

How can I help?

For more than 25 years, Methodist Hospital Lifeline has depended heavily on volunteers as office support staff and installers. For more information, call 952-993-6474.

At Methodist Hospital, we recognize that each person's situation is unique. That's why we offer you the personalized support you deserve for your health, healing and learning. Our nurses, doctors and other staff will work as a team to coordinate your care. Methodist Hospital is part of Park Nicollet Health Services, an integrated care system that includes Park Nicollet Clinic, Park Nicollet Foundation and Park Nicollet Institute. For information about our services, clinicians and more, visit parknicollet.com/methodist.

This isn't just about health care. This is about you.



Methodist Hospital

Methodist Hospital Lifeline
6500 Excelsior Blvd.
St. Louis Park, MN 55426
952-993-6474
parknicollet.com

16438 (1/07)

PHILIPS Lifeline

Personal response and
support services



952-993-6474



Methodist Hospital
Park Nicollet Health Services

What is Lifeline?

Lifeline is a personal response service for people to use at home. Subscribers and those who care about them tell us Lifeline supports their independent living and peace of mind. With Lifeline, help is available 24 hours a day, 365 days a year at the press of a button.

"I think Lifeline is wonderful. After my stroke, I couldn't get to the phone. Lifeline saved my life."

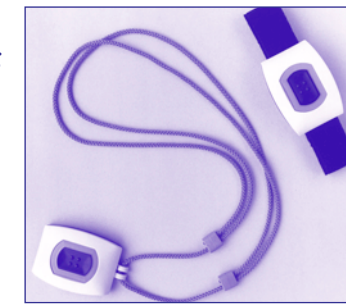
—Mary M.

"As a social worker, I recommend Lifeline to ensure home safety. It helps people maintain their independence."

—Joy L.

What does the Lifeline network include?

- ◆ A small, waterproof "personal help button" worn on a neck cord or wristband.



- ◆ A "standard communicator" or "telephone with reminders communicator" installed in the user's home.



Standard communicator
(style may vary)

Telephone with reminders communicator



- ◆ Three "responders" (neighbors, friends, relatives) who have agreed to help and who have quick access to the subscriber's home.
- ◆ Caring, professional Lifeline response associates.

How do I order Lifeline service?

Call 952-993-6474 or visit parknicollet.com and type lifeline in the search box. For Lifeline service outside Minneapolis and its suburbs, call 1-800-Lifeline.

After we have the necessary information, a Lifeline volunteer will contact you to arrange installation. Or, if you prefer, we will provide instruction to a friend or family member for installing the system in your home.

What costs are involved?

Lifeline service is available for a one-time activation fee and monthly rental fee.

Activation fee* \$50
(add \$12 for second user in the home)

Monthly fee*
Standard communicator \$37
Lifeline telephone with reminders \$44

(add \$7 a month for second user in the home – either model)

*Prices are subject to change

What do I need to install Lifeline?

- ◆ *Analog telephone service*
Digital telephone service is not currently compatible with Lifeline.
- ◆ *Standard modular telephone jack*
No need to install an additional jack just for Lifeline.
- ◆ *Standard electrical outlet*
Internal battery provides backup power if electricity is temporarily unavailable.

"This is a godsend for mother. It sure helps her feel independent. Everyone has been just wonderful!"

—Beverly H.

How do the two Lifeline communicators differ?

Lifeline's personal response service is the same with both communicators — help at the press of a button. The Lifeline telephone with reminders communicator, however, also is an enhanced telephone for general use (with large buttons, enunciated dialing, volume controls and more), and includes a helpful "reminders" feature.

What is the reminders feature?

To live independently, some people need help remembering to take their medication, exercise or keep appointments. Our reminders feature can help.

Subscriber or caregiver records up to six reminder messages and indicates when each should be played — once, daily or weekly.

When it is time for the reminder to play, the communicator chimes and announces "Please press 'yellow reset' to hear your message." When the subscriber presses the button, the reminder message plays.

How does Lifeline work?

- ◆ If help is needed, the Lifeline subscriber presses the personal help button he or she is wearing.
- ◆ The communicator automatically dials the Lifeline Response Center.
- ◆ A Lifeline response associate responds to the subscriber through the communicator's two-way speaker.
- ◆ If help is requested or there is no response, the associate calls the responders, the police or an ambulance.
- ◆ When a responder arrives and resets the communicator, an associate checks back to ensure that help has arrived.
- ◆ The Lifeline response associate calls an emergency contact person, if one was previously designated by the subscriber, to explain the incident and its resolution.