

## Lifeline is

*Peace of mind. With Lifeline you and your loved ones can rest assured that you're safe, secure, and happy in your home. At a push of a button, Lifeline links its users to 24-hour assistance. The response system is monitored by highly trained Lifeline monitoring staff.*

*Your health and well being is our only concern. We're always there when you need us.*

## Who Uses Lifeline?

Lifeline subscribers are people who, despite their medical needs, are able to live independently in their homes. They include the elderly, the physically challenged and parents of new babies with health problems. They are recovering from surgery, people with heart problems or diabetics. Some are confined to their homes. Others are active individuals who benefit from the sense of security Lifeline provides.



## How does Lifeline Work?

1. Whenever you need help, one press of your lightweight, water-proof help button activates a small in-home unit which is hooked to your telephone.
2. That signal immediately alerts the staff that you may need help.
3. The caring staff of Lifeline will call you to find out what kind of help you need.

Lifeline staff will send a **Responder**, a friend, neighbor or relative you have chosen to come to check on you. If you need more professional help, Lifeline staff will call for it immediately.



## Answers to Commonly Asked Questions

### *What if I Forget How to Use Lifeline?*

Lifeline is simple to use, just press the personal help button you are wearing. Just to remind you how to use the equipment, a Lifeline representative will call you once a month, chat with you, ask you if you have any questions, and do a test call with you.

Visit us at  
[www.stvincenthospital.org](http://www.stvincenthospital.org)

***Must I Always Stay in the Same Room with My Telephone in Order for Lifeline to Work Properly?***

No. Your Lifeline personal help button will work from as far away as 400 feet from your Lifeline unit. That means you have the freedom to walk around your home.

***Do I Have to Buy the Equipment?***

No, users pay only a low installation charge and small monthly monitoring fee for Lifeline.

Care for the poor always has been part of St. Vincent Hospital's mission. St. Vincent will offer financial assistance through our Community Care Program to all Lifeline subscribers who show financial need. A Lifeline Specialist will further explain the program to you and assist you in completing the form.

***Can My Lifeline Unit Remind Me to Take My Medication?***

We offer a unit that can remind you to take your daily medication, measure your blood pressure each week, or even remind you about your hair appointment next Tuesday.

***Lifeline with AutoAlert***

Lifeline is the only medical alert service that offers the AutoAlert option, which incorporates advanced technology into a pendant-style Help Button that can automatically place a call for help when a fall is detected, even when your patients can't, won't or forget to push their button.



***How do I get More Information About Lifeline?***

To learn more about the program call 433-8550 Monday through Friday between 8 am and 4:30 pm.

LIFELINE  
St. Vincent Hospital  
PO Box 13508  
Green Bay, WI 54307-3508  
(920) 433-8550  
1-800-236-3030  
FAX: (920) 884-5316  
[www.stvincenthospital.org](http://www.stvincenthospital.org)



An Affiliate of Hospital Sisters Health System  
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# Lifeline



***Join those who are living independently in their homes thanks to Lifeline, a truly personal, caring connection.***



**St. Vincent**  
Hospital