

Why Choose INS LifeGuard?

- Established in 1984 as a nursing service, INS is one of the oldest community care providers in Australia. Healthcare is in our DNA; we're dedicated to delivering quality, cost-effective care that fosters independence and improved quality of life.
- INS LifeGuard medical events are handled by qualified Nurses. Their qualifications and clinical knowledge are far greater than call centre attendants commonly used in the industry.
- Our services are prevention based; they are far more comprehensive and are fully flexible and tailored to the individual client's needs.
- We offer a Chat Line for the lonely or socially isolated and a Health Information Line. Our nurses are available at any time for information or support and can interact with the client's GP or other primary health provider on request.
- INS LifeGuard conducts outbound observation calls, e.g. for those returning home from hospital or who may be ill, just to make sure everything is alright.
- We offer medication prompts for those who need help remembering to take medication on time, and appointment, and daily OK calls or other reminders as well.*
- We exceed Australian Standards for alarm monitoring — indeed, we work under the higher standard required of us as health care providers.
- We offer unique, patented, world class technologies.
- **We offer many optional services to assist you:***
 - TeleHealth and Activity Monitoring
 - Home Security services
 - My Concierge for help arranging other services
 - Ecosystem includes secure web portals and mobile apps

**Optional services may incur additional fees and some are device dependent*



INS LifeGuard



SCAN TO VISIT
OUR WEBSITE

1800 636 040

www.inslifeguard.com.au



INS LifeGuard

*Delivering quality care
with technology solutions*



In-Home and Mobile Personal Alarms

Monitored 24/7 by Healthcare Professionals

With optional TeleHealth, Mobile Alarms,
Home Security and more!



Emergency Response by
Healthcare Professionals



REGISTERED
NDIS
PROVIDER

**DVA Cards
Accepted**



Personal
Emergency
Response
Services
Limited



QUALITY MANAGEMENT
9001
CERTIFIED



We offer both In-Home and Mobile Alarm Systems

As well as emergency response we provide telehealth, home security, concierge and so much more to support people with a wide variety of care needs to live safely.

Our response centre is staffed by highly qualified and experienced nurses, 24 hours a day, seven days a week. We know of no other company that can make that claim.



The fact that all calls are answered by qualified nurses is unique to INS LifeGuard and we feel it's an important distinction. Emergency personnel are engaged quickly if required, and our nurses can not only share personal details, but also medical information that could save a life.

How It Works



In the event of an emergency, press the button on your transmitter, SmartHome IP Dialler or your mobile alarm. (We can also supply a Fall Sensor that automatically triggers an alarm when a fall is detected, as well as our VR Call Point which allows triggering alarms via voice activation.)

An alarm is sent to a nurse in our emergency response centre, who has access to your personal details and medical history. The nurse will call out to you over a two-way speaker on your emergency unit. You need not be near the unit to be heard.

The nurse will assess the situation and send whatever help is required - whether that be contacting a family member, neighbour, friend, or emergency services.

If the nurse is unable to make voice contact, an ambulance will be dispatched to your location. No matter what the situation, rest assured help is on the way.



How Much Does It Cost?

Our services are prevention-based; they are comprehensive, fully flexible, and tailored to individuals needs. There are various in-home and mobile devices and pricing plans and options you can choose from. Our friendly staff can talk to you regarding the fees and optional services available.



We are here to help

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