

# Home Delivery Guide

## For Senior Citizens in the Sea Cliff Area

### Drug Stores

**Glen Cove Chemists, 676-9111** Prescriptions and home health care needs

**Glen Head Pharmacy, 676-1004** Prescriptions, health related and beauty products, gifts and candy. Everything from a shower chair or a bath mat to a scented candle or birthday card.

**Greenvale Pharmacy and Homecare, 621-2260** Home health care needs including prescriptions, medical equipment and supplies. Beds and bed products, mobility and walking aids. <http://www.greenvalerx.com/index.htm>

### Grocery Stores

**Arata's, 671-0290**, Grocery items, dairy and produce. Prepared food; breakfast, lunch and dinner. Open 7 days 6AM-9PM.

**Caggiano's Gourmet Market, 674-6700**, Butcher, grocery items, dairy and produce. Prepared food and specialty items. Open Mon-Sat 8AM-7PM Sun 9AM-6PM

**Locust Valley Market, 723-2350**, Full service grocery store. 10% delivery fee, Over \$100.00 free delivery. Also free delivery Thursdays, \$25.00 min

**Peapod**, Online grocery service. Min order is \$60.00 with a delivery fee of \$9.99. Orders are made on the computer at their website and fees are charged to your credit card.

<http://www.peapod.com/?001=3388&002=33&006=10147>

**Tele-grocers, (888) 902-7467** For those who do not have a computer or are unable to use one, this service will set up your Peapod account and help you to

purchase groceries. They will charge an additional fee of \$7.50 for orders up to \$100.00.

## **Hardware**

**Glen Head Hardware, 676-1886**

**Sea Cliff Paint and Hardware, 617-3195**

Both hardware stores specialize in paint and hardware. They also carry many unique items including a wide range of garden, bbq, kitchen and cleaning supplies, also tubs and trash cans.

# Medical Alert System Reviews

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Medical alert services and equipment are used by many people to give them peace of mind in case someone who is elderly or ill needs emergency care and is unable to reach a phone. These are also known as personal response systems (PRS). Choosing the right service and equipment for your needs and budget is important, and an important consideration is the contractual obligation involved. This varies by service provider. Many consumers complain about deceptive sales practices and have unwittingly signing up for long-term contracts that they later regret.

## **Key Considerations When Choosing a Medical Alert System**

According to one company, an estimated 1.6 million people use some type of medical alert system.<sup>1</sup> For each user, needs may be slightly different, but the following factors should be carefully weighed no matter what your circumstances:

**Does the provider have a high-quality monitoring center (often called a "central station")?**

**A good long-lasting battery backup** for the console is important, especially in case of a natural disaster, when the elderly and disabled may need help the most. According to an industry trade association, 24 hours is more typical.<sup>2</sup> Some systems we reviewed had far shorter battery backup.

Consider **the battery life of the pendant/wristband**. Battery life can differ significantly among providers, and a dead battery could have tragic consequences.

Using a service with **a monitoring center will probably reduce the likelihood of false alarms**, and provide trained help in resolving calls

**Monthly fees can add up: \$300-500 annually.** Consider how and by whom these will be paid

**Is there a long-term contract commitment?**

Consider the layout of the home and the user's lifestyle, then look at **the range of the monitoring device**, which can vary widely by manufacturer (see ratings chart).

Another key decision when shopping for a medical alert system is **whether to purchase an ongoing monitoring service, or simply monitoring equipment without any ongoing services**. These two options are explained more fully below, along with ratings and reviews of medical alert providers and their agreements.

## **Monitoring Services**

With these services, there is a servicing agreement entered into between the customer and a company that provides ongoing monitoring of the alert system. With these arrangements, the monitoring service is notified when the alert device is triggered, and is responsible for investigating and notifying the appropriate persons and/or emergency responders.

These services are more expensive than alert products that simply dial pre-programmed numbers (see "Equipment-Only Providers", below). A monthly fee is charged for the service, often \$30-\$40. There may also be a one-time installation or "activation" fee (\$50 to \$100 is common).

With monitoring services, it is important to evaluate the quality of the "central station"-- the centers where alerts and reminders (if any) are handled. Some things to look for:

Are the centers UL-listed? Underwriters Laboratories examines equipment as well as staffing issues.

Are they certified by an outside agency such as the Central Station Alarm Association (CSAA)? Check here for a list of "Five Diamond" certified central stations from the CSAA.

### **Equipment-Only Providers**

Some providers sell just the equipment necessary to pick up the alert signal from the alert button and place calls to pre-programmed phone numbers. They do not provide a monitoring center to receive and respond to calls, so there is no service agreement required. There is a small ongoing cost, however, of replacing the batteries in the pendant and monitoring device.

## Phillips Lifeline

Phillips Lifeline provides 24-hour monitoring in the US and Canada for elderly or disabled persons. It is a heavyweight in this industry with over 500,000 customers. The customer wears a small button which is wirelessly connected to a phone line. When the customer presses the button, a device in the home places a phone call to a Phillips Lifeline 24-hour monitoring center. A representative summons assistance from family, friends, or emergency responders as necessary.

A sample contract for Lifeline services is [here](#) with some key provisions highlighted.

Phillips Lifeline offers a wider selection of equipment options than most competitors, including an alert button built discretely into a time watch. All of the alert buttons are attractive, which is important in making sure they are actually worn by the customer. Phillips Lifeline is backed by a well-funded and highly reputable company. Phillips Lifeline is owned by the well-known Phillips Electronics Corporation, a Dutch company with many global operations. Phillips Lifeline manufactures health care, lighting, and consumer lifestyle products. Phillips Lifeline is located in Framingham, MA. Equipment is installed by a professional, so there is confidence that it has been done right. Comes with DS or without. Unused phone packs for example could present a challenge to an elderly customer. Long pendant battery life (5 years). In our experience with Phillips Lifeline, a representative was able to clearly explain the system and the billing and then send an installer on short notice. The representative asked detailed questions about the elderly person's medical history in order to have useful information in case of a call. Available in both the US and Canada.

Cons: Because Phillips Lifeline is generally offered through a hospital or other care provider, in effect you are usually paying a "middle man." The services are in reality provided by Phillips Lifeline. Contracting directly with a service provider would typically cost less. Equipment is rented, not owned, by the customer.

## ADT

ADT is best known for its home security systems. It offers a Companion Service, Personal Emergency Response System. While ADT requires a one-year contract, the company does say that it extends "special consideration for life-changing circumstances."