

Lifeline at a Glance



PHILIPS

Lifeline

Medical Alert Service

more than **700,000** Canadian Subscribers have benefitted from the Lifeline service since 1974



1,572,754

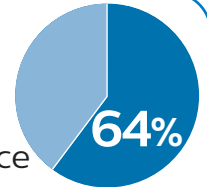
BUTTON PRESSES in 2019

2

 Canadian Response Centres
(Toronto and Montreal)

AutoAlert detects **more than 95%** of true falls

Alarms requiring some level of assistance



resolved without EMS

154,131

Alarms that required some level of assistance in 2019

We help subscribers in over

170

 languages

Lifeline reduces



hospitalization by **26%**



hospital stay by **23%**



emergency room visits by **7%**

1974

Lifeline Systems was created



Over 171,194

 Subscribers have benefitted from AutoAlert since 2010

Back up battery life (in case of a power failure) up to **30 hours**

55,206

Alarms considered **EMERGENCIES** requiring EMS in 2019



Response Centre is open

24/7



TOTAL NUMBER OF FALLS in 2019

32,557

30 seconds

Average time to get a response after pressing button



Hours of training Response Centre staff undergo

240



Quebec 2019 Statistics



For more than 45 years, Philips Lifeline has been delivering peace of mind to seniors and patients knowing help is available at the push of a button in the event of medical emergencies or falls.

Lifeline's early intervention means improved outcomes for medical emergencies but, as the statistics¹ below demonstrate, the service provides every day support and reassurance so subscribers can continue to live independently. In most cases, neighbours, caregivers, or staff can provide assistance.

 **210,678**
BUTTON PRESSES in 2019

1,502
AutoAlert
detected true falls in 2019 

Lifeline reduces

-  **hospitalization**
by **26%**
-  **hospital stay**
by **23%**
-  **emergency room visits**
by **7%**


23,059
Alarms that required some level of assistance in 2019

Alarms requiring **some level of assistance resolved without EMS** 

Over **21,256** **Subscribers** have benefitted from **AutoAlert** since 2010

 **TOTAL NUMBER OF FALLS** in 2019

4,861

5,249  Alarms considered **EMERGENCIES requiring EMS** in 2019

AutoAlert's early intervention means:

The possibility of improved outcomes by reducing hospitalizations and hospital stays.

Seniors are less likely to rely on EMS. But for those who need it, Lifeline can ensure they get the emergency help needed - right away.

For more information or to refer a patient, please contact **Philips Lifeline**
1-800-LIFELINE / 1-800-543-3546

¹ Data Source: Lifeline internal data. 2019.