

With the simple press of a button, our members are quickly connected with a 24/7/365 emergency call center operator that will assist by dispatching local emergency services (police, fire, medical) or personal care contacts (family, friend, neighbor).

In-Home



Ideal for members who are often home alone

Range: 1,000 ft

Cellular coverage: AT&T (no cellphone or landline required)

Wearable type: necklace or bracelet

Battery life: 2 yrs (replacement provided)

Waterproof: YES

Fall detection: optional

On-demand GPS tracking: NO

Extras: online activity portal

Portal/monitoring features not available for fall detection

Mobile GPS



Ideal for members who are often inside and outside of the home alone

Range: anywhere in the U.S.

Cellular coverage: Verizon or AT&T (no cellphone or landline required)

Wearable type: necklace or belt clip

Battery life: 30 days (rechargeable)

Waterproof: NO

Fall detection: optional

On-demand GPS tracking: optional

Extras: online dashboard for fall detection/tracking systems

QMedic Mobile FAQ

1. How does QMedic Mobile work?

When the member presses and holds the call button in an area with cellular coverage, the member is connected with our emergency call center (24/7/365). The member can speak with and listen to the call center representative through the built-in microphone and speaker. The representative will assess the situation and can send EMS, loved ones or neighbors to help the member, depending on what is needed.

2. Does the member have to have a cell phone for QMedic Mobile to work?

No, the QMedic Mobile has a SIM card within the device that connects to the cellular network. It does not need to connect with the member's cell phone.

3. Does QMedic Mobile track location (e.g. GPS)?

Yes, QMedic Mobile uses technology similar to GPS to track location and has two devices with different location tracking settings:

- 1. Location Tracking for Emergency Event Only:** With this device, QMedic Mobile will only provide location information to the emergency call center when the help button is pressed. This allows the QMedic representative to identify the member's location if he or she is not able to communicate this information. By reducing the on-time of location tracking, battery life is preserved for up to 30 days. Caregivers would not have access to location information. This is the more commonly used setting because most members want to charge the device less frequently.
- 2. On Demand Location Tracking:** With this device, a caregiver can access the location of the QMedic Mobile device at any time. The caregiver can use a mobile application or send a text message to a pre-defined number to receive location updates. Since location tracking is always on, the battery life is reduced to 1 day.

4. What accessories come with QMedic Mobile?

QMedic Mobile accessories include a charging cradle, belt clip and lanyard.

5. How is QMedic Mobile worn?

QMedic Mobile can be worn around the neck using the provided lanyard or attached to a belt with provided clip.

6. Is QMedic Mobile water-resistant?

QMedic Mobile should not be submerged in water. We recommend removing the device for showering, bathing and swimming. Water splashing on the device is generally fine. QMedic Mobile should be towel-dried after exposure to water.

7. Who can be contacted with the QMedic Mobile?

When the member presses the call button in an area with cellular coverage, he or she will be connected with an emergency call center representative. The representative can send EMS, relatives or friends to the member, depending on what he or she needs.

8. How long does the QMedic Mobile battery last?

The rechargeable QMedic Mobile battery lasts up to 30 days between charging.

9. How does the member know when the battery is low?

The member and emergency contacts can receive text message and email alerts when QMedic Mobile needs to be charged and powers off. There is also a button on the device to check battery life. QMedic Mobile should be charged for 3 hours every 30 days. The red battery light will flash every 1 second after a call when the battery is low.

10. How does the member charge QMedic Mobile?

To charge QMedic Mobile, rest it on the included charging cradle with the lanyard at the top of the cradle near the charging cord and the status lights down near the light on the bottom of the cradle. The red battery light will flash every 2 seconds while QMedic Mobile is charging. When it is fully charged, the battery light will be solid red. It is important for the member not to overcharge the device (3 hours max at a time) as that will damage the device over time.

11. How does the member know QMedic Mobile is working?

When QMedic Mobile is on and working normally, the blue call light will flash every 5 seconds after a call (until the device goes into standby mode) or if charging, and the battery light will not be on.

12. Can caregivers call QMedic Mobile?

Caregivers cannot call QMedic Mobile devices because QMedic Mobile devices are off until the call button is pressed to conserve battery. Members can press the button and ask the call center representative to call a caregiver, neighbor or relative.

13. What if a member presses QMedic Mobile's button by accident?

If a member presses the button by accident, he or she should simply tell the representative that the button was pressed by accident and that no help is needed.

14. Will QMedic Mobile interfere with a member's medical equipment, such as a pacemaker?

Members with pacemakers should consult their physician and review their pacemaker materials regarding interaction with cell phones, and take the same precautions the materials recommend for this device.

15. How often should the member test QMedic Mobile?

It is recommended that the member test QMedic Mobile once a week.

1. To test, the member should press the call button until call light turns blue.
2. After a short delay, he or she will hear tones or ringing.
3. Within 30-60 seconds, a representative will answer the call.
4. The member will tell the representative that it's a test.

16. How much does the QMedic Mobile unit weigh and what are the dimensions?

It weighs 1.7 oz. and measures 1.57 x 2.60 x 0.67"

17. Which cellular service does QMedic Mobile use? What if the member is in an area with no service?

The device connects over the Verizon network. However, if there is no Verizon coverage in the area where the member presses the button, the QMedic Mobile will try to connect over any available network, which is allowed for emergency purposes only. If the call connects on a network other than Verizon, it will go straight to local 911.

18. Does QMedic Mobile offer fall detection?

The device does have fall detection capabilities, but this requires the mode that has only 1-day battery life, similar to the on demand location tracking feature. It's important for members and caregivers to understand that any device with fall detection will generate more false alarms.

QMedic In-Home FAQ

1. Does the QMedic In-Home system work without a landline?

Yes, QMedic offers an in-home cellular medical alert system that transmits over AT&T cellular network in the case that the member does not have a functioning landline. The system is still only intended for use within the home and yard as the wearable device will NOT transmit data/voice call signals when out of range of the base station.

2. Does the member have to have a cell phone for the cellular service to work?

No, the QMedic base station has a SIM card within the device that connects to the cellular network. It does not need to connect with the member's cell phone.

3. Does the member have to have WiFi for the cellular service to work?

No, the QMedic service does not require an Internet WiFi connection.

4. Does the QMedic In-Home system include automatic fall detection?

We do offer a fall detection option for the in-home system (landline or cellular), but this option does not include any of the proactive monitoring features (i.e. activity, sleep and wear compliance tracking). It's important for members and caregivers to understand that any device with fall detection will generate more false alarms.

5. What is included in the QMedic In-Home System?

The QMedic In-Home system includes the base station, base station power cord, base station phone cord (for landline option only), wristband/pendant and instruction manual.

6. How does the member setup the QMedic In-Home System?

Setting up the QMedic In-Home System is easy and takes less than 10 minutes. There are 5 easy steps for the member:

- Step 1: Select placement of QMedic Base Station. The best placement is in a central room where the member spends most of his or her time.
- Step 2: Plug the base station power cord in to a standard power outlet (i.e. not one that is controlled by a switch).
- Step 3 (for landline option only; if the member has a cellular base station, skip to Step 5): Connect the provided telephone cord to the wall jack and the port on the Base Station labeled "Wall." The member will have to temporarily disconnect any phone connected to this wall jack. The line must run directly from the wall jack to the Base Station.
- Step 4: If the member would still like to have a phone connected to this wall jack, it now has to be connected to the Base Station. Connect the line from the member's phone to the Base Station port labeled "Phone."

- Step 5: Place a test call to our emergency call center by pressing the wearable help button. An emergency call center representative will come on the line through the base station, and should be informed that the press was a test.

7. Where should the member place the base station in his or her home?

We recommend that the member place the base station in the most central location possible. Make sure that there is a phone and power outlet (not switch controlled) available nearby for the landline option, or just a power outlet (not switch controlled) for the cellular system.

8. How far away from the base station will the wristband/pendant work?

In a clear space, the wristband/pendant will be in range of the base station for up to 800 to 1,000 feet. Ultimately, range will vary depending on the environment in the member's residence. The QMedic system's range generally extends to the mailbox, driveway, or yard. The member should test the range in his or her space to make sure it is satisfactory after receiving the system.

9. Is the wristband/pendant waterproof?

Yes, the wristband/pendant is waterproof. The member should have no concern wearing the wristband/pendant while taking a bath/shower, doing dishes, cooking or other common household activities.

10. What type of material is used to make the wristbands/pendants?

The button enclosure is a plastic material, the band is a rubber material and the necklace lanyard is a nylon fabric. Note that the wristband button enclosure attachment has standard watch pins, providing the member the flexibility to attach a different band if it works better.

11. Should the member wear the wristband/pendant at night?

Yes, the member should wear the wristband/pendant at all times so that he or she can get help when needed. It's not uncommon for someone to experience an emergency after getting out of bed in the middle of the night.

12. Is the QMedic emergency call center available at all times?

Yes, the QMedic emergency call center is open 24 hours per day, 365 days a year.

13. How long does it take the call center to answer after the button is pressed?

It takes an average of 30 seconds for a call center representative to come on the line.

14. Is the QMedic emergency call center located in the USA?

Yes, the emergency call center is located in the USA. There are two locations to provide safe and reliable redundancy.

15. Can a member arrange to have a caregiver called before emergency medical services in the case of an emergency?

If the member indicates to the call center that he or she is in need of 911 services, the call center representative will always dispatch emergency medical services immediately, as not to stall necessary medical care. In the case that the call center cannot communicate with the member, however, we are able to call a caregiver first before emergency services if that is preferred. This can be useful if a caregiver is close enough to arrive before the EMTs, or if the user has a history of false alarms and a caregiver can first check instead of immediately dispatching medical services.

16. What happens if the member is not able to communicate after pressing the button?

If the member is not able to communicate, we will first try to call the home phone line. If we cannot reach the member on the home phone line, we will follow the protocol established at registration. We can call emergency services or family/friends depending on the member's preference.

17. What if the call center representative can't hear the member during an emergency due to distance from the base station?

The call center representative will treat every alarm as an emergency. If the representative is unable to communicate with the member, emergency medical services will be dispatched (or the primary contact will be alerted, depending on the predetermined order of contacts). There will never be a case where no action is taken due to lack of communication.

18. What if the member accidentally presses the emergency button?

This is no problem. When the representative comes on to the line, simply tell him or her that the button was accidentally pressed.

19. How will emergency personnel get into the member's home if needed?

At registration, we will ask the member for entry information. When there is an emergency, we can contact friends and/or family that have a key based on information provided during registration. In addition, the member can purchase a front door lockbox and provide the code to us. We will pass the code to the emergency responders for quick emergency access.

20. How should a member clean the wristband/pendant?

The wristband/pendant should be hand-washed with a basic soap.

21. How long is the battery life of the wristband/pendant?

The battery in the wearable device lasts about two years, excepting rare cases of system malfunction. We contact the member to replace it if we note any issues.

22. How long is the battery life of the base station?

In the case of a power outage or if the system becomes unplugged, the base station's battery will last roughly 24 hours. The base station will announce aloud immediately if it loses power for any reason.

23. How can the member test the system to make sure it is working?

Members have the option to test the device as often as they like. We recommend testing once per month. Simply press the button at any point and tell our representative that it is just a test.

QMedic
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referrals@qmedichealth.com

When Would I Reach Out to QMedic?

QMedic - 1-877-241-2244

- 1) If you have questions about referral/set-up processes or questions about our various device types.
- 2) If a member/family member would like to set-up or change emergency contacts and/or procedures.
- 3) When your member needs additional support. This could be for technical issues or questions about how the unit and accessories work.
- 4) If equipment is lost or damaged and a replacement is needed.
- 5) If a member would like to turn on/off fall detection on their mobile unit.
- 6) If a mobile GPS member has a caregiver that would like to set-up continuous GPS location tracking. ***mobile GPS monitoring only**
- 7) If a member has a caregiver that would like to set-up text alerts for non-wear reminders. ***in-home monitoring only**
- 8) If a member has a caregiver that would like access to QMedic portals. Caregivers can use our web dashboard and mobile applications to monitor activity and compliance trends, set goals and see a summary of help calls placed. ***in-home monitoring only**