



Philips Lifeline CarePoint User Testimonials

"When the current call system for our Assisted Living residents began giving us trouble, we looked at the next generation of call systems. Our priorities were that it be user friendly for staff and residents, allow managers to track calls, provide 24 hour tech support (including reasonable on-site support), and have a good track record with other providers.

Lifeline's CarePoint system met all of our goals. SmartCare software was installed 3 months ago and everyone has been thrilled with it. The tech support early-on was perfect. The training was great and the staff at ESL (local CSP dealer) was always responsive to calls and worked through the usual, although minimal, issues everyone has during set-up. The pendants are easy to use and staff love that pages happen in seconds instead of minutes. At any time, managers can see how often staff are being paged, which residents are paging and how long it takes for the call to be answered. We were even able to integrate any of our old call buttons and pagers into this system. I am more than pleased and would highly recommend ESL Distributing and the flawless service they provide."

-- Cynthia McCrum, Executive Director, Chase Point Assisted Living
Damariscotta, Maine - <http://www.chasepoint.org/>

"From the on-site introductory training and visits to help us with system updates, to the on-call support staff that is always willing to help us through any problem that arises, the first thing you notice about AdCom Technologies (local CSP dealer) is the friendly, caring people. Also, I have found AdCom Technologies to be an incredible asset. All my residents and their families are comforted knowing help is never far away and can be alerted easily should a problem arise. The residents enjoy the ability and comfort of the alert bracelets and appreciate the respect of their privacy with no loud alarms or sirens should they need to activate the system. As the director of the facility, I also appreciate the discreetness of the system, as well as the ability to easily track how long it takes my staff to respond in an emergency situation. I would gladly recommend Philips Lifeline CarePoint and AdCom Technologies to any facility in need of an alert system.

-- Meghan Giese, Executive Director, Waterford Senior Living, LLC
Waterford, Wisconsin - <http://www.waterfordseniorliving.com/>

"I wanted to take this opportunity to express my pleasure with our new [Philips Lifeline CarePoint] Nurse Call System. We had discussed for some time the need for an updated Nurse Call System and were unsure whether we wanted to repair/replace the one in place or perhaps look into something more technologically advanced. Seeing the need to move forward technologically and foreseeing the need to at some point provide wearable transmitters, the decision was made to go wireless. I have to admit, when your team first came in to install the product, my staff and I looked at each other and said these are the guys??? We were expecting a rather large crew and instead were greeted by two of the most personable and indeed caring individuals that we've ever had working at our facility. Not only did Marty and Floyd [representatives of CSP dealer Fusion Factors, in southeastern Pennsylvania] make sure that everything was set up correctly but they took the time to speak to our residents and to put their minds at ease. Such a plus to have installers that are sympathetic and empathetic to the senior community. The system has been flawless, as we anticipated, but most importantly your company has left a warm glow in its wake. Kudos to you and your staff!"

-- Agnes Keisoglou, St. George Senior Housing - Philadelphia, Pennsylvania