



## After the help call has been made

When ADT Security's NevaAlone Support Team have received the help call, your medical unit will annunciate to let you know that the call has been received.

- ADT Security's NevaAlone Support Team will call you and speak to you through the 2-way speaker on the alarm to see if you require assistance
- If you require assistance, the operator will alert your emergency contacts, ambulance or other emergency services
- If in the event that you are unable to talk to us, our team will dispatch an Ambulance without a moment's hesitation

*My mother is happy with the service, it works and ADT always check in with my mum regularly.*

Katerina, Wellington

# NevaAlone

## Medical Alarm



# NevaAlone Medical Alarm Benefits

- ✓ **Emergency assistance** from our highly-trained NevaAlone Support Team means we are here for you 24 hours a day, 365 days a year.
- ✓ **You choose** the help you require: friend, family member, ambulance, fire, security officer.
- ✓ **If in the event we dispatch an ambulance, we will pay for the call-out.\***
- ✓ **The water-resistant** pendant or wristband can be worn in the shower
- ✓ **The two-way voice intercom** doubles as a speakerphone with 'push-button' answering. No telephone required.
- ✓ **The long-range capability** means it works in any room in virtually any home or in the garden.
- ✓ **The device self tests daily** and has an excess of 40-hour battery backup in case of a power cut.
- ✓ **ADT Security is an approved medical supplier of monitored medical alarms.** You may qualify for funding from Work and Income and ACC. Speak to your local General Practitioner to find out if you qualify for funding assistance.
- ✓ **Free and professional installation.**
- ✓ **Safety Boxes for Keys.** We recommend installing a tamper-proof box to enable you to leave a spare key outside. This means help can reach you even if you can't open the door. ADT can provide you with one at no charge if required.



## About ADT Security

ADT Security makes it their business to help safeguard people, property and possessions. By using a NevaAlone Medical Alarm you can rest assured you're in the safest of hands knowing you're monitored 24/7 by New Zealand's largest electronic security company.

Enjoy freedom and independence, safe in the knowledge that, if an emergency occurs, urgent and reliable assistance is only the press of a button away.

So if it's your independence that needs preserving, or someone close to you, a NevaAlone Medical Alarm is well worth considering.

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*We are very happy with the service We had an experience quite a while ago where we needed an ambulance and the response time was very good.*

Mrs Hampson, Wanganui

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## What is a NevaAlone Medical Alarm

If you have a medical condition, or live by yourself, a NevaAlone Medical Alarm is your ticket to a safer, more independent lifestyle. Providing you with 24/7 peace of mind, the NevaAlone device can be worn as a pendant or wristband.

- It is water-resistant so it can go almost anywhere you might need it – including in the bath or shower.
- It has a long-range capability, up to 250 metres from the base unit, so it works in any room in virtually any home or in the garden.
- It is also Ministry of Social Development (MSD) and Work and Income (WINZ) accredited.



At ADT our aim is to keep you and your loved ones active and enjoying the freedom of living life independently without compromising security and well being.

Our service allows people the choice of being cared for in their own homes 24/7 when someone cannot be there in person. Our solution is simple and affordable.

Only we can offer you the peace of mind that comes from being protected by New Zealand's largest electronic security company.

# NevaAlone



**Security**

**For more information visit:**  
[www.acnpacific.com/nz/security](http://www.acnpacific.com/nz/security)

\*You must have used your NevaAlone Medical Alarm to have summoned help and ADT Security must have been responsible for the dispatch of the ambulance. Applies to road ambulance only, does not cover air ambulance.

## How to use your NevaAlone device

If you experience a fall or medical emergency in the home or garden, you can call for help using your medical unit by either:

1. Pressing the **HELP (red)** button on the medical unit;
- OR
2. Pressing the **HELP (grey)** button on your Wristwatch / Pendant for 2 seconds.

The **HELP (red)** button will now flash slowly indicating the unit has called for help.

