CareLink®
Medical Alert Services
The only medical alert system with unlimited access to registered nurses

Introducing the only medical alert system that provides unlimited access to registered nurses, 24 hours a day, 7 days a week, with just the touch of a button.

CareLink® Instant Care® is more than a standard medical alert device. Not only can users reach support staff immediately in an emergency, they can easily reach registered nurses to assist with non-urgent medical needs. The registered nurses have access to the client’s medical information and call history and can address the client’s needs, or advance the client to a higher level of care.

- 24 hour access to registered nurses can allow for preventative measures to be implemented, avoiding unnecessary healthcare expenses
- Fully HIPAA compliant
- Registered nurse service is available through the CareLink Instant Care unit or by calling a toll-free #. This allows the client to access this important benefit from any location
- Upon request, our registered nurses will send a fax copy of each conversation to a client’s primary care physician or care facility at no additional charge
- The Instant Care® Tele-Triage Center is an accredited medical call center, open 24 hours a day, 365 days a year, partnering with 32 hospitals and more than 1,000 physicians in providing access to health information and directing callers to the appropriate level of care

Along with the base station console, the system includes a waterproof wireless transmitter that can be worn as a neck or wrist pendant. The pendant provides access to both medical emergency and registered nurse triage services.

Unlimited access to our support center staff who can contact emergency services, family or friends if assistance is needed.

Unlimited access to personalized nurse triage. Unlike a standard medical alert device, interaction with a registered nurse is available anytime at no additional charge.
The CareLink® MXD is a medical alert unit that provides a one-touch connection to a trained attendant, 24 hours a day, 365 days a year. The small MXD model is the first in the industry to be completely VoIP, cable and traditional telephone system compatible, giving you the freedom to use any phone system with the knowledge that the loss of a land line will not affect service.

The sleek and attractive medical alert device was designed with your protection and comfort in mind. This extremely powerful unit offers increased speed, accuracy and durability when it comes to monitoring. Plus, the microphone and speaker provide excellent sound quality and clear two-way voice communication between your home and the Support Center to help you hear and be heard during an emergency.

Additional safety features include self diagnostics - monitoring its own battery, the battery of the pendant, and the status of the telephone line. The medical unit will automatically self-test and report its status to the Support Center. The small footprint, voice prompts and messages, range test mode, reversed telephone connection reporting and compatibility make the MXD a great choice when you or a loved one want the peace of mind of a medical alert system.

- Compatible with VoIP, cable and other non-traditional phone services
- Base unit back-up battery provides power for up to 80 hours
- Battery charge protection and reporting that extends the life of the internal battery
- Voice messages and prompts
- FDA registered as a Class II medical device
- Made in the USA
The CareLink MXD 3G is a medical alert unit that provides a one-touch connection to a trained attendant, 24 hours a day, 365 days a year and requires no home phone service. The small MXD 3G model is the first in the industry to offer a cellular connection via AT&T, making it a perfect solution for those with no phone line in the home.

The sleek and attractive medical alert device was designed with your protection and comfort in mind. This extremely powerful unit offers increased speed, accuracy and durability when it comes to monitoring. Plus, the microphone and speaker provide excellent sound quality and clear two-way voice communication between your home and the Support Center to help you hear and be heard during an emergency.

Additional safety features include self diagnostics - monitoring its own battery, the battery of the pendant and signal strength of the cellular connection. The unit will automatically self-test and report its status to the Support Center. The small footprint, voice prompts, range test mode and reporting, make the MXD 3G a great cellular solution for medical alert services.

- 3G AT&T network
- Superior audio quality
- Unsurpassed voice range
- Base unit back-up battery provides power for up to 80 hours
- Voice prompts
- FDA listed as a Class II medical device
- Made in the USA

No Phone Line. No Problem.
CareLink® Numera gives today’s active seniors and their families freedom, security and the ability to manage their health at home or away. It travels virtually anywhere, delivering the functionality of a Mobile Medical Alert Unit with the enhanced safety features of fall detection and GPS location services.

- Enables monitoring both in and outside the home.
- Adaptive, multi-sensor fall detection and GPS location services.
- Hands-free, two-way voice communication.
- AT&T cellular services are included.
- No Phone Line Required!

- WIDE AREA CELLULAR CONNECTIVITY
  2G GSM & 3G WCDMA quad-band 850/900/1800/1900MHZ simultaneous voice and Data
- AUTOMATIC FALL DETECTION
  Sensors: Primary and secondary accelerometers, magnetometer and gyroscope
- LOCATION SERVICES
  GPS and telco location-based services (AGPS)
- AUDIO
  Full duplex speakerphone with 90db +/-2db up to 1 meter from device
- FALL DETECTION ANALYSIS
  Fall detection methods based on proprietary algorithms.

- MANUAL ALERT
  Mechanical touch button activates simultaneous data transmission to call center and establishes voice call
- ENVIRONMENTAL
  Highly water-resistant; designed to be worn in the shower or bath (IP67 rating).
- BATTERY
  36-hour battery life (may vary due to activity level)
- DIMENSIONS
  66 x 40 x 19mm (without clip)
Help at the touch of a button

CareLink 7100 series is a personal emergency response system designed to reduce complications associated with falls or other health-related emergencies by ensuring prompt assistance. The tiny, waterproof CareLink pendant worn by the client allows him or her to establish two-way, hands-free communication with an attendant, 24 hours a day, 365 days a year, from virtually anywhere in or around the home. A trained, caring attendant who answers the call helps determine what assistance is needed and contacts the appropriate help immediately. Multiple pendants may be used with one CareLink unit to help protect multiple family members living in the same home.

Automatic Testing
Calls into the Support Center each week and verifies the unit is connected and functioning properly. Daily checks are also available.

Lightweight, Water-Proof Pendants
The CareLink pendant is the smallest of its kind. It is waterproof and impact resistant; it may be worn as a pendant, wristband or belt clip. A light comes on when activated to provide additional assurance that the button is calling for help. The battery power is monitored through the CareLink unit and alerts are automatically sent if the batteries need to be replaced.

Voice Prompts
Provides audible voice prompts to aid in the setup and use.

Backup Battery
Automatically switches to battery power during power outages and recharges automatically when the power comes back on.

Phone Line Seizure
Allows the CareLink unit to take control of the phone line plugged into the unit to ensure proper connection to the Support Center.

2-Way Voice
Crystal clear, 2-way voice connection to the Support Center helps to ensure easy communications in the event of an emergency.

Braille labels
Braille identifies each control for visually impaired users.
7100 Series
Optional Convenience Features

Convenience Call
Answer your everyday incoming calls by pressing the Pendant. CareLink’s clear, 2-way voice feature is the best speaker phone you will ever use.

Wellness Check-in
Enables a 12 or 24 hour check-in requirement that alerts the Support Center if the user misses a check-in time.

Pendant Supervision
Pendant supervision can be added for clients who require an additional level of pendant support.

Optional Accessories
CareLink is capable of monitoring additional sensors such as, smoke detectors, ambient temperature, motion (or lack of motion), carbon monoxide (CO), water/flood sensors and additional safety pendants located in the bathroom or other areas of concern. See Optional Accessories for a complete listing of these sensors.

Adaptive Devices
Compatible with adaptive devices like pillow switches and blow tubes for those who have difficulty or are unable to push the pendant. See Adaptive Devices for a complete listing of the devices.

FYI Alert Services
Emails or text messages can be automatically sent to family members, friends, or caregivers for important event notifications like AC Loss, Low Battery or activations. See Family Access Information for more details on this service.
CareLink® | 8100 Series

Help at the touch of a button

CareLink 8100 series is a personal emergency response system designed to reduce complications associated with falls or other health-related emergencies by ensuring prompt assistance. It also reminds users of daily tasks such as taking medications or exercise schedules. Up to 8 different recordable voice prompts can be played at predetermined schedules throughout the day. The tiny, waterproof CareLink pendant worn by the client allows him or her to establish two-way, hands-free communication with a trained, caring attendant, 24 hours a day, 365 days a year, from virtually anywhere in or around the home.

Caregiver can establish 2-way communication with client without client assistance.

Record and play up to 8 messages a day for medication reminders or other activities.

A back-up battery operates the unit in the event of lost power, and automatically recharges.

Medication and Personal Reminders
Records up to 8 different messages to help users remember important medication schedules or other daily tasks. These reminder messages can be monitored by the Support Center, which can provide additional assistance when important tasks are missed.

Caregiver Check-in
Allows caregivers to establish hands-free, 2-way voice conversations through the CareLink unit by simply calling the unit from any touch-tone phone and entering a secure passcode. Does not require any actions by the user(s).

Automatic Testing
Calls into the Support Center each week and verifies the unit is connected and functioning properly. Daily checks are also available.

Lightweight, Water-Proof Pendants
The CareLink pendant is the smallest of its kind. It is waterproof and impact resistant; it may be worn as a pendant, wristband or belt clip. A light comes on when activated to provide additional assurance that the button is calling for help. The battery power is monitored through the CareLink unit and alerts are automatically sent if the batteries need to be replaced.

Voice Prompts:
Provides audible voice prompts to aid in the setup and use.

Backup Battery
Automatically switches to battery power during power outages and recharges automatically when the power comes back on.

Phone Line Seizure
Allows the CareLink unit to take control of the phone line plugged into the unit to ensure proper connection to the Support Center.

2-Way Voice
Crystal clear, 2-way voice connection to the Support Center helps to ensure easy communications in the event of an emergency.

Braille labels
Braille identifies each control for visually impaired users.
8100 Optional Convenience Features

**Convenience Call**
Answer your everyday incoming calls by pressing the Pendant. CareLink’s clear, 2-way voice feature is the best speaker phone you will ever use.

**Wellness Check-in**
Enables a 12 or 24 hour check-in requirement, Alerts the Support Center if the user misses a check-in time.

**Pendant Supervision**
Pendant supervision can be added for clients who require an additional level of pendant support.

**Optional Accessories**
CareLink is capable of monitoring additional sensors such as, smoke detectors, ambient temperature, motion (or lack of motion), carbon monoxide (CO), water/flood sensors and additional safety pendants located in the bathroom or other areas of concern. See Optional Accessories for a complete listing of these sensors.

**Adaptive Devices**
Compatible with adaptive devices like pillow switches and blow tubes for those who have difficulty or are unable to push the pendant. See Adaptive Devices for a complete listing of the devices.

**FYI Alert Services**
Emails or text messages can be automatically sent to family members, friends, or caregivers for important event notifications like AC Loss, Low Battery or activations. See Family Access Information for more details on this service.
How it Works:

CareLink® Solo MobileHelp

CareLink® MobileHelp Features:

• Mobile Device featuring simple one-button operation
• Nationwide coverage on the AT&T network (service included)
• Amplified two-way voice communication with live operator
• Location detection by GPS satellite
• Monitored 24/7/365 Emergency Response Center
• CareLink® Solo MobileHelp also comes with a charging cradle, waterproof pendant help button, and carrying case for the Mobile device.

No Phone Line Required

That’s right the new CareLink® Solo MobileHelp doesn’t even require a phone line to summon emergency help 24 hours a day, 365 days a year! If you’ve wanted to get an emergency response unit but have been told you need to get a “landline” or your VOIP service is “incompatible”, then the CareLink® Solo Mobile Help is the answer you’ve been waiting for.

CareLink® Solo MobileHelp allows you to summon emergency help 24 hours a day, 365 days a year by simply pressing your own Personal Help Button. Unlike traditional medical alert systems that only work inside the home, CareLink® Solo MobileHelp also enables you to participate in activities that you enjoy outside of your home, such as gardening, taking walks, shopping and traveling, all with the peace of mind of having a medical alert system with you at all times.

Peace of Mind...

CareLink® Solo MobileHelp is a simple and affordable solution to many problems: Slip and fall accidents, medical emergencies including heart attack and stroke, security and fire concerns, and locating a loved-one….These are just some of the reasons why people rely on CareLink® Solo MobileHelp for peace-of-mind and rapid access to care.

With CareLink® Solo MobileHelp, there’s virtually no limit to your help button’s range. With CareLink® Solo MobileHelp, you can enjoy life to the fullest in your home and have the freedom to continue participating in the activities that you enjoy outside your home, knowing that you are always accompanied by a highly efficient medical alert system.
CareLink units are typically activated with a standard waterproof Pendant (included with the service), which can be worn as a necklace, wristband or belt clip. Healthcom is pleased to make the following devices available for use with our CareLink service. We also offer customized solutions. Please contact our Technical Support department at 800-525-6237 if you have additional questions.

**Ergonomic Pendant**
This necklace pendant offers a more attractive look, but with the same great reliability and waterproof capabilities as the standard CareLink pendant. It comes standard with an attractive nylon "break away" necklace.

**Raised CareLink Button/Pendant**
A simple modification! Sometimes just having a little raised button can make a big difference! A simple “bump out” is added to the standard CareLink pendant which makes it a little easier to push.

**Wireless Blow Tube**
Activates with either a sip or puff motion. Mounting options vary so contact Technical Support for details.

**Wireless Soft Switch**
An excellent switch for people with gross motor skills. The switch is enclosed in foam and covered with a removable, washable velvet bag.

**Big Red Button**
These special wall-mountable wireless buttons can be easily placed in areas of greater risk or concern like the bathroom, stairs and front/back door. A quick push activates the CareLink just like pushing the standard CareLink Pendant. Wireless installation is easy with double sticky tape.

**Wireless Pillow Switch**
Easily activated by pressing the top foam surface. The smooth, soft surface makes this a suitable switch for head or cheek activation. Safety pin and velcro come on the bottom for easy fastening to a pillow or wheelchair cushion. Additional fastening options are available.

**Wireless Grasp Switch**
A squeeze or pinch will activate the Grasp Switch.
CareLink service can monitor environmental sensors to provide an enhanced level of protection and convenience. Seniors and individuals with disabilities are at particular risk during severe heat or cold. Additional threats can come from smoke and carbon monoxide in the home. Even small tasks, like checking the basement for water during heavy rains, can increase the risk for falls or other injuries. CareLink offers a full range of sensors designed to work with both the CareLink 7100 and 8100 series units.

**Adjustable Temperature Sensor (T8800-GR)**

 Adds the convenience of establishing a preferred “Safe Zone” by setting the high and low temperature thresholds (+/- 2 degrees F). This will allow appropriate monitoring of extreme heat in the summer months and extreme cold in the winter months.

**Liquid Level Detector (2826FS-GR)**

 Detects non-volatile liquids in remote or hard to reach locations. The sensor, in conjunction with CareLink, can report the presence of water in an isolated, sensitive location such as a basement or sump pump area.

**Motion Sensor (DXS54-L)**

 Helps monitor routine motion within a residence. An unusual lack of motion during a specific time period can activate the system prompting our Support Center to contact the Client, family member or appropriate caregiver.

**Carbon Monoxide (CO) Detector (DXS80-L)**

 A UL listed carbon monoxide sensor and alarm with a built-in supervised transmitter designed for use with CareLink. The transmitter will send an alarm signal every 10 seconds when it detects carbon monoxide. This provides a warning to alert against both the acute and chronic effects of carbon monoxide (CO) poisoning.

**Smoke Detector (DXS73-L)**

 The supervised smoke detector is a photoelectric smoke alarm with a built-in transmitter designed for use with the CareLink unit. When smoke is detected, it sounds a loud local alarm. Twenty seconds after the local alarm sounds, the built-in transmitter sends a digitally coded wireless signal to the CareLink unit. The wireless signal will be repeated every 20 seconds as long as smoke is still present.

**Pressure Mat (USP904-local alarm only)**

(USP904DXS21 – Monitored by CareLink unit)

 This mat can help detect movement in special areas like walkways, bedrooms or entry exit locations. It may be used to check daily mobility for clients that might be at a higher risk.