



MEDICAL PHONE



About you...your family...and
your peace of mind

Questions & Answers

- 1. Does the Unit Detect Falls ?** Yes, It can detect Falls and provide SOS Alerts but Not Heart rate.
- 2. Can I call the Phone unit from a landline ?** Yes, you can call the Phone unit from any mobile or landline phone, that has been registered with Opal Medical Phone unit. The nature of the Phone Unit ensures authorised calls only from family & friends !!
- 3. Can you see where the person has been ?** Yes, for privacy reasons the dashboard provides current position only. GPS history is stored on our database and can be made available upon request with the consent of the user. The location would be available to support medical staff or Police.
- 4. Is the Phone Unit 4G ?** Yes, the unit is 4G and uses the Cell phone network. We recommend that you check for good coverage where the wearer will usually be, before renting
- 5. Is it Waterproof ?** YES, fully waterproof in both hot and cold water and we encourage clients to wear them when bathing or showering as this is often when slip/fall events occur.
- 6. Where in NZ does the Opal Medical Phone operate ?** The Phone unit will work anywhere in NZ, where there is good 4G Cell Phone coverage.
- 7. Does the Phone Unit work outside of New Zealand ?** YES, can be used outside of New Zealand but requires at least 4 weeks notice and has a surcharge of \$35.00 per fortnight period while overseas. A list of Countries and Cities is required with expected dates so the Phone unit can be updated.
- 8. How long does the PHONE UNIT battery last ?** 3-4 Days with standard use on a full charge. We recommend that the wearer gets into the habit of charging the Phone Unit at the same time every 2-3 days. A reminder message is sent to the support personal when Phone battery is at 10%
- 9. How long does it take to charge ?** Usually 4-6 Hours, But longer If the Phone Unit has gone flat or if the Phone Unit is on while charging, the charge time will also be longer.
- 10. How long does it take to arrive from Ordering ?** As soon as we receive your order including all details required to set up your Phone Unit account and the initial rental payment plus setup cost, and the important Bank Direct debit Authority form, the Phone Unit is couriered to you within 5 or less working days.
- 11. Does the Phone Unit require a big setup ?** Yes but we will take care of all that! When you receive your Phone Unit, it can be very easy for the wearer, just by turning it on and wearing it!
- 12. Can reminders be setup to repeat ?** YES, Once you've setup your reminders, you can schedule them to repeat if they are regular reminders to save you entering them each time.
- 13. How do I call for help ?** SOS Button, By Pressing and holding the SOS Button for at least 3-5 seconds.



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14. How does it charge ? By placing the magnetic charge cable on to the Phone Unit that is connected to the charger unit that comes with the Phone Unit. It will connect only in one physical direction.

15. Can the emergency activation go straight to the carer/home ? No. We want to ensure the best possible response to your needs when you call for help therefore our emergency activations are monitored by the 111 Service or our NZ based call centre 24/7. Your Carer/Home/Contact person will always be notified of the Phone by Text and phone even if they are unable to take our call.

16. Does it cost me to activate for help ? No, this is covered by your Monthly fee.

17. Is there a warranty and what does it cover or not cover ? NO, We provide a RENTAL product with a replacement policy. We do not cover general wear and tear for example. Any chips, a broken strap or damaged screen. They may be chargeable before a replacement Phone Unit is provided.

18. Any funding or subsidy available ? YES, Funding is available in some accidental injury cases through ACC. If your GP considers that you should qualify for the WINZ medical Phone Disability subsidy, We recommend that you talk to them about subsidising the cost of Opal Medical Phone Unit.

19. What if I break or Lose my Phone Unit ? You will be required to pay towards a replacement Phone unit

20. Is the battery covered for replacement? YES, As this is a rental unit, a replacement Phone Unit would be supplied in event of a faulty or bad performing battery.

21 What if my mum can no longer use it after 6 months ? Simply send us an email saying you'd like to cancel the subscription, use a Tracked NZ Post Bubble bag to return the Unit to us. On receipt of the returned Phone Unit we will cancel your Invoice/payments commencing 30 days from your email request.

22 How do I setup the additional Phone Unit function >? Once the account is opened and operational we will activate the functionality you have requested from your application form. We will provide you with support and can walk you through any issues over the phone.

23. Is their a fee for Ambulance attendance ? YES, In some areas the St Johns Ambulance Service is free. We require **All Users** of the Opal Medical Phone Service to join the St Johns Supporter Scheme. As a member we will reduce your Monthly rental fee when a copy of your membership receipt from St Johns Supporter Scheme has been sighted.

**** ANY PRICES QUOTED IN ABOVE INFORMATION WERE CORRECT AS OF 01-01-2021 ****