



Calhoun County Office of Senior Services

Minimum Service Standard

SERVICE NAME: PERSONAL EMERGENCY RESPONSE SYSTEMS

DEFINITION: Personal Emergency Response System (PERS) provides the devices to provide communication, monitoring, and triage of patient contacts through the system. Hardware includes the “help” button (either pendant or wristband) and the communicator attached to the phone. Monitoring is done by contract with an emergency response provider who has contact with local emergency response systems.

UNIT OF SERVICE: One unit equals one month of monitoring a client and each occurrence of equipment installation.

INCOME REQUIREMENT: Recipients must be at or below 200% of the poverty level as published in the most recent Federal Register.

DESIRED OUTCOME: Seniors will be safe in their own homes and have access to emergency services that increase their feeling of security.

MINIMUM SERVICE STANDARD:

- A. Recipient Eligibility Criteria** – In addition to the recipient eligibility criteria under the “ALL SERVICES” standard, the following shall apply:
1. Recipients must be oriented and in possession of faculties to absorb training in the equipment, and be able to operate the button appropriately.
 2. A redetermination of eligibility and ability to use equipment must be completed and verified semi-annually, and may be completed concurrently with a monthly equipment check.
- B. Intake and Assessment** – The following information shall be gathered as part of a standardized intake document:
1. Name, address and telephone
 2. Date of birth
 3. Gender (Optional)
 4. Income verification
 5. Insurance Information, Medicare Card, other Insurance Card
 6. Responder identification and contact information
- C. Service Delivery Standards**– Equipment provided must be the least costly alternative that is appropriate for individual needs. The cost of additional services capabilities or add-ons are the recipient’s obligation.
1. Equipment used must be approved by the Federal Communication Commission and must meet UL* safety standards specification for Home Health Signaling Equipment.



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2. Response center must be staffed 24 hours/day, 365 days/year with trained personnel and will provide accommodations for persons with limited English proficiency.
3. Response center must maintain the monitoring capacity to respond to all incoming emergency signals.
4. Response center must be able to accept multiple signals simultaneously. Calls must not be disconnected for call-back or put in a first call, first serve basis.
5. Provider will furnish each responder with written instructions and provide training as appropriate.
6. Provider will verify responder and contact names semi-annually to assure current and continued participation.
7. Provider will assure at least monthly testing of the PERS unit to assure continued functioning.
8. Provider will furnish ongoing assistance, as necessary, to evaluate and adjust the PERS instrument or to instruct clients and caregivers in the use of the devices, as well as to provide for performance checks.
9. Provider will maintain individual client records that include the following:
 - a. Service order.
 - b. Record of service delivery, including documentation of delivery and installation of equipment, client/caregiver orientation, and monthly testing.
 - c. List of emergency responders.
 - d. Case log documenting client and responder contacts.