

The following is important information that Philips Lifeline has asked us to share with subscribers regarding the wearing method of Lifeline personal help buttons:

Is Philips Lifeline recalling any of the neck cords or wrist bands?

Philips Lifeline is not recalling neck cords or wrist bands from its subscribers. The product works as designed and we are proud of the service we offer. Over 6 million people have used our service. We just wanted to make you aware of the considerations with the various wearing methods for the personal help button regardless of whether you wear it around your neck or around your wrist. These wearing methods are common in the Medical Alert Service industry.

Are other Medical Alert companies sending out a similar warning?

We can not comment on the actions that any other companies have taken around this issue. We can tell you that the neck cord and wrist style designs are common wearing methods in the medical alert service industry. We are registered as a Class II medical device. We proactively met with the FDA and collaborated on this communication plan. We also engaged our program advisory board. Through this process, we discovered that many of our competitors do not appear to be properly registered. Our goal is transparency for the industry.

Why don't you have a neck cord that breaks away to prevent choking occurrences?

It is part of Philips Lifeline's regular process to design improvements into the service whenever warranted. There are many considerations that go into designing and wearing methods for Personal Help Buttons. These include: safety considerations, usability, wearability, and comfort. Unfortunately, one of the concerns with current solutions for a break-away or strain relief cord is that it can come apart too easily. Our research shows a high rate of these cords accidentally coming apart. Research also indicates a high level of customer dissatisfaction. We believe current solutions create a greater safety issue. It is important that any solution is designed so the help button is available when someone needs to call help.

The Neck Cord is adjustable. Is there a certain way I should be wearing it? If I wore it higher up near my neck maybe it would be less likely to catch on something?

How you adjust your neck cord is a matter of personal preference. You can wear it higher up towards your neck or let it hang down more towards your torso.

Should I take my help button off?

We always recommend that people wear their Help Button all the time. It is highly unlikely that you will get your neck cord caught during a fall. On the other hand, if you remove your button and you have an emergency you will not have access to help.

How can you choke on the neck cord?

The neck cord is not designed to “break away” if it becomes caught on a protruding object. While a remote possibility there have been a small number of situations where people have caught their neck cord on a protruding object during a fall. Out of the millions of subscribers that have been on the service, we have observed only several instances where the neck cord on the Personal Help Button gets caught when a wearer fell.

Is it ok for me to wear my Help Button under my shirt or blouse to prevent me from catching it on something?

How to wear your button is a matter of personal preference. If you wear it under your shirt or blouse, try to do so in a manner that will still provide you easy access to the button.

How does the wrist band option work as a personal help button?

The wrist band is worn around your wrist just like a watch. It has an adjustable strap.

Have there been any incidents related to the wrist band?

There have not been any reported incidents related to the wrist band but we do want to make you aware if the hand that was **not** wearing the help button became immobilized (such as a stroke or being trapped under a heavy object) you may not be able to press the button. The wrist style design is common within the medical alert industry.

Is there a right or wrong way to wear the wristband?

The wrist band can be worn on either wrist and worn just like a watch. If you do have one hand that is stronger than the other you may want to wear your button on your weaker hand/wrist so it can be accessed with your strong hand.

Who can I call for additional information?

Call your local provider, Methodist Lifeline at (402) 354-3200.