

Personal emergency response systems

Snapshot

Pricing based on number of people to protect:

Will vary, depending on coverage area desired, technology chosen and number of units used.

Average price per resident per year:

Start-up could run about \$400, up to several times that. Facilities also often pass along monthly charges (up to about \$50 monthly) to residents

Pricing Trends

2013-2014: +1% to +2%

2014-2015: +2%

2015-2016: Flat to +3%

Typical delivery time: Around 2 weeks

Typical delivery charges: Typically a part of the sales package

Average life span of product: 6 to 10 years

Power sources: Battery, electric

Installation: Usually you'll need a certified technician, though some staff members might be up to the task for some systems.

Average maintenance cost per year:

New batteries, occasional monitor loss

(Figures cited are averages of all respondents' answers. Actual pricing will vary due to volume, bundling and other factors of a purchase.)

Sources: Care Innovations, Direct Supply, J. Brasch Company, Philips, RF Technologies, Stanley Healthcare Solutions



Photo: Philips

FROM THE FRONT LINES:

“One of the biggest problems is the cords because they break easily, or batteries that die easily. A good warning system about battery life going down is a must.”

Sr. Margaret Healy, Leadership Board, Carmelite Sisters, Germantown, NY

Buyer Notes

- At least one vendor recommends your system does not send its first alerts through text messaging or email because sometimes they can be delayed. On-site paging, for example, might be preferred to bypass phone lines and the Internet.
- Make sure you have adequate back-ups for all elements of a system, including the “computer element,” in case of a catastrophic event that might render computers ineffective, one expert advises.
- Assess your clients, and then the capabilities of potential vendor partners. What alternatives do they offer? One recent prominent British study found that pendant users might not have them in the right place a majority of the time, for a variety of conscious and unconscious reasons.
- Remember: PERS is all about observing behavior to predict future actions, one expert notes. Shop accordingly.

**For a list of vendors go to the:
SAFETY & SECURITY section, pages 167-170**