



Safe at Home Q&A

Q: What is Safe at Home?

A: Safe at Home offers monitored personal emergency response systems to folks in Columbus and many surrounding communities, featuring Lifeline and ConnectAmerica products.

Q: What is a personal emergency response or medical alert system?

A: Emergency response devices allow individuals to call for help during emergencies by pressing a button. Some devices automatically detect a fall.

Q: How do emergency response devices work?

A: Activated by pressing a button or detecting a fall, these devices send a signal to a response center. A Trained Care Specialist responds (usually within 30 seconds), assesses the situation, identifies the location and contacts the appropriate responders. Trained Care Specialists are available 24/7, 365 days a year.

Q: What is a responder?

A: A responder is someone who can assist during an emergency – typically a relative, friend or neighbor living within 15 minutes. It is recommended (but not necessary) for responders to have access to your home.

Q: What kind of devices does Safe at Home offer?

A: At-home device: Includes a base communicator and a help button (pendant or wristband). The base communicator connects to a phone line or cellular network and supports two-way communication.

On-the-go device: Wearable unit (pendant, belt clip, or watch) with a help button, speaker and microphone that uses cellular networks and GPS. These units work anywhere with cellular coverage.

Q: Can I still get a system if I do not have a landline telephone?

A: Yes! Both our at-home and on-the-go devices are able to operate over cellular networks. No additional cellular subscription is required.

Q: Do I need Wi-Fi or internet service?

A: No, our devices do not require Wi-Fi or internet service.

Q: Do I need to be in the same room as my at-home communicator for it to work?

A: No. The system should work even if you are in a different room, on a different floor or outside in your yard.

Q: What if the response center can't hear me?

A: If the Trained Care Specialist receives no response over your device or base communicator, they will call your phone. If you don't answer it, they will contact your listed responders, and then emergency services if needed. Fall detection devices automatically trigger an emergency call if the response center cannot reach you.

Q: What is fall detection?

A: Fall detection devices use motion sensors to detect falls and send signals to the response center without you needing to press a button. These devices are useful for those unable to press a button because of physical limitations or memory issues.

Q: Will an ambulance be sent automatically if I press my help button?

A: No. A Trained Care Specialist will first assess the situation. Emergency services will be dispatched only if necessary.

Q: What if my button is pressed by mistake?

A: Accidental activations are not a problem. Just inform the response center that it was an accident.

Safe at Home Q&A (continued)

Q: If my home is locked, how will emergency services get in to help me?

A: There are several options to avoid having emergency services forcibly enter your home, including giving responders a key, disclosing a hidden key's location or providing a keypad entry code.

Q: What happens if the power goes out?

A: At-home systems have a backup battery, allowing the device to function for up to 30 hours without power.

Q: Do I need to set it up myself?

A: No. Safe at Home will install and test the system and show you how to use it.

Q: What can my emergency response device be used for?

A: You can use it for any situation you consider an emergency, such as breathing difficulties, fire, gas leaks or being locked out of the house.

Q: Can I wear my device in the shower?

A: Yes. Our devices are water-resistant and suitable for use in the shower or around water.

Q: Are these devices covered by insurance?

A: Traditional Medicare does not cover emergency response devices, but some Medicare Advantage and other insurance plans might. Coverage varies, so check with your insurance provider. Coverage is available to those eligible for Medicaid's AD Waiver through Nebraska's Department of Health and Human Services, which you can reach at 402-564-1113. Additional financial support for emergency response systems is available through Northeast Nebraska's Area Agency on Aging, which you can reach at 402-370-3454.

Q: Do I need to sign a long-term contract?

A: No, services are provided on a month-to-month basis. You can start or end services as needed.

Q: Why should I choose Columbus Community Hospital Safe at Home for my emergency response system?

A: All device questions and services are facilitated locally. When you contact us, you will reach a real person located at Columbus Community Hospital who is ready to assist you. Our dedicated team members from the hospital are also the ones who will come to your home to provide any necessary support.



COLUMBUS COMMUNITY HOSPITAL
SAFE AT HOME

For more information or to start service:

**Contact Safe at Home program coordinator
Hailey Rathje at 402-562-3382 or
hjrathje@columbushosp.org.**