



April 2017

Price Increase

We at EMS LifeLink value your trust in us to provide your in-home medical monitoring service, and we appreciate the loyalty and business of our EMS LifeLink clients.

After careful consideration we have come to the decision to **increase the price of our services**. We understand the significance of even a small addition in monthly expenses, and this is not something we wanted to initiate, but after years of increased operating costs we have no other choice.

This is scheduled to take place May 1, 2017.

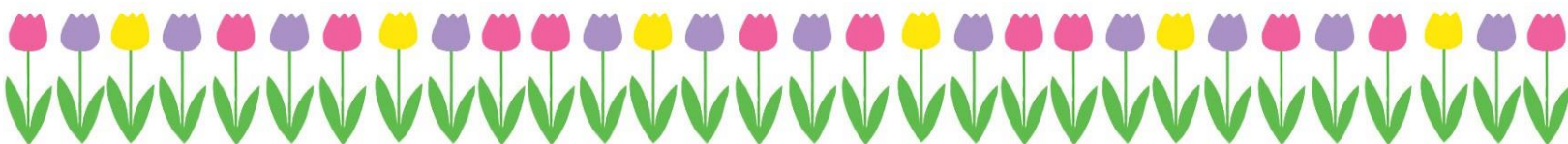
There will be a small increase for the **base cost** of your monthly EMS LifeLink monitoring service. This increase does not include the other services such as medication reminders or activity monitoring.

Even with a small increase in our monthly fees, we remain competitive with our pricing. This increase allows us to ensure you will continue to receive the high quality in-home medical monitoring service you are accustomed to.

Due to rising costs of equipment replacement, we will also begin **charging a fee for service calls and lost or damaged equipment starting June 1st**. To help offset the cost of these new fees we are creating a low cost equipment maintenance program for EMS LifeLink clients who choose to enroll. Look for more information about this program next month.

If you have questions or need more information, please reach out to us using the contact information on the next page.

We appreciate your trust and continued business with EMS LifeLink.



Are you ever switching to GPS?

We frequently get asked if we're going to be switching to a new trend in medical monitoring products – GPS mobile monitoring that allows you to use your EMS LifeLink button away from home.

At this time, we don't feel this is the safest or most effective monitoring tool for our clients. There is still a ways to go with GPS monitoring.

Recently one of our dispatchers received a 9-1-1 call from another medical monitoring company whose client was using a GPS device. Our dispatcher shared with us *"When the call came in the GPS identified a very busy intersection with 300 addresses. A paramedic was sent to the location, but struggled to find the patient due to the unclear location provided by the GPS."*

Due to GPS' inability to pinpoint a specific location, we're sticking with traditional in-home medical monitoring devices in order to provide the safest and most reliable service for our clients.

New Online Bill Pay

Do you pay your EMS LifeLink bill online? **We have a new online bill pay system.** Visit emergenthealth.org and scroll to the "Bill Payment Online" button at the bottom of the page.

How doctors stay healthy

Cold and flu season is coming to an end, but we're not out of the woods yet. Follow these rules doctors use to stay healthy, even when surrounded by illness:

-Wash your hands often

Use soap and water and take your time, aim for 20 seconds.

-Eat a healthy diet

A good mix of fruits and vegetables will provide the vitamins your immune system needs to fight off infections early.

-Get sufficient sleep

Lost sleep can damage your ability to fight off disease. Try getting seven to nine hours a night.

-Clean off surfaces

Wipe down your phone and keyboards, kitchens, bathrooms and doorknobs often. Some viruses and bacteria can live on surfaces for days.



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