



Philips Lifeline is an easy to use medical alarm service that allows your senior or at risk patients to receive fast, expert help – 24 hours a day. It's the ideal solution for patients who need additional support to continue living independently and confidently at home.

Lifeline supports a safe discharge by:

- Empowering patients with immediate access to help – even if they can't speak.
- Providing an added layer of protection for those who may be at risk for falls.
- Giving added comfort and peace of mind to family caregivers.

The Sunnybrook Lifeline office is located in room H238b within the H230 Social Work offices. To discuss Lifeline in person, arrange an in-service or request educational materials contact the Sunnybrook Lifeline Community Representative Lorne Mitchell by:

Phone: 1-800-387-8120, ext.7753

Email: lorne.mitchell@philips.com



**To refer a patient
please call the
Sunnybrook
Lifeline Program
at 416-442-5545 or
visit www.lifeline.ca.**

**PHILIPS
Lifeline**

Feel secure with Canada's most trusted medical alarm service.

Get started today!

1 – Choose a Lifeline service



Option 1: Lifeline

Our standard service includes your choice of a pendant or wrist-style Help Button. When help is needed, simply push the button at any time.

Or choose...

Option 2: Lifeline with AutoAlert*

In addition to letting you push the button for help at any time, our enhanced service includes a pendant-style button that automatically places a call for help if a fall is detected and you can't push your button.

2 – Choose a Communicator

Option 1: Cordless Phone Communicator

This Communicator integrates 24-hour medical alert service into an easy-to-use cordless phone, that has a large display and enhanced sound quality.



Or choose...

Option 2: CarePartner Communicator

This Communicator works with your existing telephone to provide a direct, two-way connection to Lifeline.



How Philips Lifeline works

1

Summon help

Simply push your Lifeline Help Button at any time to connect to our 24/7 Response Centre.

Note: If you have our Lifeline with AutoAlert option, you will get an added layer of protection, as your AutoAlert Help Button will automatically place a call for help if a fall is detected and you are unable to push your button.



2

Hear a reassuring voice

A Lifeline Response Associate will access your profile and assess the situation.



3

Know help is on the way

Our Associate will contact a neighbour, loved one, or emergency services based on your specific needs, and will follow up to confirm that help has arrived.



*AutoAlert option is locally available at participating Lifeline programs.

*AutoAlert does not detect 100% of falls. If able, you should always press your button when you need help.

Sunnybrook Lifeline
416-442-5545
www.lifeline.ca

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