Disclaimer: This is an information booklet and we take no responsibility for changes since the last update. It is designed to assist community members to access respite services. Please contact your service provider, GP or Nurse, if you are still having difficulties managing independently.
MEDICAL ALARMS

- Medical alarms provide security and safety for people living alone at home, or have a medical/physical condition that may prevent them from calling for help or making a phone call to ‘000’ at times of an emergency.

- This booklet provides information on Medical Alarm service providers in Cairns.

Services included are:

- Uniting Care Community
- Vital Call
- Tunstall Medical Alarms
- Phone services
- Care Phones
- Fee Structures
- Useful Numbers

USEFUL NUMBERS

Commonwealth Respite and Carelink Centre 1800 052 222
Aged Care Assessment Team 4226 6446
Home and Community Care (HACC) 4226 4480
DVA 1300 550 450
Blue Care 4039 9177
Oz Care 4048 8288
RSL Care 4047 4303
D & R Care 4031 5272
St. Johns 4039 9700
Life Without Barriers 1300 742 698
Pres Care 4081 5900
Carers Queensland 4031 0163
Smithfield Community Health Centre 4226 4800
Westcourt Community Health Centre 4226 4333
 Edmonton Community Health Centre 4226 4900
Meals on Wheels 4051 1300
UNITING CARE COMMUNITY MEDICAL ALARMS

- The medical alarm provides 24hr, 7 days a week in home monitoring throughout the Far North Queensland region.

- System comprises of a small unit connected to a telephone, and a radio transmitter pendant.

- The pendant is worn either around the neck or wrist. Immediate connection to the response unit is secured once the button is pressed, and an ambulance (if required) is dispatched.

- Uniting Care Community phones their clients weekly or fortnightly to ensure the equipment is working.
FEE STRUCTURE

Fees vary for each company, contact individual companies for current fee schedule.

This a breakdown of approximate fees

Installation and Administration fee range from: $100 – $250

Monthly services fees range from: $15 – $30

Some subsidies are available for HACC (Home and Community Care) consumers and Aged Care Package recipients

If you are a DVA Gold hard holder you may be eligible for a funded medical alarm.

Uniting Care Community also provides some social outings (including transport) for medical alarm recipients, which requires a gold coin donation for use of the bus. Please contact Uniting Care Community for more information

Contact Details
Uniting Care Community Medical Alarm Service
Ph: 07 4081 7600

Please discuss with your GP or community health nurse.
CARE PHONES

A phone is available with an emergency pendant that sends a pre-recorded message to a set list of numbers when activated. The pendant has a range of 30m from the base phone. The pendant can also be used to activate the speakerphone for those that have difficulty in getting to the phone on time.

Mobile phones are also available that have larger buttons and an emergency button on the back and have the benefit of mobile coverage.

These phones can be ordered from electrical stores or online. Some brands that are available are: Oricom

Blue phone

VITAL CALL

The medical alarm provides 24hr, 7 days a week in home monitoring throughout the Far North Queensland region.

The VitalCall Personal Response Unit offers up to five programmable reminders including:

- Prompt taking medication or blood glucose testing
- Temperature and time announcement
- Built-in back-up battery that will continue to work 48hrs when mains power is interrupted

There are 3 types of pendants available; a neck pendant, a brooch pendant and a wrist pendant. Seniors card holders receive a discounted rate.

Please contact VitalCall on 1300 360 808.
TUNSTALL MEDICAL ALARMS

The Tunstall range of alarm units has a medical alarm which 24hr, 7 days a week in home monitoring throughout the Far North Queensland region.

These alarms use existing telephone connections in the client’s home. The alarm equipment has a personal radio trigger supported by a 24-hour monitoring service offering protection 365 days a year. With the press of a button, speech contact is available without having to touch the telephone.

Alarm is available as a necklace or wristwatch.

Please contact Tunstall Healthcare on 1300 760 333 for further information.

PHONE SERVICES

Silver Cord

Silver cord telephone service is run by St John ambulance and is partly funded by HACC.

They offer friendship and security calls to HACC eligible clients.

A $50 yearly fee is required (this fee is waived if you are over 90 years of age)

Contact Silver Cord: 07 41510419

Red Cross

The Red Cross offers daily security calls between the hours of 7am – 9am free of charge. Two emergency contact people need to be identified that can be contacted to check on person if not answering the call.

Contact Red Cross Ph: 1300 885698