

Lifeline JFS New Orleans

Frequently Asked Questions

Where does JFS New Orleans offer Lifeline coverage?

JFSGNO provides Philips Lifeline medical alert services to the Greater Metropolitan New Orleans communities & the Northshore.

How quickly can we have Lifeline installed?

An intake representative will discuss and assess your needs to help you select the service package best suited to your lifestyle. A scheduled installation appointment can be arranged at your home within 1-2 business days.

How will the Lifeline equipment be installed?

A local JFS technician will install the communication unit in your home. They will activate your help button and send in a test signal. This first signal will allow you to hear the monitoring response center and speak to them.

Will Lifeline work from anywhere in the house?

The button will be tested at several locations in and around your home during install. The range may vary depending on your home's construction and distance from the communication device.

When should I wear my Lifeline button?

All personal help buttons are 100% waterproof. They should be worn at all times, when you bathe, shower and during all daily living activities.

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 our service area, it doesn't matter where the contract holder lives. The entire process can be handled by phone or email communications.

How can I pay for someone's Lifeline service?

Payments can be auto drafted from any checking account. We will verify all banking or credit card information by phone or email prior to installation.

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 unit needs are all handled locally. Our volunteer call for "monthly testing reminders" also assures the unit and accessories are functioning.

Can Lifeline be installed in assisted or independent living facilities?

Yes. JFS provides Lifeline services at an individual residence, assisted or independent living facilities. Lifeline provides an extra measure of security for those who do not have a full time or live in caregiver.

What if I move?

Notify the local JFS office of your change of address. They will discuss your current equipment and explain the reconnection at your new location. Moving may require some equipment changes.

Can I travel with my Lifeline?

Yes, units can be relocated for travel purposes. However, compatible phone technology must be in place at your planned location and tested to assure signals can be received by the monitoring center. Call the local JFS office prior to travel with any questions.

For further information, call 504-831-8475