



Quick Guide to your medical alarm

There are several different models of medical alarms used within Villages but they all have the same basic concept.

TO CALL FOR HELP

Press your pendant or the large button on your Main Unit. You will hear an alarm sound. We will try to talk to you via the speaker on the Main Unit. If we can't hear you we will follow your Response Plan. Not sure what your Response Plan is? Activate your alarm and when we answer, tell us you are testing your pendant and want to go through your Response Plan with us.

TO CANCEL A FALSE ACTIVATION

Push the CANCEL or RESET button on your Main Unit. If you don't reach it before we talk with you, don't worry, just let us know that it was a false alarm and that you are OK.

TEST YOUR PENDANT

We like you to test your pendant every month. If we don't hear from you in 6 months we will call you to make sure everything is OK and ask you to test your pendant for us. We will go through your contact details and update them if we need to at the same time.

I WANT TO SWAP MY NECK PENDANT FOR A WRIST PENDANT

Give Customer Care a call on 0800 865 865 and we can arrange for your pendant to be swapped and the old one returned to us.

WHAT DO THE LIGHTS ON MY ALARM MEAN?

Depending on what model of alarm you have, the lights may mean different things. The easiest thing to do if anything on your alarm flashes or lights up unexpectedly is to call our Customer Care team on 0800 865865. It may be indicating low battery or low signal strength, but call us, we're happy to talk you through whatever is happening. We can also post you a copy of the User Guide to your particular alarm if you have lost it, or you can download it yourself from our website <https://securely.nz/manuals/>

PAYING FOR AN AMBULANCE - INDEPENDENT LIVING

If you have had an emergency and been transported to hospital by ambulance we pay for it. There are several ways you can get the bill to us:

1. Post it to us at: SECURELY, FREEPOST SECURELY, PO BOX 947, TAURANGA, 3140
2. Email us a photograph of the invoice to info@securely.nz
3. Attach a photograph or scanned copy of your invoice to the Contact Us page on our website www.securely.nz



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