

Medical Alert System

Frequently Asked Questions

Who would benefit from having a Personal Emergency Response Service?

Those living alone or with chronic illnesses that put them at risk for medical emergencies are perfect candidates for this type of service. It does not require a physician order so virtually anyone wanting this type of service would be eligible.

Is the service affordable?

For a little more than a dollar a day subscribers get 24/7 access to emergency assistance at the touch of a button. Lower fees may apply. Pricing is based on income. (*See pricing schedule)

Does insurance pay for this service?

Most insurances do not pay for a Personal Emergency Response service because it does nothing medical. It is designed for early intervention should the subscriber fall or suddenly become ill.

Can I cancel service at any time?

There is no long term contract. The service is on a month-to-month basis.

Is the button waterproof?

The basic button is water resistant and can be worn when showering or bathing.

What is the range of the button?

The basic button can activate the unit that is installed in the home from approximately 1200 feet. Barriers and walls may play a factor in actual range of button. This means that the button will activate the unit from the basement, upstairs and the area immediately outside the home. The installer will test the button from the furthest point in the home or outside. (Mailbox, garage, back yard etc.)

What if I no longer have a landline phone?

We offer a unit that does not require a landline but works with AT&T cell towers.



Do you offer different types of services such as a Fall detection button or GPS button?

We offer a Fall detection button for use specifically in the home. We also have a GPS/Fall button combination that can be used anywhere.

Is there an extra charge if more than one person is wearing a button?

\$2.00 charge per month for the extra pendant. (Basic Service)

I don't want Police/Fire/Ambulance showing up at my door if I have pressed my button accidentally. How can I prevent this from happening?

The Care Center has a specific Call List that is provided by you and your family. They will first try to contact you directly. If they get no response they will then start to call your responders. If no one can assist you then P/F/A will be called as a last resort.

There are many types of these services advertised. Why should I choose Catholic Health Home Response?

At Catholic Health we pride ourselves on our excellent customer service. We are local and will install the unit and service your equipment as necessary for no additional

cost. Our medical alarm service has been in business for over 35 years in the WNY area. As with anything mechanical, there are times buttons and units need to be replaced. We also do not charge the subscriber if they lose their button.

Other services may appear to be less expensive but often the unit is shipped to you and you're responsible for installing it. Should something go wrong with your system you will have to mail it back to the company for repair. During this time, you would be without service while still paying the monthly fee.

Many companies require that you sign a contract for a specific period of time. Catholic Health Home Response service is on a month-to-month basis. Also, other companies may offer an introductory rate for the first few months and then the rate will increase once the time for this has elapsed. We are consistent with our pricing and do not charge for installation. The first month is free for you to "try" the service.

***Monthly Fee Schedule**

There is no installation fee and the first month of service is free.

Standard Unit and Button:

\$37.00 for income above \$31,300

\$31.78 for income below \$31,300

\$15.86 for income below \$15,650

Monthly fees increase for cellular based in-home units

(which are used when no landline is available) **and for Fall Detection buttons.**

Belle Verizon Mobile Button – for use in the home or when away from home.

(With fall detection and without fall detection buttons available.)

Fees based on income. Please call for pricing.