

## Smart Questions to Ask When Selecting a PERS

Not all personal emergency response systems (PERS) are the same, and not all PERS will meet your needs. When selecting a PERS, ask the following questions to find out which one is best for you.

**1. How long do I have to wait to get it installed? Is there a waiting list?**

Our answer: There is never a waiting list to get your PERS installed. We can often arrange to have it installed within a couple days.

**2. How heavy is the pendant? Can I wear it all the time, even in the shower?**

Our answer: The CareLink pendant is completely waterproof and is currently the lightest on the market at under ½ oz.

**3. How far away can I be from the unit to have the pendant still work?**

Our answer: The CareLink pendant currently has a typical working range of between 150-200 feet but can go up to 500 feet, working inside the home as well as some areas outside of the home.

**4. How do I know when it is time to change the battery?**

Our answer: The CareLink pendant automatically tests itself to determine battery strength. If the pendant battery is low, a signal will be sent to the support center. The Senior Health Advantage Network will exchange your pendant with a brand new one.

**5. Do I have to do something to reset the main unit if I use it?**

Our answer: No. The CareLink unit automatically resets itself after it has been used.

**6. Can I answer the telephone with my PERS?**

Our answer: Yes. The CareLink system allows the user to press his or her pendant and talk hands-free over the telephone through the main CareLink unit just like a speakerphone.

**7. How will my family know if I've had to use my service or not? What if I don't want them to know?**

Our answer: The CareLink service is currently the only system on the market that allows family members access to a secure website where they can check on your CareLink usage. However, you have to grant them access to this website, so if you don't want them to see it, they can't.

**8. Who is handling the call when I use my pendant for an emergency?**

Our answer: A trained professional in our certified PERS support center answers each CareLink call. They each use state of the art computers and telecommunications equipment to provide you the best service possible.

**9. Do I have to sign up for a minimum amount of time?**

Our answer: No. You never have to sign up for a minimum amount of time with the CareLink service. Each client is billed on a monthly basis, and each bill is prorated. The cost for a CareLink is around \$1 per day.

**10. Who do I call if something goes wrong with my service?**

Our answer: Because the Senior Health Advantage Network is nationwide, nearly every area of the nation has a local provider to service your equipment. Just call our toll-free number and we can connect you with a provider in your area.

**11. What other services are offered through the local provider?**

Our answer: The Senior Health Advantage Network offers many services in addition to PERS, including medication reminder calls, supervised medication dispensers, in-home vital sign monitoring, and social interaction calls.

For more information, please go to [www.seniorhealthadvantage.com](http://www.seniorhealthadvantage.com) or call (800) 525-6237.