

**Home**—it's where you're most comfortable, where everything is familiar. In an emergency, this feeling of comfort can quickly turn to distress and worry if you're living alone or dealing with a health condition or disability.

Lifeline gives you affordable peace of mind and the security you need to live independently in your own home. There is no equipment to buy and no long-term contract to sign.

- **Lifeline is recommended by case managers, social workers, home health agencies, therapists, doctors, nurses, and other professionals.**
- **Lifeline shows your family that you care about their peace of mind.**
- **Lifeline is for independent living in your own home.**
- **Lifeline is a good idea even if you don't live alone.**
- **Lifeline is simple to use.**
- **Lifeline costs a little more than a dollar a day.**

*When others can't be  
with you, Lifeline is...*

*24 hours a day*

*365 days a year*



For over 60 years, Jewish Family Service has been a leader in providing caring social services to the Greater New Orleans community. To fulfill its mission of preserving and strengthening healthy family life, JFS offers services on a non-sectarian, sliding scale basis.

JFS offers:

- Family counseling
- Group therapy
- Case management
- Mental health education
- Lifeline and Homemaker services for older adults

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Funding provided by:



Jewish Federation of  
Greater New Orleans



United Way

NCJW  
National Council  
of Jewish Women

**PHILIPS**  
**Lifeline**

Personal Emergency Response System



**The Gift of Independence**

With Lifeline, you're never alone.  
Around the clock help...  
With the press of a button

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**(504) 831-8475**  
www.jfsneworleans.org

## Frequently Asked Questions...and Answers!

### *What is Lifeline?*

Lifeline is an easy-to-use medical alert service that insures older adults living at home receive quick access to help, 24-hours a day, 365 days a year.

### *Who is a Lifeline subscriber?*

Lifeline allows you to maintain your independence in your home. Lifeline subscribers may be older adults, people with disabilities, or individuals who are medically at risk.

### *What does Lifeline cost?*

With nothing to buy and no long-term commitment, our subscribers lease equipment from us on a month-to-month basis. There is a low one-time setup charge, and the monthly monitoring fee is slightly more than \$1 per day. A sliding fee scale is available based on income. For more information, call the Lifeline Program Manager at (504) 831-8475.

### *Why do I need Lifeline?*

An unexpected fall or medical emergency poses an increased threat if help is delayed. The Lifeline service promotes the confidence that help is just a press-of-a-button away.

### *Is Lifeline difficult to use?*

The system is easy to use and designed to reduce the risks of living alone. Help is available at the push of a button. Trained Personal Response Associates send help quickly and follow a prescribed protocol of notifying pre-selected responders.

## How Philips Lifeline works

### 1 **Summon Help**

When you need help, just press your **Personal Help Button**, which activates the CarePartner Communicator.



### 2 **Professional Assistance**

Your **CarePartner Communicator** then dials the Lifeline Response Center and establishes two-way voice communication.

### 3 **Personal response**

Within seconds a trained **Lifeline Response Associate** reviews your profile and quickly assesses the situation.



### 4 **Results**

The Associate then contacts a family member, friend, neighbor, or emergency services, based on your specific needs.

The Lifeline Response Associate will follow up to ensure that help arrived.



## The Lifeline Advantage

Not all medical alert services are the same. It is important to know the differences between the services being offered and the types of products that are available. You want to be sure that you are using the most dependable equipment and have the most experienced team of professionals answering your call for help.

- Philips Lifeline is proud to maintain the standards of excellence that have allowed them to become the leading medical alert service in North America, having served over 5 million people since 1974.
- For over 25 years, Jewish Family Service has worked with Lifeline to support the needs of older adults in the Greater New Orleans area.
- Our local JFS Lifeline office is staffed by dedicated members of the New Orleans community.
- Volunteers make monthly phone calls to all Lifeline subscribers to insure that equipment is functioning properly.
- All calls are answered in the Lifeline national call center by experienced Personal Response Associates who receive extensive training and recertification each year.
- Immediate fax notification service is available to provide notice of incidents to designated healthcare professionals.
- Philips Lifeline assembles its own products in the United States and maintains high quality and reliability standards.