

# Independent Choices

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Rescue Alert now offers the new **MEDTIME** Medication Reminder and Dispensing System in conjunction with the RA400. The Med-Time electronic “pill” dispenser and reminder system helps ensure that medications and vitamins are taken properly and on time. The Med-Time dispenser and RA400 operate together allowing medication compliance to be monitored around the clock. A transmitter can be placed in the battery housing of the Med-Time system and when the medication is not taken within a certain period of the requisite time, the PERS is activated and sends a signal to the Response Center. Subscribers can now receive a voice-reminder to take their medication. Besides a Non-Compliance alarm, the PERS is programmed to notify the Emergency Response Center of a jammed Medicine dispenser.

### DEALERS/SERVICE

**REPRESENTATIVES:** For simple installation of the **MEDTIME** system, follow the original manufactures instructions provided with the dispenser. Then learn the Medicine Dispenser transmitter to the RA400 by putting the PERS unit into LEARN mode and pressing the silver button located in the battery compartment of the Med-Time. The code transmitted by the Med-Time will be learned by the RA400.

**NOTE:** Remember that all Personal Help Buttons must be “relearned” when you are learning a Med-Time. Simply learn the PHB first, then follow the above directions.

**REMINDER:** Remember when you are removing a RA400 that is *Learned* to a Med-Time from a subscriber’s house, the Med-Time codes need to be removed from the RA400. To do this, you must call the Response Center and inform them that you need to remove the Med-Time from the PERS unit. The Response Center will then delete the Med-Time codes for you. After the Response Center has verified that all

codes have been removed, you must turn the PERS’ power switch to off to complete the procedure.

# Service

On May 15, 2002 Rescue Alert began implementing a change to our data management process. **AUTO DATA**, our new electronic communications tool, allows the provider to enter customer data more efficiently, and with greater ease and reliability, into the Rescue Alert database via email. Auto Data has enabled Rescue Alert to receive data from multiple sources simultaneously and has made the data available to our Providers and Service Representatives immediately, thus helping Rescue Alert and the Provider to be more efficient. Rescue Alert is excited with all the possibilities that Auto Data presents. Right now, Auto Data is being used only to enter new client information, but in the near future additional modules will be added to address other aspects of data management, including updates and real time internet access to your data in the Rescue Alert database.

**If you are interested in learning more about Auto Data, or wish to set up an Auto Data account with Rescue Alert, please contact our Customer Service Department at 1-800-688-9576.**

**Notice: The User’s Manual for Rescue Alert’s PERS Model’s RA300 and RA400 are now available through the Rescue Alert Sales Department.**

# NEWS! NEWS!

Rescue Alert employees and their family member’s celebrated the construction of our new Rescue Alert building July 29<sup>th</sup> with a ground

breaking ceremony and barbeque. The new building will hopefully be finished and ready to move into by January of next year. The new building, located at 10333 S. Beckstead Lane in South Jordan, UT will be 10,000 plus square feet, and includes a much larger Response Center. Rescue Alert is excited for the changes that are taking place, and we hope to celebrate with all of our associates and friends at an Open House Party when the building is complete.



Brett and Aubree Hibbert welcomed a new baby boy into their lives on April 4, 2002 Jacob Brett Hibbert was born at 1:03 PM weighing 5 lbs. 10 oz. He was 17" long. Both mom and baby are doing great! Brett is Rescue Alert’s Production Manager, and before leaving us to become a mom, Aubree was the Customer Service Manager. (Congratulations to Grandpa Richard Bangerter, Jacob is his first grandchild!)

Jennifer and Joseph Spicer welcomed their first child, a baby girl, into their home on April 5, 2002. Hailey Marie Spicer was born at 9:25 PM weighing 7lb 3oz. She was 20" long. Jennifer was a supervisor in the Response Center, and has now been promoted to a stay at home mom!

Beckie and Alma Perry are pleased to announce the birth of their daughter and second child, Natalia Tatiana Perry. Natalia was born on July 18, 2002 at 1:16 PM. She was 6lb 10 oz and 20 inches long. Beckie is an office assistant at Rescue Alert.

# RESCUED

**Every day the Rescue Alert Response Center receives emergency calls for help. Unable to see the situation, the Attendants rely on protocol, their ears, and their instinct to get the customer the help they need.**

**Often times, the Attendant disconnects from a call never knowing the outcome or details of the emergency. Below is an example of one such emergency.**

On Wednesday May 1, 2002 at 11:53 P.M. Rescue Alert received a "Panic" signal from a client in Wallingford, Connecticut. Answering the call, the Response Center Attendant announced herself and asked "Do you need help?" Receiving no response, she asked a second time and heard a very weak and garbled "Help me." The Attendant immediately called the EMS squad, and then notified the customer's daughter of the situation. Remaining on line with the customer, the Attendant reassured her that help was on the way. There was no response. Minutes later, the emergency squad arrived and gave the Response Center Attendant permission to disconnect.

**In this instance, however, the Customer called Rescue Alert back a few days later to let them know that she was ok, and to tell us her story.**

She told Rescue Alert that while getting out of bed in the middle of the night, she fell and "slammed" her face into the wall. She was unable to respond to the Attendant because she couldn't move, or breathe, and was bleeding profusely from her ears, nose and mouth. She said she was transported to Midstate Medical Center where she was told that without her Rescue Alert PERS, she would have suffocated in her own blood.

**She thanked Rescue Alert and the Response Center for saving her life.**

# Meet the Staff

Reo Larsen has been working as a Controller for 22 years. He started out in Northern California at Ashby Metal Products as an Assistant Controller, and after five years there, he came to Salt Lake City. Reo was the Controller for Woodruff Printing Company in Salt Lake City for six years, before going to work for Laser Corporation, a laser manufacturing company, where he stayed for eleven years. Rescue Alert was lucky to find Reo, and he began working here in April 2002. Reo is 48 years old and has been married for 26 years. He is the father of three sons, the youngest of which was married this month. He has two grandchildren, a granddaughter who is 18 months old, and a new grandson born last month. Reo is an avid sports fan and when there is time, enjoys watching the Utah Jazz, New York Yankees, San Francisco 49ers, and on a college level he supports BYU. Besides sports, Reo enjoys fishing, golfing and spending time with his family. Reo is excited about this new work opportunity at Rescue Alert, but not as excited as we are to have him!

**Rescue Alert would also like to introduce to you three other staff members.**

**JARED WOOD** graduated from Utah Valley State College in April 2001 with a Bachelor of Science Degree., and joined Rescue Alert in September 2001 as our Information Technology Manager. In other words, Jared answers all our computer questions. Jared and Catherine, his wife of six years, have two little girls - Megan 4, and Jessica 18 months old. Jared grew up in California and enjoys skiing, building sand castles, yachting, and spending time with his family.

**ERIN THOMPSON** is 19 years old and has been married to her husband Kolton for just over a year. They live in Murray, Utah and enjoy camping, fishing and just being outdoors together. Erin joined Rescue Alert as our Receptionist in November, 2001.

**KATIE HEALY** was hired by Rescue Alert in April 2002. She is 22 years old, and she and her husband Chad have been married for 2 ½ years. Katie is the newest member to the Response Center Team and on her time off she enjoys working in her garden.

# Worth Sharing

"The most wasted of all days is one without laughter."

- E.E. Cummings.

"Life isn't about finding yourself, it's about creating yourself."

- George Bernard Shaw

"Never be afraid to try something new. Remember, amateurs built the Ark. Professionals built the Titanic."

- Anonymous

"Pain is nothing compared to the emptiness of quitting."

-FG

"Oh, my friend, it's not what they take away from you that counts. It's what you do with what you have left."

- Hubert Humphrey