

Independent Choices

May 2003 • Issue Nine



Rescue Alert now offers the new **MEDREADY Medication Reminder and Dispensing System**. The MedReady Medication Dispensing System helps to ensure that medications and vitamins are taken on time, and in proper dosages. Like the Med-Time dispenser previously offered by Rescue Alert, The MedReady dispenser operates in conjunction with the RA400 allowing medication compliance to be monitored around the clock. A transmitter can be placed inside the MedReady System and when the medication is not taken within a certain period of the requisite time, the RA400 is activated and sends a signal to the Rescue Alert Response Center. Besides a Non - Compliance alarm, the RA400 is programmed to notify the Emergency Response Center of a Jammed Medicine Dispenser.

Features:
 The MedReady Medication Dispenser offers **safety** by conveniently utilizing AC power, but in the event of an outage, or short term travel, switches automatically to included rechargeable batteries; and **Security** with it's tamper-proof lock and key system. With access by key-only, caregivers can load MedReady and monitor patients compliance. Med Ready has a useable clock with an extra large LED so read-out is easily viewed from any angle, and is self illuminating so it can be seen in any light. MedReady also provides a card holder for a printed copy of the prescriptions for all medications in the dispenser, and has easy- to- set alarms and timers.

Please call Rescue Alert Customer Service at 1-800-688-9576 For questions on the MedReady Medication Reminder and Dispensing System.

Service

JUST A FRIENDLY REMINDER:

MONTHLY TESTING:

All PERS units need to be tested on a monthly basis. Units not tested by the subscriber will result in responder or service personnel being contacted to help perform the routine test.

DEALERS: Make particular note, if we are unable to test a unit, you will be contacted to make a visit to the subscriber's home to evaluate their PERS unit. Teach your service representatives to make this testing procedure clear to all subscribers.

REMEMBER: The RA400 has optional programming to preform automatic testing.

RETURNS:

All items being returned to Rescue Alert **must** be accompanied by a Return Merchandise Authorization (RMA) number.

There are many reasons we use an RMA number, the most significant being that through the RMA number we can reference all service information on a particular item; being able to track this information helps our service department to be more efficient with repairs and turn around's.

To obtain an RMA number for your return, simply call Rescue Alert's Customer Service Department with a brief, but concise description of the symptoms of the item to be returned.

The R.A. Customer Service representative will then issue an RMA number. The RMA number must be plainly marked on the outside of the packaging, and included in the box with the returned item. Returns will no longer be accepted without an RMA number issued by Rescue Alert.

RESCUE ALERT SERVICE REPRESENTATIVES:

Please remember when setting up new Subscribers the Subscriber Information Form must be filled out completely at the time of the install, signed by the

customer and returned to Rescue Alert as soon as possible. We have had an influx of forms lately that are being returned without the customer's signature; As this is Rescue Alerts contract with the Subscriber, it is imperative that we have a signature. Additional copies of the Subscriber Information Form are available through the Customer Service Department, or at www.rescuealert.com



On Nov 12, 2002 at 12:45 A.M. EST the Rescue Alert Response Center received a signal from a Subscriber in Pawcatuck, CT. Upon receiving the signal, the Response Center Attendant tried to contact the Subscriber over her two-way voice system, but could not make contact. Following Rescue Alert protocol, the Attendant then tried to contact the Subscriber over her telephone; no answer. Pawcatuck EMS was then dispatched to the home, as they were the Subscriber's first responder. During this time, the Response Center received a second signal from the Subscriber's Personal Help Button, but again could not make contact.

The Rescue Alert Response Center receives calls like this every day. With nothing to go on, but set protocols, focused training, and years of experience the Attendants are able to save lives and offer comfort to our Subscribers in need.

In this instance, the Rescue Alert Subscriber - an 81 year old female, had gone out into a rain storm to get her mail and fell into a ditch. The ditch was filling quickly and she was unable to get out. Pawcatuck EMS arrived in time to save her. The responding police officer told Rescue Alert that a few more minutes and she would have drowned.

Meet the Staff

Brett Hibbert is 24 years old and has been working at Rescue Alert as the Production Manager for 1 ½ years. Besides managing production at Rescue Alert, Brett is responsible for the shipping, receiving and purchasing of product. While working full time, Brett is also a part time student trying to earn his BA in Electrical Engineering, and also a full time husband and father. Brett and his wife Aubree are the proud parents of 11 month old, Jacob Brett Hibbert. In his spare time, Brett enjoys riding motorcycles, boating, golfing, camping, and spending time with his wife and son. Before working at Rescue Alert, Brett worked as a mechanic and sales and service representative for 5 years and served an LDS mission in Germany.

The Rescue Alert Response Center welcomed two new members to their team.

Jessica Haight began working in the Response Center on January 13, 2003. She is 22 and though she's technically single, she has been dating her boyfriend, Eric, for 2 ½ years. Jessica graduated from West High in Salt Lake City in 1998 and worked as a check verifier for Major Merchants until she hired on at Rescue Alert. On her off time, Jessica likes to jog, wake board and in the winter she likes to snow board.

Char Johnson joined the Response Center the first of April. Char worked for Gold Cross Ambulance for 9 years before coming to Rescue Alert, so she comes with a lot of experience- Lucky Us! Char is a single mom to 2 kids, ages 14 and 10. On her off time, when she's not being a mom, Char enjoys working on her crafts. Char will be working the graveyard shift in the Response Center.

We Moved!

Due to significant growth, Rescue Alert has built a new 20,000 + square foot state-of-the-art facility. The transition into the new facility went smoothly, and we are operating at 100%.



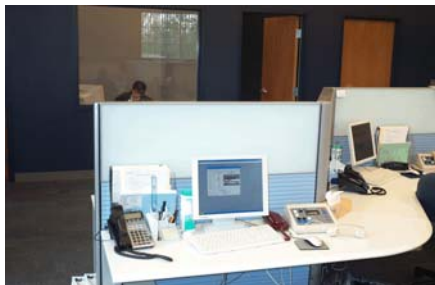
Rescue Alert Front Entrance



Reception Area, Erin Thompson



Rescue Alert Response Center



Response Center Work Station



Rescue Alert Production, Bob Ebert

Rescue Alert's new Address is:

**10321 South Beckstead Lane
South Jordan, UT 84095**

Rescue Alert's phone numbers have not changed. You can still reach us at:
1-800-688-9576 or 801-571-4121

Worth Sharing

“It is not what you give your friend, but what you are willing to give him, that determines the quality of your friendship”

-Mary Dixon Thayer

“When we long for life without difficulties, remind us that Oaks grow strong in contrary winds and diamonds are made under pressure. “

-Peter Marshall

“Everything that is great and inspiring is created by the individual who can labor in freedom”

-Albert Einstein

“If a Man does his best, what else is there?”

-General G. S. Patton

“Whether you think you can, or that you can't, you are usually right.”

-Henry Ford

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