



# LIFELINE PROGRAM

## Application and Instructions

### **PLEASE COMPLETE ALL INFORMATION IN THIS PACKET.**

Please check both sides of each page and return entire packet in enclosed envelope.

People of all ages can benefit from Lifeline, those living alone, the elderly, those with disabilities, heart failure patients, post surgery patients and anyone at risk.

### **What is Lifeline?**

Lifeline is any easy-to-use personal response service that ensures that those living alone and at risk get quick assistance whenever it is needed - 24 hours a day, 365 days a year.

### **Why do I need Lifeline?**

Life is unpredictable. An unexpected fall or medical emergency could threaten your future health if help is delayed.

### **Is the service simple to use?**

Yes. When you need help, you just press the waterproof Personal Help button you wear as a pendant or wristband. Within seconds, an Enloe Medical Center trained Lifeline monitor responds, over the Lifeline unit or telephone, assesses the situation and summons appropriate help, whether it is a neighbor, relative or ambulance.



### **When the application is complete, please return in the enclosed envelope or to:**

Enloe Medical Center Lifeline  
1531 Esplanade • Chico, CA 95926  
Phone: 530-332-7538

Your application will then be reviewed and a time arranged for the Lifeline unit to be installed. The Lifeline unit cannot be installed until the application is received. Subscriber needs to be present at time of installation.

**The subscriber agrees to lease the equipment and service for a monthly fee of \$30.80 or \$35.00, depending upon which unit is placed\*. One time installation and set-up fee of \$40.00 will be included with the first months bill.**

It is understood that all equipment is property of Enloe Medical Center and must be returned in good, clean condition to Enloe Medical Center. Service will be deactivated when unit, phone cord, electrical cord and help buttons are returned to Enloe Medical Center. Loss or damage from any cause will be charged to the subscriber. Lost Personal Help Button fee: \$99

**Payment is due until all equipment is returned to Enloe Medical Center.**

*\*See back of this sheet for information regarding different units.*

### What is the difference between a Lifeline that is \$35.00 vs. \$30.80?

All Lifeline units are able to perform the same basic service; when the Personal Help Button is pushed, you are quickly linked to Enloe's Lifeline Response Center for assistance.

The newer, \$35.00 Lifeline units have a Test Call reminder that is communicated to the subscriber. For example, if the Lifeline hasn't detected a "Test Call" within the last 32 days, the Lifeline unit will verbally remind the subscriber that it is "Time to Test your Lifeline using your Personal Help Button".

The \$35.00 Lifeline unit also has a longer back up battery in the base unit, lasting approximately 30 hours as opposed to 12 - 15 hours in the older unit.

Additional automated communication is also made to the subscriber when a Help Call is sent, reassuring the subscriber that a Personal Response Associate will be with them shortly.

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## PLEASE INDICATE WHICH LIFELINE UNIT YOU WOULD PREFER.

*Please note, on occasion, certain types of units may be temporarily unavailable for new subscribers.*

**\$35.00 Lifeline Unit**       **\$30.80 Lifeline Unit**

**Either unit is acceptable, based on availability.**



# Lifeline Program Application

## SUBSCRIBER INFORMATION

Name \_\_\_\_\_ Date of Birth \_\_\_\_\_  
 Complete Address \_\_\_\_\_ Apartment # \_\_\_\_\_  
 Apartment Complex Name \_\_\_\_\_ Nearest Cross Street \_\_\_\_\_  
 City \_\_\_\_\_ County \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Home Phone \_\_\_\_\_  Male  Female Does subscriber live alone?  Yes  No  
 Please give directions to home: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## RESPONSIBLE PARTY (other than subscriber)

**This is the person we will notify, out of courtesy, if your medical conditions or other conditions necessitate, or for clarification regarding your account, if in our judgement, notification is necessary. This person would also be responsible for return of Enloe Medical Center Lifeline equipment if subscriber is unable to do so.**

Name \_\_\_\_\_ Phone \_\_\_\_\_  
 Address \_\_\_\_\_

A responder may be contacted to check on subscriber and offer assistance. **As a responder, in the event of an equipment problem during non business hours you may be asked to check on subscriber periodically until service is restored.**

## RESPONDERS (list at least three responders):

**All responders must be asked to accept this responsibility.**

1. Name \_\_\_\_\_ Home Phone \_\_\_\_\_  
 Address \_\_\_\_\_ Work Phone \_\_\_\_\_  
 City \_\_\_\_\_ Zip Code \_\_\_\_\_ Cell Phone \_\_\_\_\_  
 Key to home?  Yes  No Relationship to subscriber \_\_\_\_\_  
 Distance from subscribers home \_\_\_\_\_
2. Name \_\_\_\_\_ Home Phone \_\_\_\_\_  
 Address \_\_\_\_\_ Work Phone \_\_\_\_\_  
 City \_\_\_\_\_ Zip Code \_\_\_\_\_ Cell Phone \_\_\_\_\_  
 Key to home?  Yes  No Relationship to subscriber \_\_\_\_\_  
 Distance from subscribers home \_\_\_\_\_
3. Name \_\_\_\_\_ Home Phone \_\_\_\_\_  
 Address \_\_\_\_\_ Work Phone \_\_\_\_\_  
 City \_\_\_\_\_ Zip Code \_\_\_\_\_ Cell Phone \_\_\_\_\_  
 Key to home?  Yes  No Relationship to subscriber \_\_\_\_\_  
 Distance from subscribers home \_\_\_\_\_

## PHYSICIAN INFORMATION

Physician's Full Name \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

## GENERAL MEDICAL INFORMATION

**(Lifeline is not a part of Enloe Medical Center's Emergency Medical Services and does not provide medical care or professional medical advice.)**

Name of Hospital you choose to go to \_\_\_\_\_

Drug Allergies \_\_\_\_\_

Current Major Medical Conditions \_\_\_\_\_

### Are you taking any of the following medications?

Insulin     Coumadin     Oxygen     Nitroglycerine

**Hard of Hearing?**     Yes     No

**Smoker?**     Yes     No

**Infectious Diseases, ie., Active TB, MRSA, etc.**     No     Yes, please list \_\_\_\_\_

Would you prefer to wear your Personal Help Button on: (please refer to enclosed caution information)

a black nylon neck cord, **as necklace**     on a black elastic **wrist band?**

Personal help buttons are 100% waterproof.

A personal help button will send a help signal 200-300 feet from the Lifeline unit. All calls will be answered by the Enloe Medical Center EMS Communications Department staff.

## INSTALLATION INFORMATION

Lifeline installations are routinely done on Friday mornings. We will contact you to arrange the actual date after we receive this application.

Who is to be notified of installation date and time? \_\_\_\_\_ Phone \_\_\_\_\_

## PAYMENT INFORMATION

Who is responsible for payment:

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Which method of payment do you wish to use?

**MONTHLY BILL FROM ENLOE**

**ANNUAL PAYMENT - PAY THE ENTIRE YEAR AND RECEIVE ONE MONTH FREE**

**SET UP OWN ELECTRONIC PAYMENT** (*Requires "Home Banking" capability on home computer*)

If choosing this option, please set up "Enloe Lifeline" as the "pay to" name. Use the Lifeline subscriber's first initial and last name as the account number.

**MONTHLY DEBIT OR CREDIT CARD DEDUCTION**

Enloe Lifeline has the ability to deduct your monthly payment from a credit card or a checking account. If you would like your payment deducted from a checking account, there must be a debit card associated with the account.

## TELEPHONE INFORMATION

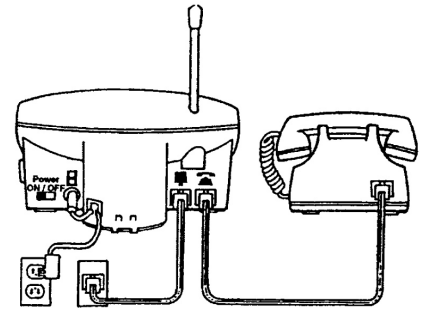
How many phones do you have? \_\_\_\_\_ (Total)

Desk Phones \_\_\_\_\_ Wall Phones \_\_\_\_\_ Portable Phones \_\_\_\_\_

Do you have a computer that is connected to the phone?  Yes  No

Phone service (ex. AT&T) \_\_\_\_\_

**If you subscribe to a DSL, or a cable service rather than the local telephone company, a filter may be needed: Contact your cable service for additional information.**



- Remove "Call Block" from all affected telephones prior to installation (including responders)
- Do you have an **electrical outlet** and **phone jack** within 4 feet of your phone?  Yes  No
- A power strip is recommended if you have more than 2 cords going into electrical outlet. Power strip must remain ON at all times.
- You must have an uncluttered table or countertop where unit can be placed near electrical outlet. Lifeline unit needs to be plugged into an outlet NOT controlled by a wall switch.

Subscriber further acknowledges that using telephone service provided via the internet, broadband, VoIP, or any other non-traditional telephone service presents additional risks for non-transmission of signals from the equipment and the equipment may not operate as intended.

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Do you have a hidden key location that you want Emergency Medical Personnel to be aware of?

Yes  No ***All information is confidential.***

If yes, please give a very detailed description of the key's location \_\_\_\_\_

Do you have any pets (dog, cat, etc.)? \_\_\_\_\_

*Please be advised that Lifeline installers and repair personnel will not come onto your property or enter your home unless all animals are contained or restrained.)*

How did you hear about Lifeline? \_\_\_\_\_

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Signature of person completing application

Date