system with other response centers if you move? What if you move to another city/state?
4. What is the repair policy? What happens if you need a replacement?

Payment & Contracts
Medicare, Medicaid, and most insurance companies typically do not pay for PERS. Most units are rented, with the emergency assistance service included in the cost. Make sure to read the contract carefully before signing, noting any extra charges, such as cancellation fees & notification requirements. Ask about the cost per month should you need to go to a rehabilitation unit for a fall or other health condition while in contract with a PERS company.

Find More Information
Federal Trade Commission (FTC)
ftc.gov 877-382-4357

Better Business Bureau
bbb.org Wisconsin Northeast Regional Office: 1047 N. Lynndale Dr., Appleton (920-734-4352)

Wisconsin Department of Agriculture, Trade & Consumer Protection
datcp.wi.gov 800-422-7128

Contact ADRC for help with PERS and other questions (920-448-4300).