

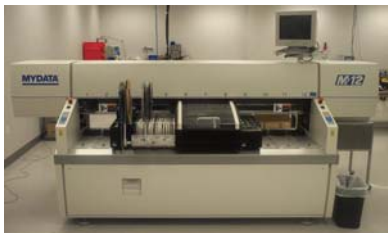
# Independent Choices

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# Service

## Rescue Alert has new MYDATA Manufacturing Machine

Rescue Alert has recently purchased a new manufacturing machine built by MYDATA. The MY12 is a surface mount pick-and-place machine that automatically places components and is designed to boost production output. The new MY12 will place 21,000 components per hour - compared to the 1,000 components per hour our previous equipment placed. The MY12 has increased production capacity immensely. Using the MY12 Rescue Alert can produce 400 RA400 Main Boards in one shift, compared to 80 for the previous machine. The MY12 features razor-sharp vision systems and on-the-fly centering for all components, which has greatly increased part placement accuracy and reliability; quality control time for the RA400 Main boards has been reduced in half, ensuring quicker assembly and delivery times. The MY12 will also place fine pitch parts, which will allow our production to keep up with technology as Rescue Alert develops smaller and more complex products.



# Notice!

Rescue Alert has engineered, built and tested tens of thousands of RA400 PERS units. Recently, an astute Service Representative found and brought to our attention a potential problem with

the operation of the Home/Away switch. We are happy to say that within a week of this "discovery," Rescue Alert's Incident Review Committee assessed the Service Representative's concern, determined there was a potential problem and developed an enhancement for the Home/Away switch.

Under normal operation, the Home/Away switch performs as designed; in the event that too much pressure is placed directly on the switch, perpendicular to the slide mechanism, the slide can catch on the circuit board, not allowing the unit to switch to the "Away" position. The RA400's ability to operate is not affected by the Home/Away switch, and only those customers using the Inactivity or Check-In Alarm features might encounter this problem.

An Enhancement kit has been developed that can be installed in the field or if you choose, free of charge at Rescue Alert.

**Call Customer Service to request the Home/Away Enhancement Kit at 1-800-688-9576. Instructions for the Enhancement kit are available at [www.rescuealert.com](http://www.rescuealert.com)**

It has been brought to our attention that there is a large number of Rescue Alert monitored units in customers' homes, which have multiple Personal Help Buttons. The Response Center was not made aware of these multiple PHBs and consequently the additional PHBs have not been tested. If the Response Center is not aware of multiple PHBs we are not able to test them. It is imperative that the Response Center is informed of any multiple PHBs at the time they are placed at the subscribers premises. The appropriate subscribers' information pertaining to the multiple PHB must also be included on any Subscriber Set-Up document. Changes have been made in AutoData to reflect these needs.



Rescue Alert goes to great lengths to provide premier services and products for its customers. To further develop the customer service program, Rescue Alert is mailing out a survey and wants your feedback - information that will help you and Rescue Alert provide the



best possible service for you and your customers.

Please complete the mailed survey, or visit Rescue Alert's home page and take the On-Line Customer Service Survey. To complete the online survey, call Jammie at 1-800-688-9576 to get a password that will allow you access to the survey, then, simply go to [www.rescuealert.com](http://www.rescuealert.com), click on the survey button on the home page, enter your password and complete the survey.

Rescue Alert will award you \$10.00 for your submitted survey. If you complete the mailed survey, please contact Jammie at 1-800-688-9576 to let her know where you would like your check mailed.



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

On September 6, 2003 at 6:04 A.M. Rescue Alert received a "Panic" signal from a client in Wallingford, Connecticut. The Attendant answered the alarm signal with the standard announcement, "This is the Response Center. Do you need help?" While there was no verbal contact with the customer at this point, the Personal Help Button was being depressed regularly. The Response Center Attendant disconnected from the alarm unit and attempted to call the customer on the home telephone, but the line was busy. It was busy because the unit was sending in another alarm signal. The attendant still could not make voice contact over the alarm unit, but could hear the tones from the PHB as it was being pressed regularly. At this time, the Attendant decided to call the customer's

first responder, and got an answering machine. With no other choice, the attendant called Wallingford EMS and requested they go check on the customer. During the follow-up call with Wallingford EMS, the attendant was told this customer was transported to Yale Hospital.

In most instances, this is where the information would end. The Response Center Attendant would never know that he or she had saved a life.

In this case Rescue Alert was contacted four days later by a Wallingford City police detective requesting information on this incident.

As it turns out, this alarm was activated because there was an attempted homicide in progress. This customer's life was in peril, and suffering from multiple stab wounds, she was unable to talk or move; instead she pressed her Rescue Alert Personal Help Button, and waited for help to arrive.

The police detective told Rescue Alert that without her PERS, this customer would have bled to death.

## Meet the Staff

### Rescue Alert Response Center gets another Supervisor

Jason Maxwell was hired on October 31, 2000 to work in the Rescue Alert Response Center. Jason has worked hard to accomplish whatever his supervisor has asked; his level of awareness related to the details of the Response Center is keen, and his understanding of the Rescue Alert database is excellent. Because of Jason's understanding and perceptive

nature, he is able to communicate technical difficulties well to an engineer and is able to help with viable solutions. Jason received the Rescue Alert Presidential Service Award in September 2002 and was promoted to Dispatch Supervisor on January 1, 2004. Jason has attended several training seminars to help him deal effectively with his new position and uses his great sense of humor, when applicable, to alleviate stress in the Response Center.

In his spare time Jason enjoys writing and recording music; he plays bass guitar, drums and keyboard. He also enjoys spending time with his Fiancé, Adrienne.

Everyone at Rescue Alert enjoys working with Jason and we all want to Congratulate him on a Job well earned!

### We would also like to welcome two new dispatchers to the Response Center.

**Megan Anderson** started working in the Response Center in September 2003. Megan is 20 years old and graduated highschool in 2001, with hopes of starting college soon. Megan loves children and plans on studying child development and social work. In her spare time, Megan likes to relax by reading books or spending time with her friends. This is the first job where Megan has worked with anyone other than children, and she is enjoying it immensely.

**Denise Shepherd** was hired in October 2003 to help in the Response Center. Denise is a single parent to a 17-year-old daughter, and 21-year-old son. In her alone time Denise enjoys swimming, reading and horseback riding. She has a great love for horses and recently rescued an old thoroughbred horse from being sent to the "dog food" factory. This summer, Denise plans on supporting her daughter in Equestrian competitions.

## Worth Sharing

### HOW TO SURVIVE A HEART ATTACK ALONE

From F. Daniel Rockman MD

If everyone who reads this shares it with 10 people, you can bet that we'll save at least one life.

Let's say it's 6:15 p.m. and you're driving home (alone of course), after an unusually hard day on the job. You're really tired, upset and frustrated. Suddenly you start experiencing severe pain in your chest that starts to radiate out into your arm and up into your jaw. You are only about five miles from the hospital nearest to your home; unfortunately you don't know if you'll be able to make it that far.

Since many people are alone when they suffer a heart attack, this article seemed to be in order. Without help, the person whose heart stops beating properly and who begins to feel faint, has only about 10 seconds left before losing consciousness! However, these victims can help themselves by coughing repeatedly and very vigorously.

A deep breath should be taken before each cough, and the cough must be deep and prolonged, as when producing sputum from deep inside the chest, and a cough must be repeated about every two seconds without letting up until help arrives, or until the heart is felt to be beating normally again. Deep breaths get oxygen into the lungs and coughing movements squeeze the heart and keep the blood circulating. The squeezing pressure on the heart also helps it regain normal rhythm. In this way, heart attack victims can get to a hospital.

From Health Cares, Rochester General Hospital via Chapter 240s newsletter AND THE BEAT GOES ON . . . (reprint from The Mended Hearts, Inc. Publication, Heart response.)

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