

# MEDICAL MONITORING

Safety, security and  
immediate response  
24 hours a day,  
every day.  
All at the touch  
of a button.

Living alone can be an uneasy situation, especially for seniors living with medical limitations. Our Medical Monitoring service is a simple, non-intrusive, cost-effective solution that allows individuals the satisfaction of independent living with the peace-of-mind that comes in knowing there's always someone to help.



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For more information  
or to request **MEDICAL  
MONITORING**  
*stop by or call*

**Evergreen At Home**  
**(920) 237-2155**



(920)237-2155  
[www.EvergreenOshkosh.com](http://www.EvergreenOshkosh.com)  
1125 N. Westfield Street,  
Oshkosh, WI 54902





## Peace of Mind... At the touch of a button.

The heart of our system features the most advanced, easy-to-use, two-way voice technology

available. Its superior speaker clarity, range, and built-in battery back-up make it a secure, effective link to our 24/7 response center.

If emergency medical help is needed, we immediately contact the appropriate authorities and help is on the way. If the situation is non-emergent, a predetermined friend, family member or caregiver can be called to assist.

### **24 hours a day, 365 days a year.**

Our professionally SIA-trained operators are available to answer your call 24/7. At the click of a button, our system displays necessary information such as address, family contact, and medical history to help us answer your call appropriately and quickly.

If a situation arises and help is needed, a simple touch of a button activates the phone's speaker system and contact our response center.

## FAQ

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### **What is Medical Monitoring?**

Medical Monitoring is a system that is installed in a home to give peace of mind to individuals and their families, and helps promote independent living. The Medical Monitoring system includes a console and pendant worn either on the wrist or lanyard by the customer. If the customer needs assistance as a result of a fall or feeling unwell, they can push the button on the pendant to initiate a call to the Cooperative Response Center (CRC).

### **What happens if I accidentally push the button?**

If the button is accidentally pushed or bumped, DO NOT rush to the Medical Monitoring console in an attempt to cancel the call. A real emergency situation could arise if you fall. Wait for the central station operator to answer and they will cancel and reset the console after confirming there is not an emergency situation.

### **Am I charged for pushing the button?**

No. A customer is never charged for pushing the button. Customers will also be asked to push the button to conduct a monthly test, ensuring the system is working properly.

### **How far away from the console can the pendant be and still activate a call?**

The pendant can be up to 150 feet away from the console and still activate a call. If a customer is outside, but close to the home, the pendant may still be able to activate a call, but the central station operator would not be able to communicate with the customer unless a window or door was open.

### **If I am on a walk and slip and fall, will the pendant be able to activate an emergency call?**

No. The pendant only works within the 150 feet or less radius from the console.

### **Does the pendant come equipped with GPS?**

No.

### **How much does the Medical Monitoring service cost?**

Equipment is leased to the customer until the lease is terminated. **For pricing options, please call Evergreen At Home at (920)237-2155.**

System installation can be taken care of within a matter of days after contacting the office.

**Our professionally trained operators are available to answer your call 24 hours a day, 7 days a week, 365 days a year.**