

# **Lifeline JFS New Orleans**

## **Frequently Asked Questions**

### **What geographic region does Lifeline from Jewish Family Service New Orleans provide?**

JFSGNO provides Lifeline medical alert services to all Greater Metropolitan New Orleans communities.

### **How long will it take to get Lifeline started?**

In most cases, Lifeline can be installed within 1-2 business days. The installer will walk you through the process of making a call for help: Simply activate the button to reach the response center for help.

### **How hard is it to install the Lifeline equipment?**

Lifeline service comes with installation of the choice of communication device that best fits your needs. A local technician will install your communication device and will explain/demonstrate how easy your signal to the monitoring center will be.

### **How will I know if my equipment needs servicing?**

Our local JFS office receives alerts and reports if any equipment needs are present. Help button, battery updates and communication units needs are all handled locally. Our volunteer “monthly reminder” to test your button also assures the unit and accessories are functioning.

### **Will Lifeline work from anywhere in the house?**

In general, you can use the Help Button to call for help from anywhere in or around your home, although the range varies depending on your home’s construction and distance from the communication device.

### **Is Lifeline Waterproof?**

Buttons are 100% waterproof and therefore designed to work in the shower or bath. This is demonstrated at the time of installation.

### **How much does Lifeline cost?**

Pricing for Lifeline is on a month to month fee basis with no contracts. The overall costs will be based on your lifestyle needs and equipment.

### **Can I get Lifeline for a local parent or loved one if I live out of town?**

Many of our clients have service arranged by relatives who live out of town. If the installation occurs within New Orleans communities, it doesn’t matter where the contract holder lives.

### **Do you provide Lifeline services to seniors or others living in assisted living facilities?**

Yes. JFSGNO provides Lifeline services to individuals living at home, in senior centers, or in assisted living facilities. Lifeline provides an extra measure of security for those who receive some assistance but who do not have someone always caring for them.

### **What is the difference between Lifeline and Lifeline with Autoalert?**

Both services will connect you to assistance if the Help Button is pressed. Lifeline with AutoAlert provides an extra level of protection by placing a call automatically if it detects a fall, even if you’re immobilized or otherwise unable to press the button. Lifeline is the ONLY medical alert supplier provider that integrates this capability into a pendant-style Help Button. Lifeline with GoSafe also has an Autoalert feature.

**For further information, call 504-831-8475**