

Company ☐ Connect America ☐ AMAC ☐ Home Buddy ☐ CA West ☐ PRC ☐ BSAH ☐ Lifeline			
Subscriber Name		Telephone	Signal Strength/ RSSI Reading/Light Status
Base Console Serial #	CSID #	Device/Charger Location	
Button Type ☐ Standard ☐ Fall Detection	Button Serial Numbers		
Set-up & Testing			
☐ Confirmed the unit and/or charger were plugged into a working power outlet not controlled by a light switch. ☐ Paired wearable button(s), if necessary. ☐ Called installation support and attached unit to subscriber. ☐ Performed a test call using the base console button with support on phone. ☐ Completed a range test and informed the subscriber of any areas without coverage. ☐ Tested landline service after installation or confirmed acceptable signal strength (for example, LED light or bars). ☐ Verified the mobile unit's RSSI reading was between 0 and -100; recommended an in-home cellular or landline unit if the RSSI was -101 to -125. ☐ Reviewed subscriber's Personal Health Information (PHI) and contact details; updated paperwork as needed. ☐ Explained monthly testing. ☐ Subscriber performed a live test using a wearable button. Confirmed subscriber information with operator.			
System Use Guidelines			
☐ Understands dispatch protocol and what will take place if operator is unable to hear subscriber via the device. ☐ Understands how to initiate a signal and speak with central station via the unit. Agrees to always keep wearable button accessible and to test system monthly via a wearable button. ☐ Understands to press the button once for help, as pressing it multiple times can cancel the call. ☐ Understands that fall detection pendant must be worn for it to function properly. If they have a standard wearable button, user understands that it does <u>not</u> have fall detection. ☐ Agrees to notify provider and/or Connect America of any changes (i.e. a new home, moving the device, etc.). ☐ Understands risks associated with the lanyard breakaway feature and explained the wrist option. ☐ Understands that all equipment remains the property of Connect America and its family of companies. ☐ Understands that the system relies on working phone or cellular service and electrical power. ☐ Understand that calls may be recorded for review and quality assurance purposes. ☐ If applicable, reviewed Care Compass nurse option and provided Care Compass letter. ☐ Explained and obtained the required signatures on HIPAA/Privacy policy, Grievance Policy, and SIF. ☐ Provided subscriber with the literature kit (HIPAA/Privacy policy, Grievance Policy, and SIF). ☐ (Ohio only) Subscriber received one responder letter for each responder listed.			
Agency	Technician	Tech Signature	
Subscriber Signature		Date/Time In	Time Out

Installation Support

AMAC/COPS: 877-266-0733

CA/Rapid: 800-220-9803

Lifeline: 800-800-8410