

Lifeline Systems Company

Welcome to the Lifeline Responder Program

You have been chosen by one of your friends or family members to be a responder.

What is your role as a responder?

Your role, while simple, is very important. A responder is someone that can be available to assist a friend or family member when contacted by the Monitoring Center.

Being a responder requires that:

1. The Monitoring Center receives a current phone number to contact you.
2. You are able and willing to go to the client to check on them and assist them when they are in need or cannot be contacted.
3. You are able to communicate with the Monitoring Center over the unit or phone to inform the Monitoring Center if the client needs any further assistance.

When you are contacted by the Monitoring Center you need to:

1. Let us know at the time of call if you are able to respond immediately. You can decline to respond and the Monitoring Center will contact the next responder on the client's responder list.
2. If you are responding, provide an approximate time of arrival.
3. Activate the help button or base unit when you arrive in the client's home to confirm with the Monitoring Center that you have arrived.
4. If necessary, contact emergency services by phone or by pressing the help button and asking the Care Representative to contact EMS on the client's behalf. If additional information is available about the client's condition, you should communicate it to the Care Representative and to any emergency responders that arrive on site.

Your role as a responder is critical to maintaining the safety of your friend or family member. When you agree to respond to a call for help and check on the client, please do so expeditiously and with the knowledge that EMS or emergency services will not be sent until you or the client contacts the Monitoring Center for assistance (if no responders can be reached or can respond, emergency services is always contacted as a final responder).

If your phone number changes or you choose to decline being a responder, please notify our 24-hour Monitoring Center at 800-368-2925. Please scan the QR code and complete the form to confirm you understand your responsibilities as a responder.

Thank you in advance for helping our clients remain safe and healthy in their homes.

Sincerely,
Monitoring Center
Customer Service
800-368-2925

