



# ROSIE-ConX

## Personal Emergency Service Devices



Watch

Pendant

Dialler

Smartphone Application

Nurse Call System - Villages

Choice of products, features and form factors  
Wireless connection - no phone line or NBN needed

Two-way voice communication

3G/4G network compatible devices

Automatic fall detection

GPS location provided

Duress functionality available

Easy to install and use

**ROSIE™**  
by **Vitalcare**



**“It is great to have a choice of devices that suits our clients needs and budget, whether that is a dialler for an ILU, or a pendant or watch for our residents who are on the go!” (Aged Care Services Manager)**

**Vitalcare offer a range of device options to access the Rosie Personal Emergency Response Service (PERS).** This includes diallers for home or ILU use, pendants and watches with GPS location and fall detection that work in and outside the home, along with connection to nurse call systems in aged care facilities.



**Pendant** This discreet medical alert pendant has a help button and is worn on a lanyard around the neck. It features two-way voice and can also detect high impact falls which automatically alarms to the Rosie operator service. A GPS function

provides the precise location of the wearer which can be given to emergency services personnel. It works in the home, and anywhere with Telstra mobile service which is over 99% of Australia's population. It charges in a cradle by the bed at night.



**Watch** The Rosie Watch operates just like the Rosie pendant, but is worn on the wrist. It also features two-way voice, hard fall detection and a GPS locator. It is charged with a clip-on cable connected to power. The Rosie Watch works

anywhere in Australia where there is Telstra mobile service. The watch is often chosen by men who prefer to wear a discrete watch rather than a pendant.



**Dialler** The dialler is a fixed device installed in the home and comes with one or more pendants. These pendants only work around the home, typically within 100 metres of the dialler and some feature fall detection. When activated

by a button press or fall, the dialler connects to the Rosie operators with two-way voice communication. No phone line or NBN is required.



**Smartphone** The Vitalcare Rosie personal emergency service application runs on most smartphones and some smart watches. It functions similar to the Rosie Watch, including two-way voice communication, and on some

phones, GPS location. Vitalcare also support Rosie integration with third party developers applications.



**Nurse Call IP Dialler** Institutional nurse call systems within aged care and retirement facilities connect to Rosie using a wireless IP dialler. No phone line or NBN is required. When a resident activates either a pendant or call point, the Rosie

service is notified. The operator follows a contact process, including dispatching emergency services if the resident is unresponsive. This service also supports staff duress.

## Typical Applications

The range of Rosie devices suits many applications and service options.

**Home** – For active customers still in their own homes Vitalcare recommends either the Pendant or the Watch. These devices provide peace of mind inside the home, and when active out in the community.

**Independent Living Units (ILU's)** – The Pendant or Watch is recommended for residents in ILU's. In addition, some ILU's install Diallers connected to call points in common areas where residents or visitors might not be wearing a personal device.

**Residential Aged Care** – Using the Vitalcare Wireless IP Dialler connected to a nurse call system, all residents can be connected to Rosie providing backup for on-site carers, or for after-hours emergency response.

**Duress** – The Rosie Watch is typically used for staff duress applications as it is both discrete and easily accessible.

## Personal Emergency Response Service (PERS)

**Australian Service** - All devices connect to Vitalcare's 24/7 operator service, answered in Australia.

**Trained Operators** - When activated, the Rosie device connects to a trained operator who follows a triage process to determine the support requirement. Immediate connection to emergency services is provided if required.

**Device Costs** – Device costs vary from \$50 to \$500 with ongoing service fees. The monthly service fee covers all cost including telecommunication charges.

**Service Fees** - The basic Rosie service costs around \$1 a day per resident (less for villages). Some customers may be eligible to receive funding through state, federal and council programs, and the NDIS. Vitalcare is an NDIS approved supplier.

Additional services are also available including scheduled daily welfare checks and medication reminders.

**No Contract** - There is no lock-in contract or minimum period of service.

**NDIS** - Vitalcare is a registered NDIS provider of assistive technology.



## About Vitalcare

Vitalcare has pioneered nurse call systems in hospitals and aged care facilities for over 30 years. The company designs, manufactures, installs and services the most innovative systems available through a network of company owned branches and distributors. Systems include traditional nurse call infrastructure with both wired and wireless technology along with specialist ecosystems for dementia support, fall detection, RTLS, thermal cameras, access control and wandering resident management. Expertise includes wireless IoT (Internet of Things), mmWave radar, voice, lidar and machine vision. All Vitalcare systems are supported via Vitalcloud, the company's secure cloud-based management and reporting network. Vitalcare also operates 'Rosie', a 24-hour personal emergency call centre.

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