

Personal Alarm Prescription Assessment and Reviews

Occupational Therapist (OT) – led Telehealth assessment aligned with Support at Home requirements.



Selecting the right personal alarm is essential for participant safety—and under the Support at Home Program, a clinical assessment and prescription from an Allied Health Professional is required before a personal alarm can be funded.

What is a personal alarm?

A personal alarm (also called a Personal Emergency Response System) is a wearable safety device that lets a person call for help in an emergency—such as a fall, sudden illness, or medical event at the press of a button.



Home-based alarms

Use a base unit in the home with a wearable pendant / wrist option (typical range ~50m from the base unit)



Mobile (community) alarms

Use the 4G network so they can be used at home and out in the community (require regular charging and mobile coverage)

Funding

Personal alarms may be funded under **Support at Home (SaH)**. Often the device is funded through the **Assistive Technology and Home Modifications (AT-HM)** Scheme, while ongoing monitoring fees (if a 24/7 response centre is used) may be funded via the participant's ongoing SaH budget, subject to eligibility and available funds.

- AT-HM funding generally covers the cost of the device and initial setup, but does not extend to ongoing monitoring or subscription fees
- The Letter of Recommendation provides the clinical prescription to support funding process

If phone-based assessment is not clinically suitable, we will advise an alternative pathway (e.g., in-person OT assessment)

What this service delivers

- A focused OT telehealth assessment (phone-based) exploring the participant's functional capacity, daily routines, risks, and environment
- Clinical assessment of need, aligned with the Support at Home requirements for prescribing a personal alarm
- A tailored alarm recommendation, matched to the participant's abilities, lifestyle, and support network
- Clear documentation that supports timely approval and smooth procurement



Why care managers rely on this service

- Ensures compliance with Support at Home prescription and assessment requirements.
- Reduces workload by handing over the clinical reasoning and prescription process.
- Improves safety outcomes through OT-led risk identification and functional assessment.
- Speeds up approvals with precise, defensible documentation.
- Gets the right alarm the first time, avoiding delays, returns, or unsuitable equipment.

Assessment considerations (how we determine the right alarm)

- **Response type:** monitored (24/7 response centre vs non-monitored (calls nominated contacts))
- **Falls detection:** automatic alerts for people who may not be able to press the button reliably
- **GPS location:** particularly helpful for mobile/community use
- **Two-way voice:** speak directly through the device where reaching a phone is difficult
- **Water resistance:** important for bathroom safety (do not submerge unless specified by supplier)
- **Wearing style:** pendant, wrist strap/watch, or belt clip—matched to comfort and dexterity

Need a broader OT assessment? If the participant has additional needs (e.g., mobility, functional capacity, home safety, equipment, or falls prevention), we can complete the personal alarm prescription as part of a standard Occupational Therapy Initial Assessment for a more comprehensive plan.

How to refer?

To refer a participant for a Telehealth Personal Alarm Prescription Assessment (or to discuss whether a standard OT Initial Assessment is more appropriate), contact our team.

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