

173-39-02.6

Emergency response systems.

(A) Emergency Response Systems (ERS) is a service designed to monitor consumer safety and provide consumers with access to emergency crisis intervention for medical or environmental emergencies through the provision of communication connection systems. A person may also wear a portable "help" button to allow for mobility. The system is connected to the person's phone and programmed to signal a response center once a "help" button is activated. The response center is staffed by individuals trained to respond to emergencies. ERS services are limited to those individuals who live alone, or who are alone for significant parts of the day and have no regular caregiver for extended periods of time.

(B) A unit of service is based on a one-month rental price, and is measured as follows:

(1) one-half unit is fifteen service days or less in a month;

(2) one unit is sixteen or more service days in a month.

(C) Eligible providers of ERS are ODA-certified long-term care agency providers.

(D) The provider must assure ODA's designee that its ERS services meet the following requirements:

(1) The ERS services must be capable of being activated by remote wireless equipment and be connected to the consumer's primary telephone service. In the case of a consumer without primary telephone service, ODA's designee may authorize an alternative way of connecting the ERS service.

(2) The provider must furnish replacement ERS home equipment to the consumer within twenty-four hours of notification of a malfunction.

(3) The provider must ensure the consumer has hands-free voice-to-voice communication with the response center, when applicable.

(4) ERS equipment must be tested and listed, and meet the underwriters laboratories (UL) safety standard specification for home health signaling equipment.

(5) The ERS provider must provide an array of remote activating devices for consumers with special needs.

(6) ERS services must be usable by visually- and hearing-impaired consumers and the home ERS equipment must give visual and audible indications of alarm activation.

(7) The provider must ensure ERS services are provided without interruption.

(8) The provider must ensure the ERS remote activating device is waterproof and

wearable and usable by the consumer.

- (9) The home ERS equipment, when activated, must dial a toll-free number in order to contact the primary or back-up response center.
- (10) The provider must ensure that the installed ERS equipment includes seize line circuitry that guarantees the unit will have priority over the primary telephone line identified by the consumer should a phone be off the hook or in use when the home ERS equipment is activated. ODA's designee will make an exception is made to this requirement if the consumer does not have a telephone and telephone line.
- (11) The provider must ensure the ERS equipment will, in the event it cannot get its signal accepted at the response center within the first call placed, self disconnect and redial the back-up monitoring site without the consumer resetting the system.
- (12) A microphone and speaker in the home ERS equipment must ensure effective two-way voice communication, when applicable.
- (13) The provider must furnish, at no additional cost, a replacement remote activating device if the consumer loses the device.
- (14) The provider must ensure that smoke and/or heat detectors will be installed only by individuals certified by the state fire marshal in accordance with Chapter 1301:7-7 of the Administrative Code.

(E) Response Requirements

- (1) The provider must ensure that the response center that receives and responds to the ERS signal is staffed twenty-four hours per day, three hundred and sixty-five days per year.
- (2) The provider must furnish assurances that the response center maintains the monitoring capacity to respond to all incoming emergency signals.
- (3) The provider must ensure that the response center has back-up monitoring capacity. The back-up must handle all monitoring functions and all incoming emergency signals in case the primary system cannot handle incoming emergency signals.
- (4) The provider must ensure the response center staff will respond to an alarm message within sixty seconds.
- (5) The provider must notify ODA's designee of all emergencies occurring in consumers' homes.

- (F) A provider must document and maintain a record of each service related consumer contact and each service delivered, including the date of contact, the type of contact and the name(s) of those person(s) having contact with the consumer.
- (G) The provider must maintain individual consumer service and maintenance records that include all of the following:
- (1) The delivery date and installation date of the ERS equipment;
 - (2) The consumer's/caregiver's signature verifying receipt of ERS equipment;
 - (3) Evidence that the provider of ERS equipment provided operational testing at least monthly;
 - (4) Updated and current consumer responder and contact names; and,
 - (5) A case log documenting consumer and responder contacts.
- (H) The provider must furnish education and ongoing assistance to evaluate and/or adjust ERS equipment, and to instruct the consumer, the consumer's caregiver, and responder(s) in the use of the ERS service.

Effective:

R.C. 119.032 review dates:

Certification

Date

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