CareLink® MobileHelp

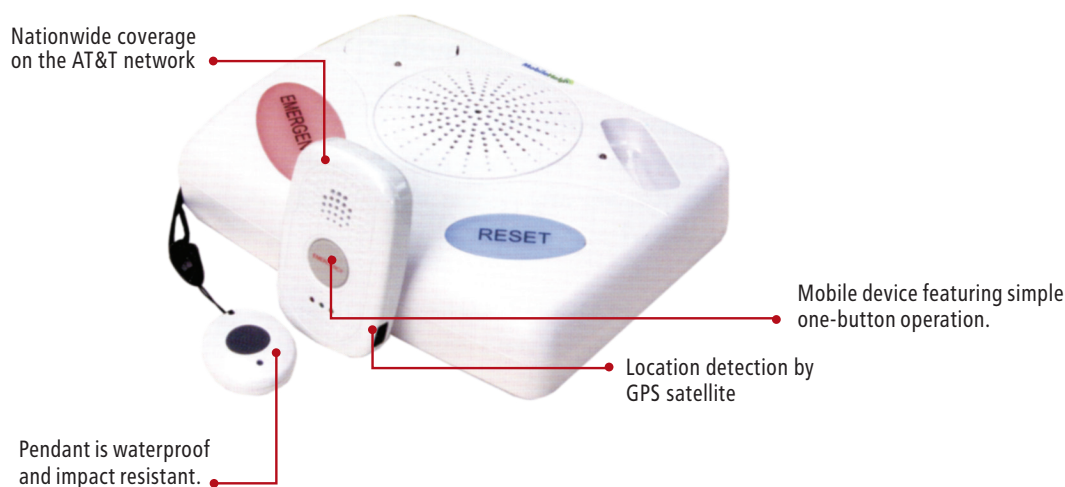**Healthcom®**
Healthcare Communications

The Anywhere Help Button

The #1 question people ask when shopping for a personal emergency response is...How far does the button work from my home? CareLink® MobileHelp has the answer you're looking for..."Nationwide".

CareLink® MobileHelp allows you to summon emergency help 24 hours a day, 365 days a year by simply pressing your own Personal Help Button. Unlike traditional medical alert systems that only work inside the home, CareLink® MobileHelp also enables you to participate in activities that you enjoy outside of your home, such as gardening, taking walks, shopping and traveling, all with the peace of mind of having a medical alert system with you at all times.

CareLink®
Personal Emergency Response

Nationwide coverage on the AT&T network

Mobile device featuring simple one-button operation.

Location detection by GPS satellite

Pendant is waterproof and impact resistant.

Carelink® MobileHelp Features:

- Mobile Device featuring simple one-button operation
- Nationwide coverage on the AT&T network (service included)
- Amplified two-way voice communication with live operator
- Location detection by GPS satellite
- Monitored 24/7/365 Emergency Response Center
- CareLink® MobileHelp also comes with an in home base station and waterproof pendant help button, giving you the same coverage as traditional medical alert systems.

How it Works:

- Press your pendant or portable emergency button.
- Your information and location are sent to the CareLink® MobileHelp Response Center.
- Personal Response Associate establishes 2-way communication and assesses situation.
- Associate contacts a neighbor, family member or emergency services based on specific need.

Peace of Mind...

CareLink® MobileHelp is a simple and affordable solution to many problems: Slip and fall accidents, medical emergencies including heart attack and stroke, security and fire concerns, and locating a loved-one.... These are just some of the reasons why people rely on CareLink® MobileHelp for peace-of-mind and rapid access to care.

With CareLink® MobileHelp, there's virtually no limit to your help button's range. With CareLink® MobileHelp, you can enjoy life to the fullest in your home and have the freedom to continue participating in the activities that you enjoy outside your home, knowing that you are always accompanied by a highly efficient medical alert system.

*Service availability and access/coverage on the AT&T network is not available everywhere and at all times. Current GPS location may not always be available in every situation.
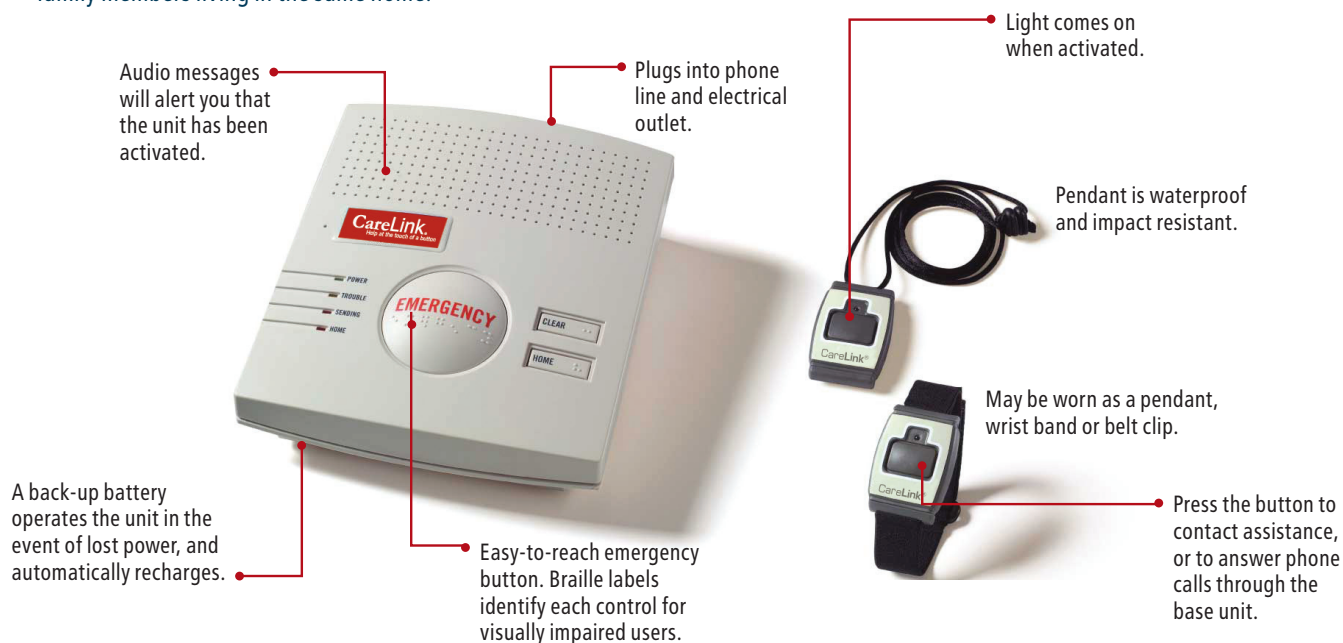
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www.healthcominc.com

CareLink® | 7100 Series

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Help at the touch of a button

CareLink 7100 series is a personal emergency response system designed to reduce complications associated with falls or other health-related emergencies by ensuring prompt assistance. The tiny, waterproof CareLink pendant worn by the client allows him or her to establish two-way, hands-free communication with an attendant, 24 hours a day, 365 days a year, from virtually anywhere in or around the home. A trained, caring attendant who answers the call helps determine what assistance is needed and contacts the appropriate help immediately. Multiple pendants may be used with one CareLink unit to help protect multiple family members living in the same home.

CareLink®
Personal Emergency Response

Audio messages will alert you that the unit has been activated.

Plugs into phone line and electrical outlet.

Light comes on when activated.

Pendant is waterproof and impact resistant.

May be worn as a pendant, wrist band or belt clip.

A back-up battery operates the unit in the event of lost power, and automatically recharges.

Easy-to-reach emergency button. Braille labels identify each control for visually impaired users.

Press the button to contact assistance, or to answer phone calls through the base unit.

Automatic Testing
Calls into the Support Center each week and verifies the unit is connected and functioning properly. Daily checks are also available.

Lightweight, Water-Proof Pendants
The CareLink pendant is the smallest of its kind. It is waterproof and impact resistant; it may be worn as a pendant, wristband or belt clip. A light comes on when activated to provide additional assurance that the button is calling for help. The battery power is monitored through the CareLink unit and alerts are automatically sent if the batteries need to be replaced.

Voice Prompts
Provides audible voice prompts to aid in the setup and use.

Backup Battery
Automatically switches to battery power during power outages and recharges automatically when the power comes back on.

Phone Line Seizure
Allows the CareLink unit to take control of the phone line plugged into the unit to ensure proper connection to the Support Center.

2-Way Voice
Crystal clear, 2-way voice connection to the Support Center helps to ensure easy communications in the event of an emergency.

Braille labels
Braille identifies each control for visually impaired users.

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7100 Series
Optional Convenience Features

CareLink®
Personal Emergency Response

Convenience Call

Answer your everyday incoming calls by pressing the Pendant. CareLink's clear, 2-way voice feature is the best speaker phone you will ever use.

Wellness Check-in

Enables a 12 or 24 hour check-in requirement that alerts the Support Center if the user misses a check-in time.

Pendant Supervision

Pendant supervision can be added for clients who require an additional level of pendant support.

Optional Accessories

CareLink is capable of monitoring additional sensors such as, smoke detectors, ambient temperature, motion (or lack of motion), carbon monoxide (CO), water\flood sensors and additional safety pendants located in the bathroom or other areas of concern. See Optional Accessories for a complete listing of these sensors.

Adaptive Devices

Compatible with adaptive devices like pillow switches and blow tubes for those who have difficulty or are unable to push the pendant. See Adaptive Devices for a complete listing of the devices.

FYI Alert Services

Emails or text messages can be automatically sent to family members, friends, or caregivers for important event notifications like AC Loss, Low Battery or activations. See Family Access Information for more details on this service.
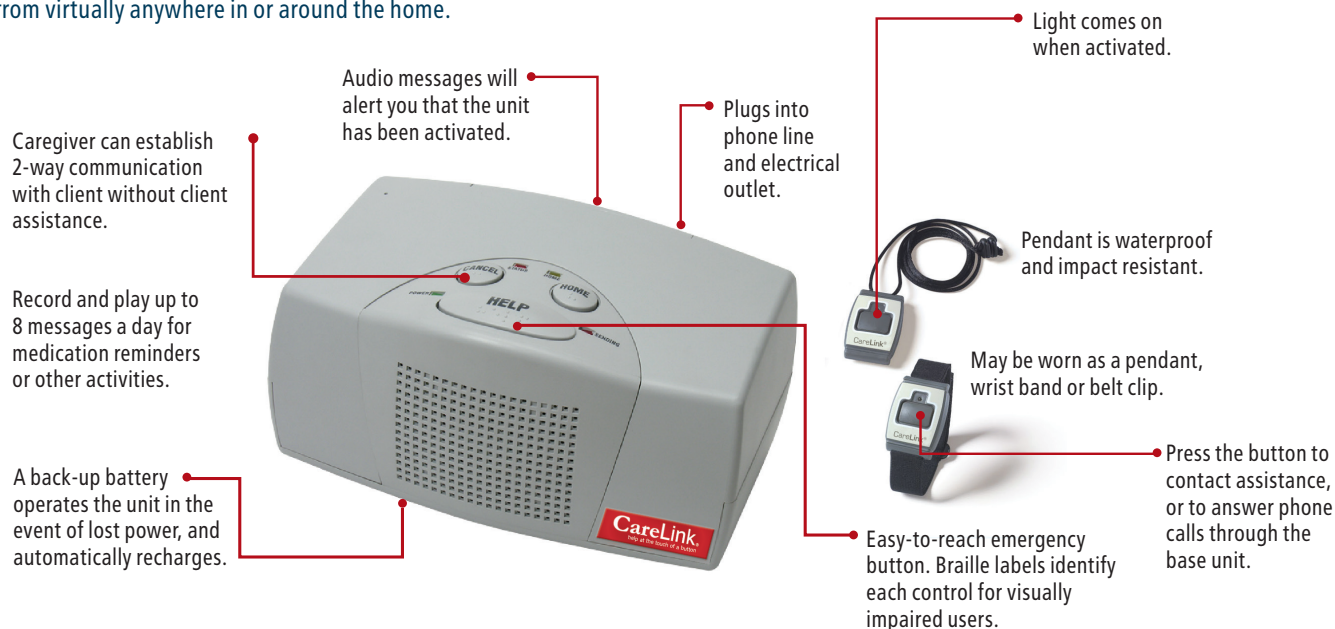
CareLink® | 8100 Series

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Healthcare Communications

Help at the touch of a button

CareLink 8100 series is a personal emergency response system designed to reduce complications associated with falls or other health-related emergencies by ensuring prompt assistance. It also reminds users of daily tasks such as taking medications or exercise schedules. Up to 8 different recordable voice prompts can be played at predetermined schedules throughout the day. The tiny, waterproof CareLink pendant worn by the client allows him or her to establish two-way, hands-free communication with a trained, caring attendant, 24 hours a day, 365 days a year, from virtually anywhere in or around the home.

CareLink®
Personal Emergency Response

Caregiver can establish 2-way communication with client without client assistance.

Record and play up to 8 messages a day for medication reminders or other activities.

A back-up battery operates the unit in the event of lost power, and automatically recharges.

Audio messages will alert you that the unit has been activated.

Plugs into phone line and electrical outlet.

Light comes on when activated.

Pendant is waterproof and impact resistant.

May be worn as a pendant, wrist band or belt clip.

Press the button to contact assistance, or to answer phone calls through the base unit.

Easy-to-reach emergency button. Braille labels identify each control for visually impaired users.

Medication and Personal Reminders

Records up to 8 different messages to help users remember important medication schedules or other daily tasks. These reminder messages can be monitored by the Support Center, which can provide additional assistance when important tasks are missed.

Caregiver Check-in

Allows caregivers to establish hands-free, 2-way voice conversations through the CareLink unit by simply calling the unit from any touch-tone phone and entering a secure passcode. Does not require any actions by the user(s).

Automatic Testing

Calls into the Support Center each week and verifies the unit is connected and functioning properly. Daily checks are also available.

Lightweight, Water-Proof Pendants

The CareLink pendant is the smallest of its kind. It is waterproof and impact resistant; it may be worn as a pendant, wristband or belt clip. A light comes on when activated to provide additional assurance that the button is calling for help. The battery power is monitored through the CareLink unit and alerts are automatically sent if the batteries need to be replaced.

Voice Prompts:

Provides audible voice prompts to aid in the setup and use.

Backup Battery

Automatically switches to battery power during power outages and recharges automatically when the power comes back on.

Phone Line Seizure

Allows the CareLink unit to take control of the phone line plugged into the unit to ensure proper connection to the Support Center.

2-Way Voice

Crystal clear, 2-way voice connection to the Support Center helps to ensure easy communications in the event of an emergency.

Braille labels

Braille identifies each control for visually impaired users.

CareLink® | 8100 Series

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Healthcare Communications

8100 Optional Convenience Features

Convenience Call

Answer your everyday incoming calls by pressing the Pendant. CareLink's clear, 2-way voice feature is the best speaker phone you will ever use.

Wellness Check-in

Enables a 12 or 24 hour check-in requirement, Alerts the Support Center if the user misses a check-in time.

Pendant Supervision

Pendant supervision can be added for clients who require an additional level of pendant support.

Optional Accessories

CareLink is capable of monitoring additional sensors such as, smoke detectors, ambient temperature, motion (or lack of motion), carbon monoxide (CO), water\flood sensors and additional safety pendants located in the bathroom or other areas of concern. See Optional Accessories for a complete listing of these sensors..

Adaptive Devices

Compatible with adaptive devices like pillow switches and blow tubes for those who have difficulty or are unable to push the pendant. See Adaptive Devices for a complete listing of the devices.

FYI Alert Services

Emails or text messages can be automatically sent to family members, friends, or caregivers for important event notifications like AC Loss, Low Battery or activations. See Family Access Information for more details on this service.

CareLink®
SparrowR Adapter

A solution for Voice Over Internet Protocol phone service

The CareLink SparrowR Adapter enables the CareLink Personal Emergency Response Unit to work reliably over a VoIP Phone Service (Voice Over Internet Protocol - such as Vonage or Magic Jack) or over a basic internet connection. Simply plug it into the home router and use one of the two standard telephone ports to connect the CareLink unit.

Each phone port operates independently. You'll get clear reception and a reliable CareLink connection to our CareLink Support Center even while using the Internet at the same time. As an added safety feature the connection is continuously "polled" to make sure that the internet connection is always active in the event of an emergency.

CareLink®
Personal Emergency Response

Why is it important?

Emergency response systems are designed to send calls over an analog phone line. To transmit emergency calls properly using VoIP, the call must be converted to digital and then converted back to analog. It is during this conversion that problems develop, sometimes arriving at the Support Center with errors. The CareLink SparrowR Adapter solves this problem for digital telephone subscribers!

How is the CareLink SparrowR Unique?

The SparrowR, when plugged into a CareLink unit, will intercept the call at the unit, and transmit it directly through a specialized Internet path. By capturing the call at the customer premise, it transmits only the smallest amount of data required, over the Internet, to relay the emergency call digitally. Then, the CareLink SparrowR Adapter switches into a standard VoIP telephone connection. In this way, all the benefits of Voice-over-IP are brought into the picture, but only AFTER the emergency call is finished transmitting - providing reliable transmissions AND high quality voice capabilities.

Environmental Sensors

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CareLink service can monitor environmental sensors to provide an enhanced level of protection and convenience. Seniors and individuals with disabilities are at particular risk during severe heat or cold. Additional threats can come from smoke and carbon monoxide in the home. Even small tasks, like checking the basement for water during heavy rains, can increase the risk for falls or other injuries. CareLink offers a full range of sensors designed to work with both the CareLink 7100 and 8100 series units.

CareLink®
Personal Emergency Response

Adjustable Temperature Sensor (T8800-GR)

Adds the convenience of establishing a preferred "Safe Zone" by setting the high and low temperature thresholds (+/- 2 degrees F). This will allow appropriate monitoring of extreme heat in the summer months and extreme cold in the winter months.

Carbon Monoxide (CO) Detector (DXS80-L)

A UL listed carbon monoxide sensor and alarm with a built-in supervised transmitter designed for use with CareLink. The transmitter will send an alarm signal every 10 seconds when it detects carbon monoxide. This provides a warning to alert against both the acute and chronic effects of carbon monoxide (CO) poisoning.

Liquid Level Detector (2826FS-GR)

Detects non-volatile liquids in remote or hard to reach locations. The sensor, in conjunction with CareLink, can report the presence of water in an isolated, sensitive location such as a basement or sump pump area.

Smoke Detector (DXS73-L)

The supervised smoke detector is a photoelectric smoke alarm with a built-in transmitter designed for use with the CareLink unit. When smoke is detected, it sounds a loud local alarm. Twenty seconds after the local alarm sounds, the built-in transmitter sends a digitally coded wireless signal to the CareLink unit. The wireless signal will be repeated every 20 seconds as long as smoke is still present.

Motion Sensor (DXS54-L)

Helps monitor routine motion within a residence. An unusual lack of motion during a specific time period can activate the system prompting our Support Center to contact the Client, family member or appropriate caregiver.

Pressure Mat (USP904-local alarm only)
(USP904DXS21 – Monitored by CareLink unit)

This mat can help detect movement in special areas like walkways, bedrooms or entry exit locations. It may be used to check daily mobility for clients that might be at a higher risk.

Adaptive Devices for Activation

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CareLink units are typically activated with a standard waterproof Pendant (included with the service), which can be worn as a necklace, wristband or belt clip. Healthcom is pleased to make the following devices available for use with our CareLink service. We also offer customized solutions. Please contact out Technical Support department at 800-525-6237 if you have additional questions.
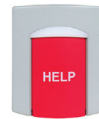
CareLink®
Personal Emergency Response

Ergonomic Pendant

This necklace pendant offers a more attractive look, but with the same great reliability and waterproof capabilities as the standard CareLink pendant. It comes standard with an attractive nylon "break away" necklace.

Big Red Button

These special wall-mountable wireless buttons can be easily placed in areas of greater risk or concern like the bathroom, stairs and front\back door. A quick push activates the CareLink just like pushing the standard CareLink Pendant. Wireless installation is easy with double sticky tape.

Raised CareLink Button\Pendant

A simple modification! Sometimes just having a little raised button can make a big difference! A simple "bump out" is added to the standard CareLink pendant which makes it a little easier to push.

Wireless Pillow Switch

Easily activated by pressing the top foam surface. The smooth, soft surface makes this a suitable switch for head or cheek activation. Safety pin and velcro come on the bottom for easy fastening to a pillow or wheelchair cushion. Additional fastening options are available.

Wireless Blow Tube

Activates with either a sip or puff motion. Mounting options vary so contact Technical Support for details.

Wireless Grasp Switch

A squeeze or pinch will activate the Grasp Switch.

Wireless Soft Switch

An excellent switch for people with gross motor skills. The switch is enclosed in foam and covered with a removable, washable velvet bag.

SimpleMed

The right dose at the right time

SimpleMed is an advanced weekly medication organizer designed for home use. It simplifies the task of managing multiple medications and helps ensure the right medications are taken at the right time. It's a great way to effectively manage medications for a loved one.

CareMed®
Medication Management

Audible and Visual Prompts

The appropriate compartment illuminates one hour prior to a scheduled dose. If the appropriate compartment hasn't been opened during this hour an alert tone will sound from the SimpleMed unit. Opening the compartment turns off the reminder light and alert tone.

Automatic Monitoring and Reporting

E-mail and\or text messages can be sent to family members or caregivers for late or missed medications. Other alerts include; low battery, wrong compartment opened, and no communication from device. All information is recorded on a secure website that can be accessed with client's permission.

28 Compartments – Full flexibility

Setup is quick and easy – and refilled weekly. Can monitor up to 4 doses per day, plus 3 extra reminders for medications not stored in the SimpleMed, such as "eyedrops" or "insulin". Customizable scheduling fits any schedule and "early doses" can be used to provide the ultimate in flexibility.

Backup Battery

Automatically switches to battery power during outages and recharges when the power comes back on.

2-Way Voice

Can initiate hands-free two-way voice calling between user and caregiver with the touch of the help button. This allows immediate connectivity in the event of questions or concerns about medications.

Remote Programming

Remote programming makes setup quick and easy. Easily accomodates medication changes and\or schedule changes.

An illuminated light helps identify which medication lid to open

Easy to use pill compartments

Audible alerts

Help button allows immediate 2-way voice calls to caregivers

Easy to use buttons

Bright easy to read display

MedReady+

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CareMed®
Medication Management

MedReady+ is a home-based, medication compliance system developed to help simplify the management of multiple medications, and reduce the risk of missed or double doses. Each MedReady+ dispenser includes a wireless interface to allow the CareLink unit to provide 24/7 live monitoring. It can dispense solid medications up to four times a day, has audio and visual reminders.

Controlled Medications

MedReady+ offers a secure method of providing medication management. Medications are locked away securely, allowing access to the right dose, ONLY at the right time. It is tamper-proof to provide the maximum in security. Instead of employing a latch, MedReady utilizes a real lock and key, and the edges are secure. With access by key-only, caregivers can load MedReady and monitor patient compliance.

Convenience

MedReady conveniently utilizes AC power, but in the event of an outage or short-term travel, switches automatically to included rechargeable batteries.

Medication Card Holder

MedReady provides a card holder on the bottom of the unit for a printed copy of the prescriptions for all medications in the dispenser.

Easy-to-Set Alarms

Setting the timers and alarms is as easy as setting a digital alarm

Live, 2-way voice Monitoring

MedReady+ offers the advanced option of live, 2-way monitoring through our CareLink unit. This allows trained professionals to monitor medication compliance and respond quickly if medications are not accessed at the correct time.

Locked to prevent unauthorized access to medications

Setting the timers and alarms is as easy as setting a digital alarm

Allows quick and easy access to medications at the right time

Easy to read LED clock

Provides audible and visual reminders

Removable tray makes refills easy

TabSafe

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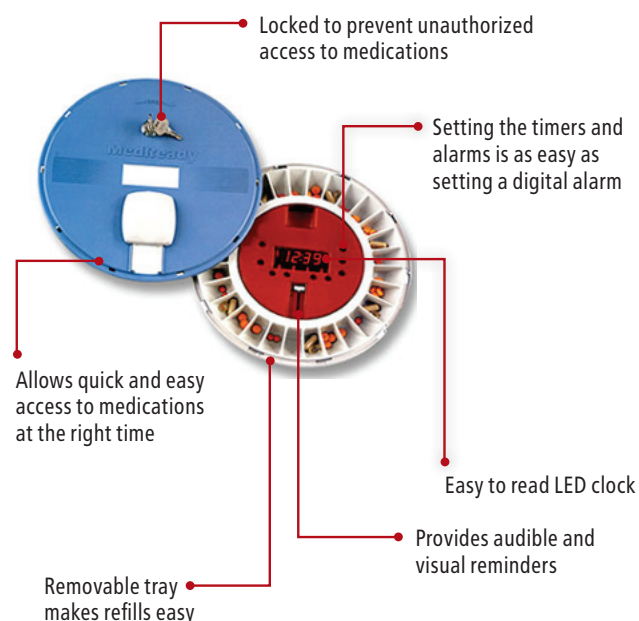
Secure and simplified medication management

The TabSafe system is the latest advancement for in-home medication management. Designed with a dual-locking feature, TabSafe offers enhanced security features and solutions for even the most complex dosing schedules. The system also delivers a flexible and easy to use programming module.

CareMed ®
Medication Management

Easy Installation, Loading and Daily Use

Plugs in to electrical power and standard phone lines. Each of the 4 cartridges can be loaded appropriately; either with individual or multi-dose medications. Medications can be loaded into the system by the caregiver, pharmacist or user. TabSafe then transmits and downloads the pre-loaded medication schedule. When a medication is due, an alert reminds the user to press a button which then triggers the medication to dispense into a drawer for release.

Flexible

TabSafe can accommodate any schedule; regardless of the level of complexity. Each of the 4 cartridges contain 32 individual compartments that are easy to fill. Specific cartridges can be allocated as "PRN Only" to allow the dispensing of medications on an "as needed" basis and thus eliminating the risk of overdose. Custom visual reminders can also be added for activities of daily living such as "Check Blood Pressure" or "Meal Time".

Safe and Secure

TabSafe is designed as a secure, locking unit. Each individual medication cartridge remains secure until the TabSafe unit is unlocked for reloading. The dispensing drawer also remains locked until the actual release of the medication occurs. Optional security features include the use of a PIN number to gain access to programming capabilities.

Web-Accessible for Set Up and Reporting

Compact and Conveniently Sized for In-Home Use

Secure, Locking Unit

Increased Control over "As Needed" Medications

Large, Easy to Read LED Screen

Rechargeable Back Up Battery

One Button Operation
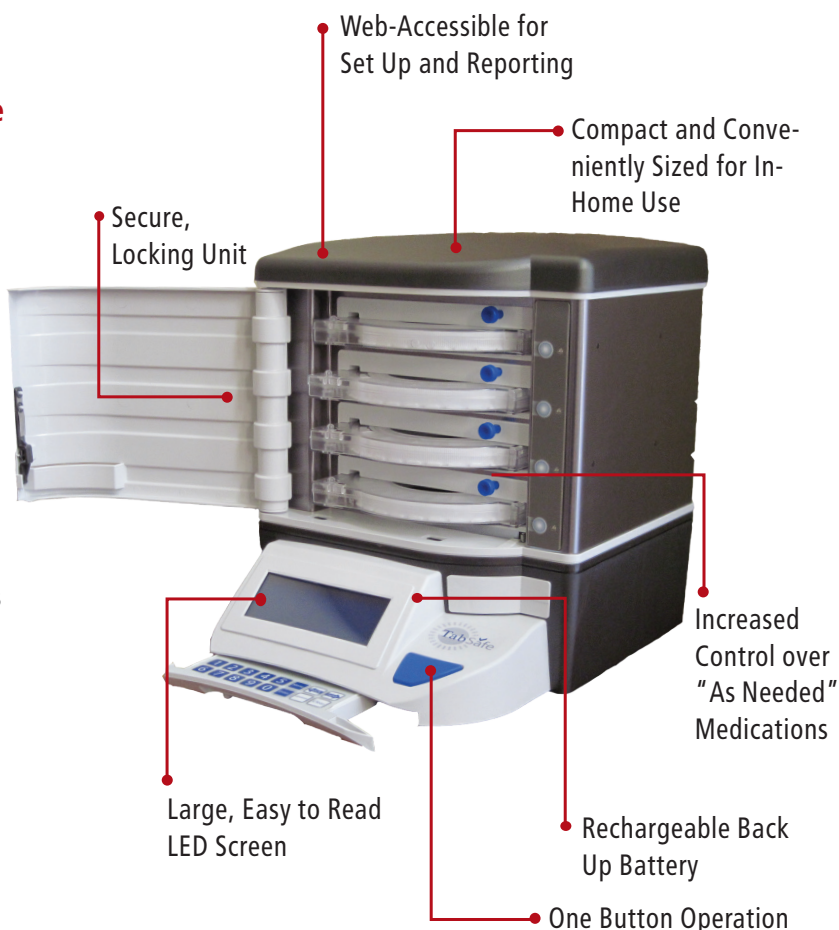
Reporting Features

TabSafe calls into the CareNet site daily to report: on time medication dispenses (including specific dosing times), missed doses, any refill alerts that are appropriate, early doses and PRN's taken (if any). The robust reporting capabilities provide valuable, life-saving insight to caregivers, family members and health care providers regarding medication compliance.

CareNet
Web-based Patient Monitoring

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CareNet®
Web-based Patient Monitoring

Telehealth Monitoring and Reporting

CareNet is a powerful, yet simple to use, web-based monitoring platform that combines critical information from 3 key areas of home monitoring: Telehealth, Medication Management and Personal Emergency Response services. This seamless integration helps deliver a higher level of care in the home environment creating better outcomes for clients and healthcare organizations.

Healthcare professionals can track important changes in a client's condition through intuitive exception reporting capabilities and automated FYI (For Your Information) alert notification. These changes can be quickly identified, documented and shared with other team members through CareNet, including family members or other non-traditional care team members when appropriate.

This quick intervention can help reduce unnecessary ER admissions while providing a safer, more secure home environment.

Manage Clients
• Easily enroll, update and dis-enroll clients online.

Monitoring and Reporting
• Dashboard provides immediate status of all clients receiving services.

• Track date, time and specifics on every incident for Personal Emergency Response, Medication Management and Telehealth in one easy to use platform.

• Instantly create professional graphs based on the data points you want to see.

• Quickly pull history for any client based on your search criteria.

• Intelligent reporting like Date of Last Signal (DOLS) report allows easier compliance with state mandates.

History			Displaying entries **1–100** of **252**
December 10, 2009 • **Thursday**			
10:48 AM	John K	CareVital	AP 00043E69557A OK
10:10 AM	John K	Blood pressure	126/98, 83 ‼ Diastolic: 98 > 90
10:08 AM	John K	Blood pressure	153/106, 85 ‼ Diastolic: 106 > 90
10:07 AM	Joan R	CareVital	AP 00043E695790 OK
09:59 AM	John K	Pulse Ox	95, 82
09:47 AM	John K	Weight	219.6 lb
09:44 AM	William C	Pulse Ox	98, 62
09:41 AM	William C	Pulse Ox	87, 68 ‼ SPO2: 87 < 92 • Cleared by 4698provider on December 10

Fast Real Time Views

"Real Time" views track data as it is received from the home. This allows immediate review of important clinical information and appropriate follow-up. Alerts are automatically highlighted for quick reference.

Include Caregivers and Family Members in the process
• Expand FYI alert notification and web site access to family members.

CareNet
Web-based Patient Monitoring

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Alerts and Notifications

• Healthcom's FYI (For Your Information) automatic alert notifications can keep you in the loop even when you're not logged into the system.

• Quickly identify and address alerts. Include comments for other team members.

CareNet FYI (For Your Information)

This application permits the user to identify the client with an alias if desired (e.g., chart #), choose a method of notification (e.g., fax, email, text message, page), and a frequency of notification (immediate, daily, weekly, etc.). This allows team members to receive important alert notifications even when they are not logged into the system.

Client Documentation

• Add unlimited journal entries to client records.

• Restrict or allow viewing by staff or family to increase lines of communications.

Address Alerts and Add Notes

Additional details can be viewed by clicking on a client name. Alerts can be addressed, annotated and cleared directly from this page. Team members can add valuable journal entries or notes that are important for the clinical team to see and review.