

How to Choose a Personal Emergency Response System

If you fall or have a medical emergency while alone at home, it may be difficult to get assistance, particularly if you're over the age of 65. A personal emergency response system (PERS) provides easy access to professional emergency care at the push of a button. It's a great option to provide yourself or a loved one with security and peace-of-mind.

Of course, selecting the right PERS provider is vital, but can be confusing – you need to be sure that the company can deliver on the promise of peace-of-mind through customer friendly policies, reliable equipment, and professional emergency operators. A great way to start this selection process is to make sure the provider has the Five Features of Top PERS Providers. To make it easy, we have listed them below.



Five Features of Top PERS Providers:

No. 1 Better Business Bureau Accreditation

The Better Business Bureau rates businesses for openness, good practice and customer service. Choosing a PERS provider who's accredited by the BBB ensures you're dealing with a legitimate company who will provide the service you signed up for. Other consumer ratings sites like Angie's List are great too, but the BBB is a must have of a Top PERS Provider.

No. 2 No Contracts

Unfortunately, the majority of PERS providers will require you to sign a contract. However, Top PERS Providers will never require a contract. Top PERS Providers will earn your business each month instead of locking you into a long-term contract. If you do decide to use a company that requires a contract, you should check the details carefully before signing. Look for minimum length terms and restrictive conditions that may not suit you. If your circumstances change and you're locked into a long contract, changing or cancelling your service can involve expensive cancellation fees.

No. 3 Multiple Emergency Call Centers

Before signing up with a PERS provider, ask where their emergency call center is located, if they have more than one emergency call center, and if a contingency plan is in place in case a call center is shut down because of a storm or other natural disaster. Top PERS Providers have customers in every state, because they are national providers. In order to protect their customers from an emergency call center shutting down, Top PERS Providers will also have at least two, often three, different emergency call centers spread across the country. If a PERS Provider only has one emergency call center, you may not be guaranteed service if there is a hurricane or snow storm.

No. 4 Easy Set-up and Testing

You should never need to wait around your house for a three hour window for a stranger to come into your home to set up your new PERS service. Top PERS Providers offer systems that can be set up by simply plugging them in and pressing the Help button to test. A provider that forces you to have someone come "install" the system is just looking for ways to charge you more money.

To be confident that your PERS service will work when you need it most, it is vital that you can test it as often as you feel necessary and from all areas of your home and garden. Top PERS Providers will never charge you for activating the system when there isn't an emergency. This is a common way for providers to add hidden fees onto their service, which may make you more reluctant to use your PERS service in an emergency.

No. 5 Flexible Payment Options

Top PERS Providers offer flexible billing and payment options. You may be more comfortable with monthly payments and find them easier to manage. You may prefer to get a preferential rate by paying quarterly or annually and not have to deal with a bill every month. Either way, a Top PERS Provider offers flexible billing options and will allow you to easily change, without a fee, from one to another.

Paying for your service by credit card should be simple and secure either via online transaction or over the phone. Can you easily pay by check? Top PERS providers offer payment options that are easy to manage; if making payments is difficult or time consuming, you run the risk of your service not being available at your time of need.

Your PERS service is important and may save your life, so you want to be absolutely sure you've found the provider that meets your needs best. There may be other factors that will help you determine the provider who's right for you, but these Five Features of Top PERS Providers will provide a great foundation.

If the provider you choose meets the Five Features of Top PERS Providers, you can be assured that your service won't let you down in an emergency.

If Mom fell today, how long before she would get help?

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