

Personal emergency response systems

Snapshot

Pricing based on number of people to protect:

Varies, depending on technology, layout and number of units desired

Average price per resident per year:

A key is how how and where a call center is used. Charges can run from about \$5 to \$30 per month after initial infrastructure costs are factored in.

Pricing Trends

2007-2008: Flat to +2%

2008-2009: Flat to +2%

2009-2010: Flat

Typical delivery time: About 2 weeks

Typical delivery charges: Varies by vendor and distributor; sometimes included in price

Average life span of product: 8 to 10 years

Power sources: Electric and battery

Installation: Performed mostly by vendor, can be wireless, hardwired or telephonic.

Average maintenance cost per year:
Battery replacement is the big concern

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

Source: Stanley Healthcare Solutions, RF Technologies, Direct Supply, Digital Care Systems, Cord-Mate



FROM THE FRONT LINES:

"In an emergency situation, the important factors are 24/7 help, fast response time and ease of use of your personal emergency response system. Check into these details and the company's experience when considering a purchase."

Ari Weinberger, President of CRL Senior Living Communities, Neenah, WI

Buyer Notes

- Don't limit yourself to just in-room activations. Some manufacturers have expanded their coverage areas lately, beyond a resident's room and to common areas or even outdoors. Inquire as to range of service.
- Two-way voice activation is a very good idea, particularly for more mobile residents, one vendor noted. Generally speaking, if a call comes from a lower-acuity resident, it could mean a bigger emergency, he said. Plan for the needs of your population accordingly.

**For a list of vendors go to the:
SAFETY & SECURITY section, pages 181, 184, 185**