

# 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:

Initial costs could run from \$250 to \$500. But also to be considered are monthly charges and any pass-through costs to end-users.

## Pricing Trends

2010-2011: Flat to +5%

2011-2012: +1% to +3%

2012-2013: Flat to +4%

**Typical delivery time:** Around 2 weeks

**Typical delivery charges:** Delivery can be included in the sales price.

**Average life span of product:** 7 to 10 years

**Power sources:** Battery, electric

**Installation:** Often performed by a certified technician; some staff members with technical knowledge could also handle in some cases.

**Average maintenance cost per year:**  
Battery replacement

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

*Sources: Crest Healthcare Supply, Digital Care Systems, RF Technologies, Stanley Healthcare Solutions, Status Solutions*



Photo: RF Technologies

### FROM THE FRONT LINES:

“You have to look for yourself at the various products. What’s right for others might not be for you. Alerts should be able to go right to your phone. If they go through a computer system, make sure it takes any vendor upgrades OK. Also, make sure you get sufficient support [services] so you can be sure updates take properly in the future.”

Leslie Shanlian, Administrator, Henry Ford Village, Dearborn, MI

## Buyer Notes

- It’s a good idea to look for a system that “supervises itself,” one industry veteran advises. That means if a battery is running low, it reports to you on its own. You don’t want batteries running out, or even running low, without being aware of them.
- The central question for many users is: Can you get support 24 hours, seven days a week? Also, investigate whether your phone call will go to a live person, or if there are times when you’ll have to leave a message. A vendor should be able to tell you up front.
- Confirm ahead of time what kind of training or in-services you will get with your system. Some employees will need more coaching than others. You have to account for this — and not take learning curves for granted.

**For a list of vendors go to the:  
SAFETY & SECURITY section, pages 179-183**