



Photo: Skynet Healthcare

Personal emergency response systems

Snapshot

Pricing based on number of people to protect:

Projects are virtually all customized. Variances will exist due to product, vendor and service terms.

Average price per resident per year:

Systems have wide differences. Costs range from about \$75 to \$750, with top systems above \$2,000.

Typical delivery time: 2 to 3 weeks

Typical delivery charges:

Sales terms typically include delivery.

Average life span of product:

12 to 15 years

Power sources:

Battery, electric, internet

Installation:

Most likely will require a professional installer, especially as systems' complexity increases.

Average maintenance costs per year:

Battery replacements and corresponding labor expenses vary widely but are a constant consideration. Occasional monitor loss and replacement also may occur.

Buyers Notes

- Look for UL listed companies, and not just UL "tested" by some third-party lab, which doesn't mean much in life-safety situations. Facilities could still be held liable.
- There are options with real time location system (RTLS) possibilities, so ask about them.
- Be sure to have residents try out any equipment you're seriously considering. Look, comfort and operability are all important and can come off very differently for seniors, as opposed to how younger workers might look at or use items.

"You need to know how often they update and have innovations to the product line, and know whether that's part of your agreement. Only then will you know the full cost."

— **Richard A. Curtis, Executive Director, Buckingham's Choice, Adamstown, MD**

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

Sources: Direct Supply, J. Brasch Company, ProtectAlert, Sensara, Skynet Healthcare Technologies, STANLEY Healthcare Solutions, TekTone

For a list of vendors go to the: SAFETY & SECURITY section, pages 138