

Philips Lifeline® medical response service offered by YNHH Lifeline program

- Lifeline is a 24/7 personal emergency response system that provides help in the event of an emergency.
- There are two options:
 - **Lifeline**. This is the standard service which includes a choice of a pendant or wrist-style Help Button. When help is needed, simply press the button at any time to connect to the Response Center.
 - **Lifeline with AutoAlert**: In addition to the Standard service, this enhanced service includes a pendant button that automatically places a call for help if a fall is detected and the subscriber is unable to push their button.

Both are available in a wireless model.

- Lifeline provides a direct connection to its dedicated response center. A trained responder reviews the subscriber's profile and evaluates the situation. The responder will contact a neighbor, family or emergency services to assist the subscriber. .
- Lifeline is most commonly used by older adults who live alone and have been recently discharged from the hospital or rehabilitation center. Lifeline is also used by independent individuals with chronic medical conditions.
- Installation/activation of the equipment and instruction to new subscribers provided by YNHH Life Line staff. There is a fee for the installation/activation.
- The equipment is rented on a month-to month basis. The monthly fee covers equipment and monitoring service.
- Special pricing for two subscribers living in the same household.
- Lifeline units have a 30 hour battery back-up system should there be a power outage.
- When a service call is needed, it will be scheduled at the subscriber's convenience. There is no fee for service calls.
- Individuals can be directed to contact our program directly or the provider can email/call/or fax referrals. If the person is hospitalized we are available to meet with the patient and/or their family during this time. See referral form.

For more information regarding the Lifeline service, monthly fee, call Monica Brantley 203-789-3938 or mbrantley@ynhh.org or Shenelle Walker 203-789-3737 or swalker@ynhh.org

Yale-New Haven Hospital

Lifeline Program Referral Information

Please check below:

Would like more information
Please contact

Interested in installing Lifeline
Service. Please contact

Please include:

- Patient's name and telephone number: _____
- Contact name and telephone number if different from patient (i.e. son, daughter, etc.). _____
- Best time to call: _____
- Needs or special requests

Can send information by:

- Fax to: 203-789-4289 (complete information above)
- Email: Monica.Brantley@ynhh.org or Shenelle.Walker@ynhh.org
- Call: 203-789-3839 or 203-789-3737

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