

# INS Emergency Alarm Response Process



End User (EU) activates alarm via pendant, call point or IPD base unit

Alarm guard timer is 15 seconds as per AS4607 standard, see table 5.4

Alarm attempts to connect to INS via 3G/4G Mobile Network\*

INS cannot warrant network connectivity or reliability for alarm delivery

Alarm appears on the INS monitoring platform

INS TeleHealth Nurse responds and actions the alarm



95% of all alarms to be answered within 2 minutes, as per AS4607 standard, see table 5.4

INS TeleHealth Nurse reviews alarm details

- Source of alarm
- Alarm history of EU
- Private or Village client
- If Village, reviews protocols

INS TeleHealth Nurse speaks to EU via speakerphone, triages the call and takes appropriate action, e.g.

- Contacting emergency services (EMS)
- Calling EU's emergency contacts
- If EU is village resident, following village protocols
- Documenting in notes

Action is immediate, duration varies depending on outcome

Once EMS summoned and EU's contacts have been notified, INS nurse checks on EU again

- Reassure EU that help is on the way
- Update EMS if EU has any escalation
- May need to free up phone line so EMS can call the EU directly
- Staff are highly trained for all instances
- Entire process is documented in notes

Action is immediate, may repeat depending on triage outcome or EMS advise



EU Transported to Hospital?

IF YES  
INS TeleHealth Nurse creates a follow-up to check on EU's welfare, documents in notes

IF NO  
INS TeleHealth Nurse asks EU to press alarm again if unwell/to check in, documents in notes

Action is immediate, follow-up date based on EU's condition / diagnosis

Action is immediate

With EU's consent, INS updates relevant persons of outcome, following protocols for village residents

\* If the alarm is not received after two attempts via the data pathway, it then attempts via GSM. Should this fail, INS receives notification via SMS and the nurses attempt to call the EU via landline and/or mobile. This entire process is typically under three minutes.

References to AS4607 standards within this process:  
 • Alarm guard timer is 15 seconds as per AS4607 standard, see table 5.4  
 • 95% of alarms to be answered within 2 min. as per AS4607, see table 5.4