Personal emergency response systems

Photo: RF Technologies

Snapshot

Pricing based on number of people to protect:
Varies, depending on technology, layout and number of units.

Average price per resident per year:
Systems vary widely. Depending on how and where a call center might be used, charges could run from $5 to $30 per month after initial infrastructure costs are factored in.

Pricing Trends
2007-2008: Flat to +2%
2008-2009: Flat to +2%
2010 projection: Flat

Typical delivery time: About 2 weeks

Typical delivery charges: Sometimes included; varies by vendor and distributor

Average life span of product: 8 to 10 years

Power sources: Electric and battery

Installation: Wireless, hardwired and telephony, performed mostly by vendor

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: Cord-Mate, Digital Design, Direct Supply, RF Technologies, Stanley Healthcare Solutions

FROM THE FRONT LINES:
"See the high-tech solutions of the last two to three years or you'll be missing out on some great customer service options that wouldn't have been available three to four years ago."
James W. Parker, VP Management Services, Spectrum Retirement Communities, Denver

Buyer Notes

- Check for compatibility among various systems and technologies that might be used in conjunction with these units. Similarly, while there are many players in this market, you must investigate what a vendor can do to support you after a purchase if a problem arises.

- Check references on any possible business partner thoroughly in this product category.

- Training your staff with these systems is vital. There are different levels of training available, so make sure you know what you're getting when you make a purchase.