



505 Broadway St  
Baraboo WI 53913  
608-355-3289  
[www.co.sauk.wi.us/adrc](http://www.co.sauk.wi.us/adrc)

Personal Emergency Response (PERS)

## PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS)



Personal Emergency Response Systems (PERS) let you call for help in an emergency by pushing a button or by automatically signaling for help on your behalf. There are three components to a PERS: a small radio transmitter, a console connected to your telephone, and an emergency response center that monitors calls.

This document provides a list of PERS options in the traditional sense, but it is important to note that smartwatches now feature fall detection technology that could act similarly to a PERS option. PERS devices are specialized for emergency situations, while smartwatches, phone applications, and fitness trackers are versatile with emergency features among its many other functions. The choice depends on your needs, lifestyle, and comfort with technology. The following smart watches offer fall detection: Apple Watch, Samsung Active and Galaxy Watch, Garmin Smartwatches, Huawei Wearables, and Google Pixel Watch.

Many medical alert system companies serve the United States. **Consumers Advocate** (<https://www.consumersadvocate.org/medical-alerts>) rates the top 10 best medical alerts. These are the TOP 5 MEDICAL ALERTS according to Consumers Advocate as of 6/2026.



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<b>NATIONAL OPTIONS</b>									
<b>Agency Name &amp; Contact Information</b>	Landline Option	Cellular Home Option	On the Go (Mobile Systems)	GPS Tracking Systems	Automatic Fall Detection	Cancel anytime	Activation Fee	Monthly Service Fee	Extra Features & Options
<b>Bay Alarm Medical</b> 1-833-704-1084 <a href="http://www.bayalarmmedical.com">www.bayalarmmedical.com</a>	✓	✓ Up to 1000ft range	✓	✓	✓ \$10/month	✓		Starts at \$27.95	<ul style="list-style-type: none"> <li>• Up to 5 year battery life for buttons/1-6 days for mobile devices</li> <li>• Language Line Services</li> <li>• Mobile App</li> <li>• Caregiver Tracking &amp; Equipment charge on some devices</li> <li>• 15 day trial from the date you receive the system</li> </ul>
<b>LifeFone</b> 1-800-882-2280 or <a href="mailto:info@lifefone.com">info@lifefone.com</a> <a href="http://www.lifefone.com">www.lifefone.com</a>	✓ 1300ft range	✓ 1300ft range	✓	✓	✓ \$5/ month	✓		Starts at \$24.95	<ul style="list-style-type: none"> <li>• No contract</li> <li>• English and Spanish speaking responders</li> <li>• No minimum time commitments</li> <li>• A+ rating with Better Business Bureau</li> <li>• Free lockbox and shipping with annual plan</li> </ul>



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<b><u>NATIONAL OPTIONS</u></b>									
<b>Agency Name &amp; Contact Information</b>	Landline Option	Cellular Home Option	On the Go (Mobile Systems)	GPS Tracking Systems	Automatic Fall Detection	Cancel anytime	Activation Fee	Monthly Service Fee	Extra Features & Options
<b>Lifeline</b> 1-855-415-5740 <a href="http://www.lifeline.com">www.lifeline.com</a>	✓ 600ft range	✓	✓	✓	✓	✓	*\$99.95 fee	Starts at \$34.95	<ul style="list-style-type: none"> <li>• My Lifeline App</li> <li>• Professional translation of more than 140 languages</li> <li>• Formerly known as Philips Lifeline</li> </ul> *\$50 one-time activation fee and a \$49.95 programming fee
<b>Medical Guardian</b> 1-800-668-9200 or info@medicalguardian.com <a href="http://www.medicalguardian.com">www.medicalguardian.com</a>	✓ 1300ft range	✓ 1400ft range	✓	✓	✓	✓		Starts at \$29.95	<ul style="list-style-type: none"> <li>• MyGuardian app</li> <li>• A+ Accredited through Better Business Bureau</li> <li>• Equipment Charge on some devices</li> <li>• Lower costs and free shipping with annual subscription</li> </ul>
<b>Mobile Help</b> 1-800-992-0616 <a href="http://www.mobilehelp.com">www.mobilehelp.com</a>	✓ 600ft range	✓ 1400ft range	✓	✓	✓ \$11 per month	✓		Starts at \$25.95	<ul style="list-style-type: none"> <li>• Free lockbox with annual plan</li> <li>• No contract</li> <li>• Several payment plan options</li> <li>• 30 day risk free trial</li> <li>• Mobilehelp app</li> </ul>

The ADRC does not endorse or recommend specific agencies. This list is provided with the best available information as of 6/2026.



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<b>LOCAL OPTION</b>  <b>Agency Name &amp; Contact Information</b>	Landline Option	Cellular Home Option	On the Go (Mobile Systems)	GPS Tracking Systems	Automatic Fall Detection	Cancel anytime	Activation Fee	Monthly Service Fee	Extra Features & Options
<b>SSM Health VoiceCare</b>  1-855-332-6882 or <a href="mailto:hahwi.info@ssmhealth.com">hahwi.info@ssmhealth.com</a>  <a href="http://www.ssmhealth.com/health-at-home/community-health-resources/voicecare">www.ssmhealth.com/health-at-home/community-health-resources/voicecare</a>		✓	✓	✓	✓  \$10 per month	✓	\$35 setup	Starts at \$30	<ul style="list-style-type: none"> <li>• Locally run service and install</li> <li>• Installation typically available within 24-48 hours</li> <li>• No equipment to purchase</li> <li>• No penalty to cancel</li> <li>• Do not need Dean insurance or hospital affiliation</li> </ul>



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## Questions to ask when shopping for a Personal Emergency Response System (PERS)

- Do I have to sign a contract?
- Does the company help with installation for the medical alert system? What is the cost?
- Does the company monitor vital signs or activity, if so, is there any additional charge?
- Does the company offer a “Cellular” option that can be outside of the home?
- Does the company offer a device with “fall detection,” if so, is there any additional charge?
- Does the company offer a device with Global Positioning System (GPS), if so, what is the cost?
- Does the company offer fire, smoke and carbon monoxide monitoring, if so, is there any additional charge?
- Does the company offer medication reminders, if so, is there any additional charge?
- Does the medical alert system require a land-line?
- How long is the battery life? Does the company remotely track the battery life? Is there a reminder when the battery is low?
- Is there a set up/activation fee for the medical alert system?
- What are the pricing options, do I pay monthly, quarterly, yearly?
- What if I no longer require a medical alert system? What is the return policy?
- What is the average response time from the moment the button is pushed until a voice comes on the line? Where is the call center located?
- What is the range of the “In-Home” medical alert system?
- What kind of button comes with the medical alert system? Is it waterproof?