

Medical Alert Comparison

Compare Up to Three Providers Before You Sign Anything

Ask every provider the same questions, in the same order, and write down the answers. Vague answers to the cost and cancellation questions predict billing surprises later.

Part 1: The questions that matter

Question	Provider 1	Provider 2	Provider 3
Monitoring 24/7? Where is the monitoring centre? What languages?			
What exactly happens when the button is pressed? Who is called, in what order?			
Fall auto-detection included, or extra? Cost?			
All-in monthly cost: equipment + monitoring + activation + add-ons			
Contract term? Cancellation steps and fees?			
Who notices when equipment fails or the battery dies?			
Home-based, mobile GPS, or both?			
Waterproof? Can it be worn in the shower (where falls happen)?			
Spouse/second user coverage cost?			
Trial period and return policy, in writing?			

Part 2: The wearer's veto

Check before buying	
<input type="checkbox"/>	The person who will wear it has seen it and agrees to wear it
<input type="checkbox"/>	Pendant, wristband, or watch style chosen by the wearer, not the buyer
<input type="checkbox"/>	Contact list decided: who gets called first, second, third
<input type="checkbox"/>	Checked with 211 whether a local subsidy program exists

Check before buying

Kept the receipt for tax time (may qualify as a medical expense)

A device in a drawer protects nobody. "Will you actually wear this" is the first specification, ahead of every feature on the box.