

# Information for Nominated Emergency Contacts



*Please give this form to any loved ones, carers, friends or neighbours that you wish to nominate as Emergency Contacts / Support Persons.*

## ***Important Details:***

The person who gave you this form is receiving an in-home or mobile Medical Alarm Service monitored by INS LifeGuard and has nominated you as an Emergency Contact / Support Person.

This means that if they press their HELP button in an emergency and/or advise our Emergency Response Centre that they need assistance, you may be contacted to offer support.

***It does not mean you need to be available 7 days a week, 24 hours a day.*** That's what our service is for. It does mean that you are one person we may call on to respond. If you are not available, there will be other options. Emergency Services will always be called by our healthcare professionals if a life-threatening situation is identified.

The real value of our service is the peace of mind provided by the knowledge that qualified nurses and other healthcare professionals are available to respond at the press of a button, 24/7, whether for emergencies or for other health and welfare-related matters.

Should our care staff determine that you should be advised of any particular events or needs of our client, we may contact you, with the client's consent. From time to time we may also provide you with information on other services or products which may assist our client.

For more information on our services, call 1800 636 226 or visit our website at [inslifeguard.com.au](https://inslifeguard.com.au). It features a Help Centre where you'll find answers to Frequently Asked Questions, Videos and Fact Sheets, and our searchable Knowledge Base with helpful information.

*If you believe you have been nominated in error, or you do not wish to be an Emergency Contact / Support Person, please contact INS LifeGuard on 1800 636 226.*

## Your Role:

- If our service contacts you, please respond promptly.
- If we have made voice contact with the client, the nature of the emergency will already be known and we will let you know what action has been taken (e.g. if an ambulance has been called).
- If you have a key to our client's home, make sure you take it with you if you're asked to assist.
- Provide whatever assistance you are able to give.
- It is important that you notify our service of the outcome whenever you respond to a call, even if there is no real emergency.
- If the client is taken to hospital, it is important that the home is made secure and any pets are provided for before you leave.

## LifeGuardian Connect app available

INS LifeGuard highly recommends that you download our free **LifeGuardian Connect app**, which will connect you with the client's LifeGuard alarm system. This allows you, with their permission, to view or update their information, receive alerts for emergency events (including abnormal or critical vital signs if they have the LifeGuardian Premium Plan) and view historical data.

For more information on the LifeGuardian Connect app visit: [inslifeguard.com.au/LifeGuardian-Connect-App](https://inslifeguard.com.au/LifeGuardian-Connect-App).

To download the app, search for LifeGuardian Connect in the iOS App Store or Google Play Store, or simply scan the QR Code below.



LifeGuardian Connect App  
iOS



LifeGuardian Connect App  
Android