

# CALL DIRECT

SA Ambulance Service 24 Hour Emergency Monitoring

1300 13 62 72

## The benefits of Call Direct include:

- Mode 3 telephone socket installation – This ensures the system has uninterrupted access to the SA Ambulance Service Emergency Operations Centre via the telephone line, no matter what else is happening in the premises at the time the pendant is pressed
- Individual monitoring of the Call Direct units in each premises with notification of activation by way of the “Help” button flashing and the Call Direct unit beeping so that clients are able to see when they have activated the pendant
- Ability to monitor multiple clients at the same premises – for example husband and wife with different medical conditions can be monitored individually
- Voice contact through the Call Direct unit by qualified SA Ambulance Service personnel – advice can be offered until an ambulance arrives
- Rechargeable battery back up in the event of power failure
- Pendants are tested every three months if there has been no activation, to ensure that they are in working order
- A silent test is attempted weekly so that in the event of the Call Direct unit being disconnected from phone supply SA Ambulance Service are aware and follow up is conducted
- Messages from the Call Direct unit such as power failures or low battery are followed up daily Monday - Friday

**NOTE: Group presentations to residents and/or staff can be arranged on request**

## Contact details:

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