

Your Lifeline Options

Standard Service

Includes the basic unit and your choice of either the standard neck or wrist-style personal help button.



Also Available

Cordless Telephone



Voice Extensions (for larger homes)



Auto Alert Button

This button provides an added layer of protection. The AutoAlert is the only medical alert pendant that can automatically place a call for help when a fall is detected, even when you can't, won't or forget to push the button for help.



All units work with your existing landline telephone service with all the benefits of 24-hour personal response, with two-way voice communication.

**Call for more information.*

Is it Time for a Medical Alert?

Self-Assessment Tool

1. Are you alone for several hours during the day and/or night?
2. Have you fallen, been anxious about falling or at risk of falling in the past year?
3. Have you been hospitalized or been to the emergency room in the past year?
4. Do you use a cane, walker, wheelchair or other assistive device to help with balance or walking?
5. Do you have a chronic ailment such as heart disease, COPD, osteoporosis, diabetes, stroke or arthritis?
6. Are you required to take several daily medications?
7. Is it important for you to continue to live independently?
8. Would a medical alert service provide peace of mind for your loved ones?



North Memorial Lifeline®

Personal Response Service



North Memorial

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PHILIPS
Lifeline



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How Philips Lifeline Works

1 Summon Help

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

2 Professional Intervention

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

3 Personal Response

Within seconds, a Personal Response Associate accesses your profile and quickly assesses the situation.

4 Closed Loop

The Associate then contacts a neighbor, loved one or emergency services based on your specific needs.

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

How is the Lifeline service set up in the home?

A Lifeline home service representative will call and schedule an appointment to install the home unit and test the service. The representative will answer any questions to ensure that the subscriber is fully comfortable using the Lifeline service.

How will I learn to use the Lifeline system?

When installed, the representative will carefully explain the system so that everyone understand how it works. If you need help later, a simple press of the button will connect you to a response associate who has all the answers.

What happens if I push the medical alert button and can't get to the phone?

The Lifeline unit contains a highly sensitive speakerphone. If you still can't hear it or answer, we will immediately follow up according to the instructions in your profile.

How far away from the home unit will the Lifeline button work?

You can be in another room or on a different floor of your home. The home representative will test your button's range to see if it works outside on your porch, in your garden, or elsewhere on your grounds.

Can Lifeline be used if there is an internet connection being used on the same telephone line?

Yes, but a filter must be installed on the line, just as it is for your other phones.

Will calling for help with my Lifeline cause me to have higher telephone bills?

No. All help and test calls to our Response Center are through a toll-free number.

Reduce the worry of living alone.



Home is where the heart is.

Your home is where you're most comfortable, surrounded by everything that's familiar. But, for seniors, it is estimated that more than half of all falls that result in injury happen at home.

Philips Lifeline can help you maintain your independence, and also give your family peace of mind.

Trusted by doctors, hospitals and professional caregivers.

Lifeline, the #1 medical alert service, has helped over 6 million seniors and their families through the years. Our commitment to quality service has made us the industry leader. Lifeline is also recommended by thousands of hospitals and professional caregivers across the country.