

How to Choose a Medical Alert System, Consumer Reports
Catherine Roberts, 4/23/2018 Update

All systems include monitoring. All companies below were contacted but have not been tested. All call centers are based in the US or Canada and dispatchers take only one call at a time. All call buttons for in-home systems work at a distance of 100 yards from base station and both mobile and in-home call buttons can be worn in the shower.

	Monthly in home landline	Monthly In home cell	Monthly GPS Tracking	Fall Detection Add on	Contract	Activation Fee	Cancel Fee	Netw ork	Battery life Call	Battery Life Mobile
Bay Alarm Medical	\$20	\$35	\$30 + \$49 one time fee	\$10	None	None	None Full refund if cancel in first 30 days		5 yrs without fall 2 yrs with fall	4 days
GreatCall Lively Mobile	No in home only service	Starts \$25 \$50 device fee	Starts \$25 \$50 device fee	\$15 fall detection plan includes extra features	None	\$35 via phone or \$25 online	None Full refund if cancel in first 30 days \$10 restocking	Verizon	No in-home service	Up to 24 hours
Life Alert	\$50	\$50	\$20	Not offered	36 mos	\$0-\$95 depending on plan	Varies	AT & T	Up to 10 yrs	Up to 10 yrs
Life Station	\$26	\$33	\$36	\$7	None	None	None	AT&T	5 yrs	5 days
Medical Guardian	\$30	\$35	\$40-\$50 depending on plan	\$10	None	None	None	AT & T	Up to 5 yrs	24 hours or 5 days depending on system
Mobile Help	No landline only service	\$30	\$38	\$10	None	None	None	AT & T	~ 5 yrs	24 hours after 3 hour charge
Philips Lifeline	\$30-\$45 depending on plan	\$42 or \$57 depending on plan	\$55 landline \$65 cell \$100 or \$149 device fee	\$0-\$15 depending on equipment and plan	90 days	\$0-\$50	None	AT & T	A few years	2-3 days up to 7 days depending on system

	Monthly in home landline	Monthly in home cell	Monthly GPS Tracking	Fall Detection Add on	Contract	Activation Fee	Cancel Fee	Net work	Battery life Call	Battery Life Mobile
Rescue Alert	\$28-\$33 depending on plan	\$38-\$43 depending on plan	\$38-\$45 depending on plan	\$10	None	None	None cancel in 30 days	AT & T	5-7 yrs	48 hours
Non Consumer Reports Services										
Personal Assistance Link Only supported service in area	\$39.95	\$49.95	\$49.95	\$54.95	None	\$65	None	AT & T		
Valued Relationship Inc Replaced Essentia System	22	27	39.95 32.95 WiFi	Built in to mobile and WiFi systems	None	None	None	AT & T		24 hours

Bay Alarm Medical	bayalarmmedical.com	877-522-9633
GreatCall Lively Mobile	greatcall.com	866-860-7826
Life Alert	lifealert.com	800-360-0329
Life Station	lifestation.com	877-478-3390
Medical Guardian	medicalguardian.com	800-668-9200
Mobile Help	mobilehelp.com	800-764-2091
Phillips Lifeline	lifeline.philips.com	855-332-7799
Rescue Alert	rescuealert.com	800-688-9576
Personal Assistance Link	palmedicalsystems.com	800-852-6575
Valued Relationships Inc	vricares.com	888-500-1684

Only locally installed and serviced system
Essentia established clients at same
rate as prior to closing of their program