

# 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 \$300 to several times that amount. There also might be monthly charges or pass-through charges to end-users.

### Pricing Trends

2011-2012: +1% to +3%

2012-2013: Flat to +4%

2013-2014: +1% to +2%

**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:** Sometimes staff members with technical acumen can handle system, but often performed by a certified technician.

**Average maintenance cost per year:**  
Battery replacement, 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: CISCOR, Cornell, Crest Healthcare Supply, LogicMark, Response Care, RF Technologies, SafetyCare Technologies, Stanley Healthcare Solutions*



Photo: RF Technologies

**FROM THE FRONT LINES:**

“Match the person to the need. Know what you’re trying to achieve for each person — bullet it out. There are a ton of vendors out there so you need to know what’s available AND the likelihood somebody will actually use it — actually push a button. Someone with cognitive issues might forget to wear it, or forget they’re wearing it. When you’re buying, also remember that you need a whole protocol program and must educate everyone about it.”

Beth Richardson, NHA, CASP, Vice President of Operations — Health Services, Lenbrook, Atlanta

## Buyer Notes

- Find out who will be monitoring residents' calls. Will it be basic phone operators or will there be more specialized personnel? One company, for example, says it has emergency medical technicians (EMTs) only on the receiving end.
- Ask about waterproof equipment. The monitors should always be worn, yet 80% of falls happen in or around the shower room, one vendor said.
- Compare any price quotes to make sure vendors are talking about the same type of systems. For example, both radios and pagers can be used, but the price differences among systems using them can be quite different.

**For a list of vendors go to the:  
SAFETY & SECURITY section, pages 198-202**