



Tips to get the most from your Medical Alert device.



Make an emergency call

Press and hold the button for 3 seconds or until the light turns blue.



Don't wait for the call

If your pendant has the Fall Detection feature¹ and you fall, always press and hold the button for help when possible as the feature does not detect all falls.



Accidental false alarm?

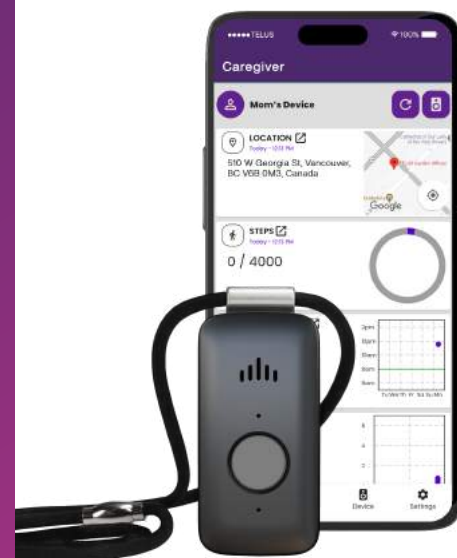
No problem, simply let the operator know you're safe.

Getting the help you need quickly in the event of an unexpected medical emergency can make a significant difference in treatment and recovery.

New Caregiver Mobile app to stay connected.

Included with **TELUS Health Medical Alert**, the new Caregiver Mobile app helps keep caregivers close to their loved ones.

Caregivers can customize notifications and activity insights, including pendant location, low battery alerts and more.



4 tips to prevent falls and injuries.



Clear hazards (indoors and outdoors) to make your home safer and more accessible.



Improve your strength and balance with regular exercise.



Speak with your loved ones to plan and prepare for an emergency.



Consult your doctor if you have any questions about your medical needs in the event of a fall or an emergency.



"I live alone and having a way of getting help if I need it has given me great peace of mind."

Joan from Trail, BC.

TELUS Health Medical Alert
More independence.
Less worry.



Contact your TELUS Health Medical Alert coordinator today.

Call **1-844-979-2008**

Use promo code **HEALTH** for a special offer.¹



Preventing falls and injuries among older adults.

The Government of Canada and National Institute on Ageing report that falls are the leading cause of injury among older Canadians.



20-30% of seniors experience at least one fall each year



85% of injury-related hospitalizations are caused by falls



10 days longer spent in hospital because of falls than any other cause

Emergency support you can trust.

You're in good hands with TELUS Health — the largest Canadian-owned medical alert provider.



On the go
TELUS Health Medical Alert Pendant



At home
LivingWell Companion™ Home

Go wherever life takes you — independently.



24/7 access to help when you need it.



Small, lightweight and discreet.



Stay connected with the new Caregiver Mobile app.

24/7 access to live emergency operators	✓	✓
Emergency help button	✓	✓
2-way voice calling	Via pendant	600 ft. coverage via base station
Water-resistant protection ²	✓	✓
Extended battery life ³	Up to 6 days, includes charging cradle	Built-in, lasts 3-5 years
State-of-the-art fall detection feature ⁴	✓	
New Caregiver Mobile app	✓	
Advanced Canada-wide location tracking ⁵	✓	
Multiple ways to wear	Lanyard or belt clip	Lanyard or wristband



1. Offer expires Dec 31, 2024. Offers and pricing are subject to change without notice. Offers available to new customers who order TELUS Health Mobile Medical Alert Pendant or LivingWell Companion Home plans. 2. TELUS Health Medical Alert Pendant is water-resistant (IP67); can be worn in the shower but should not be submerged. 3. For Medical Alert Pendant compared to similar mobile devices with 24/7 Central Monitoring Services and available 2-way communication. 4. The fall detection feature uses motion technology guidelines like algorithms and sensors to help detect the occurrence of a fall. It is usually more accurate when the device is worn with the provided lanyard on your chest over clothing. If the device detects a fall, it will call an operator who can dispatch emergency services and/or contact your emergency contacts if needed. In some instances, the fall detection feature might not detect all falls. If you do fall, do not wait for the call; always press and hold the button for help when possible. The device includes an alarm cancelling feature so that if you don't need assistance, you can tell the operator when asked. 5. TELUS Health Medical Alert Pendant operates anywhere in Canada where cellular coverage is available. GPS capabilities are approximate and may not always be possible. TELUS, LivingWell Companion and the TELUS logo are trademarks of TELUS Corporation, used under licence. All copyrights for images, artwork and trademarks are the property of their respective owners. © 2023 TELUS. All rights reserved.