

EMERGENCY RESPONSE SYSTEMS SERVICE SPECIFICATIONS

1.0 Definition

The Emergency Response Systems (ERS) service is designed to monitor client safety and provide client access to emergency crisis intervention for medical or environmental emergencies through the provision of communication connection systems.

2.0 Unit of Service

2.1 A unit of service is one (1) month of rental for voice, non-voice, medication dispenser and/or smoke detector.

a) Fifteen (15) or less service days in a month is one half (1/2) unit.

b) Sixteen (16) or more service days in a month is one (1) unit.

2.2 An installation fee may be charged only once.

2.3 The unit rate must include administration, documentation, travel time and maintenance time/fees.

3.0 Provider Agency Requirements

3.1 The Provider must assure that response to device signals (where appropriate to the device) will be provided twenty four (24) hours per day, 365 days per year.

3.2 The Provider must furnish a replacement unit to the client within two (2) working days of notification of a malfunction of the personal emergency response system while the original unit is being replaced.

3.3 The Provider must maintain individual client records that document delivery and installation of emergency response services.

3.4 The Provider must obtain client/client representative signature verifying receipt of the unit.

3.5 The Provider must obtain Responders and contact names semi-annually to assure current and continued participation as required by the system.

3.6 The Provider must maintain a case log for each client, documenting all client and responder contacts to be locked in storage cabinet or drawer.

- 3.7 The Provider must notify the **SENIOR CHOICES** Care Consultant via e-mail via Q, telephone or fax of the installation date.
- 3.8 The Provider must notify the **SENIOR CHOICES** Care Consultant, if unit cannot be installed on the scheduled date.

4.0 Duties and Responsibilities

- 4.1 The Provider must assure at least monthly testing of the personal emergency response system unit and provide written documentation of the same to the Care Consultant on a monthly basis, ***through a method approved by the Council for Older Adults.***
- 4.2 The Provider must furnish ongoing assistance when needed to evaluate and adjust the ERS device or to instruct clients and caregivers in the use of ERS devices, as well as to provide for system performance checks.
- 4.3 The Provider must notify the Care Consultant, if the Responder is contacted, as soon as possible during normal business hours. If an emergency occurs after normal business hours or during the weekend, and Responder is contacted the Provider must notify the Care Consultant the next working day via e-mail through Q, telephone or fax.

5.0 Summary of Required Documentation

The Provider of Emergency Response Systems (ERS) services must furnish service specific documentation in addition to the documentation requirements of the Conditions of Participation. The ERS service specific documentation required includes:

- 5.1 Record of service delivery, including client orientation to the system, and installation of ERS device.
- 5.2 Case log documenting client and Responder contacts.
- 5.3 Record of monthly testing (or other Council for Older Adults' approved method of reporting).