



*Vital*CALL

Personal Emergency Response

POWERED BY **API GROUP**

Enjoy the confidence

to remain independent in your
own home or on the go



Pearl Pendant



Pearl Advanced Pendant

There is nothing like your own home

VitalCALL is Australia's original provider of personal emergency response services that operates 24 hours a day, 7 days a week. We provide assistance to people who want to live a full, independent and active life, but require the assurance that if assistance is needed, it is only moments away.



VitalCALL GO Pendant

In times of need, the VitalCALL team will provide the necessary assistance to help you regain your independence and freedom.



VitalCALL Base Unit

PEARL, GO and PEARL ADVANCED pendant shown. Images not to scale. Availability dependant on stock/region.

The help you need in 3 easy steps

VitalCALL is a personal emergency alarm. When a fall is detected by the pendant or the pendant pressed, a signal is sent to a base unit, which in turn calls our response centre. There is no need to pick up your phone - our response operators will speak to you through the base unit, assess your needs and send help if required. Even if the operator cannot hear you, VitalCALL will send help.

HOW *Vital*CALL WORKS



PRESS

Simply press your VitalCALL button on your pendant or base unit to send a call to our emergency response centre



RESPONSE

A trained VitalCALL response operator will answer your call to assess your situation



HELP

Based on your requirements, our response operator will contact a family member, friend, neighbour or emergency services to provide the assistance you need

**Fall detection feature must be enabled*

VitalCALL GO™

Confidence every step of the way

Whether you are heading to the shops, walking on the beach, or visiting friends, the VitalCALL GO™ gives you peace of mind every step of the way.

The VitalCALL GO™ pendant is a mobile personal emergency pendant with 4G cellular and GPS technology for summoning help any time, and from anywhere there is 4G cellular and GPS coverage.

Features

- 4G cellular coverage
- Hands-free communication
- GPS location capability
- Falls detection
- Wireless charging
- Water-resistant (IP67)
- Lost and Flight modes

24/7 Australian-based response centre



The Australian-based VitalCALL response centre operates 24 hours a day, 365 days a year, in the event of a fall, medical emergency or if you just need assistance, VitalCALL ensures you get the help you need no matter the time of day.



Wear it in the **shower**

As many accidents happen around slippery surfaces, VitalCALL pendants are safe to wear in the shower or bath. They are also small and lightweight, meaning you can keep them tucked in under your clothing even when sleeping.



5

Reasons to get VitalCALL


- 1.** Monitored by caring, highly skilled operators 24 hours a day, 365 days a year
- 2.** Works on the 4G mobile network, no fixed phone line or NBN connection required
- 3.** Australia's original personal emergency response system - over 40 years of experience!
- 4.** All VitalCALL call costs included in a fixed monthly fee
- 5.** Australian-based response centre

Who uses VitalCALL?

People of all ages and circumstances use

VitalCALL including:

- Seniors living independently in their own home
- Carers who need an additional helping hand
- People recently discharged from hospital or care
- Children with special needs
- Those requiring additional support at home due to medical treatment
- People suffering from a chronic conditions or at risk of fall
- People living with a disability



Did you know VitalCALL can also be used by those recovering from procedures such as hip and knee replacements?

Funding for your VitalCALL

Department of Veterans' Affairs (DVA) Funding

Did you know that the Department of Veterans' Affairs may fund VitalCALL to eligible Gold and White Card members? If you are an eligible veteran or family you may be able to access VitalCALL free of charge.

To find out more about DVA funding eligibility, please contact the Department of Veterans' Affairs on 133 254, or visit the DVA website www.dva.gov.au.

National Disability Insurance Scheme (NDIS)

VitalCALL is currently registered with the National Disability Insurance Scheme (NDIS).

Our provider registration number is 4050001004 and our products fall under Assistive Technology PERS Care & Safety funding.



NDIS is a national support program that provides targeted support and better coordination and access to services for people with disability.

To find out more about NDIS funding eligibility, please contact NDIS on 1800 800 110, or visit the NDIS website www.ndis.gov.au.

Peace of mind for family and friends

Do you worry about your loved ones living alone at home?

VitalCALL could be the simple solution to give you peace of mind knowing that assistance is just the press of a button away!



Book an installation today!

Please visit our website for more details about our products and services.

1300 848 252

www.vitalcall.com.au

sales@vitalcall.com.au





Refer VitalCALL

to a patient

VitalCALL

Personal Emergency Response

POWERED BY **API GROUP**

Return to

sales@vitalcall.com.au

or refer online at www.vitalcall.com.au

DVA Gold Card holder*

YES NO

Name

Patient Family

Daytime contact number
(inc area code)

Patient Family

Email address

Address

Suburb

State

Postcode

Patient Consent Given Yes No

Referrer's name

Organisation (if applicable)

Department (if applicable)

Email address

Daytime contact number (inc. area code)

MY PATIENT DETAILS

REFERRER'S DETAILS

*Patients with a DVA gold card require a D9199 form to be completed by an OT, RN or Physio and sent to VitalCall

Discover why **thousands** have benefited from **VitalCALL** for over 40 years!



Contact details

1300 848 252

www.vitalcall.com.au

customer.service@vitalcall.com.au



VitalCALL® is a registered trademark of Chubb Fire & Security Pty Ltd
ABN 47 000 067 541. Copyright © 2023 Chubb Fire & Security Pty Ltd.
All rights reserved.

This brochure is intended as general guidance only. Although great care has been taken in the preparation of this document, it is not comprehensive and cannot be relied upon as a substitute for detailed advice in specific circumstances. Consumers should make independent enquiries as to which product and services are best suited to their individual needs. For further information on VitalCALL products and services, please go to www.vitalcall.com.au.