



## Why choose INS LifeGuard?

- ▲ LifeGuard medical events are handled by qualified Nurses. Their qualifications and clinical knowledge are far greater than the *first aid attendants* commonly used in the industry.
- ▲ Our services are prevention based; they are far more comprehensive and are fully flexible and tailored to the individual client's needs.
- ▲ We offer a Chat Line for the lonely or socially isolated and a Health Information Line. Our nurses are available at any time for information or support and can interact with the client's GP or other primary health provider on request.
- ▲ We offer medication prompts for those who need help remembering to take medication on time, and appointment or other reminders as well.
- ▲ INS LifeGuard conducts welfare checks, e.g. for those returning home from hospital or who may be ill, just to make sure everything is alright.
- ▲ We exceed Australian Standards for alarm monitoring – indeed, we work under the higher standard required of us as health care providers.
- ▲ We have response centres in Australia and New Zealand. During peak periods or unforeseen outages in one location, the other will immediately respond.
- ▲ We offer unique, patented, world class technologies.
- ▲ **We offer many optional services to assist you:\***
  - Telephone and Internet browsing
  - TeleHealth and Virtual GP Consultations
  - Home Automation & Security services
  - My Concierge for help arranging other services

\* Optional services may incur additional fees and some require our newest SmartHome IP Dialler.



**INS LifeGuard**

**1800 636 040**  
[www.theinsgroup.com.au](http://www.theinsgroup.com.au)



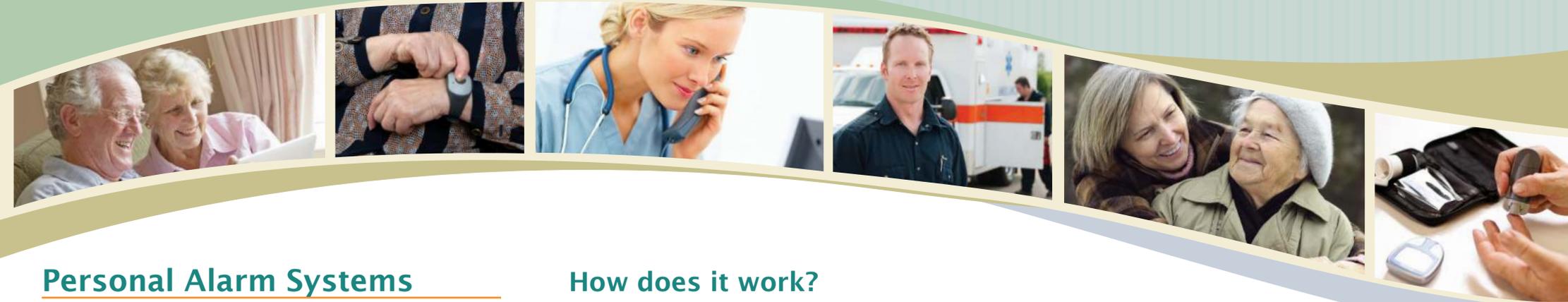
INS LifeGuard is a member of the Personal Emergency Response Services Association and complies with its code of practice.

*Innovative Monitoring & Alarm Systems ...  
 Your Personal LifeGuard!*



**The INS Group**

▲ Personal Alarms | ▲ TeleHealth | ▲ Phone & Internet



## Personal Alarm Systems

As people age they are at greater risk of stroke and may be prone to heart disease, arthritis, diabetes or osteoporosis. Each of these conditions, accompanied by worries about falling or being incapacitated, can lead to a decline in their ability to live on their own.

The INS LifeGuard console unit allows you to summon assistance whenever you need it, at any time of the day or night. Our Response Centre is staffed entirely by **qualified nurses** who assess the situation and send whatever help you need. Family, neighbours and medical personnel whom you pre-designate are contacted immediately to assist.

## Why use a Monitored Service?

Systems that don't use a 24-hour monitoring centre rely on your nominated contacts being available and able to respond at the time an emergency occurs. With INS LifeGuard, an experienced nurse is always available to assist, 24 hours a day, 7 days a week.

The fact that all calls are answered by qualified nurses is unique to INS LifeGuard and we feel it's an important distinction. Emergency personnel are engaged quickly if required, and our nurses can not only share personal details, but also medical information that could save a life.

*Why take chances with your loved one? Insist on a professionally monitored service from INS LifeGuard.*

## How does it work?

The means to activate the system couldn't be simpler or more reliable.

- ▲ You keep a wireless transmitter with you at all times. In the event of an at-home emergency you press the alarm button, which automatically sends an alarm to our Emergency Response Centre. (We can also supply a Fall Sensor that alerts INS LifeGuard automatically should a fall be detected.)
- ▲ Our nurse has immediate access to your details, including name, address, medical history and much more, via our computerised system.
- ▲ The nurse will call over a loud speaker on your LifeGuard unit. You need not be near the phone to be heard.
- ▲ The nurse will assess the situation and notify the people whom you pre-selected. Depending on the situation, this could be family members, neighbours, friends or emergency personnel.
- ▲ If the nurse is unable to make voice contact, then we will ask emergency services to respond immediately.



## How Much Does it cost?

There are various pricing plans and options you can choose. Unlike most other providers, once your INS LifeGuard unit is fully operational, all calls to INS LifeGuard are free. Our friendly staff can talk to you regarding the fee plans available.

INS LifeGuard enables people to live with greater confidence, peace of mind and dignity in their own homes knowing that help is available at the press of a button, 24 hours a day, 7 days a week.

*"Now Mum can contact an experienced nurse 24 hours a day. That's peace of mind for me, and a personal LifeGuard for Mum."*

## Who is The INS Group?

The INS Group is a leading Australian Health Services Company dedicated to delivering quality services and technologies to support people living at home. In operation for over 25 years, we provide integrated Telecare and TeleHealth Technology and Services throughout Australia and New Zealand. INS LifeGuard is a provider of Personal/Medical Alarms and Monitoring, Nurse Call, and TeleHealth Services. INS Technologies develops health-related technologies.