

7 Rated Systems

(as of June 2023)



Bay Alarm Medical	85	INITIAL PRICE		4/5
		CUSTOMER SERVICE AT PURCHASE		4/5
		CUSTOMER SERVICE SINCE PURCHASE		4/5
		PRICE INCLUDING FEES		4/5
MobileHelp	84	INITIAL PRICE		3/5
		CUSTOMER SERVICE AT PURCHASE		4/5
		CUSTOMER SERVICE SINCE PURCHASE		4/5
		PRICE INCLUDING FEES		3/5
Philips Lifeline	83	INITIAL PRICE		4/5
		CUSTOMER SERVICE AT PURCHASE		4/5
		CUSTOMER SERVICE SINCE PURCHASE		4/5
		PRICE INCLUDING FEES		3/5
GreatCall Lively Mobile	82	INITIAL PRICE		4/5
		CUSTOMER SERVICE AT PURCHASE		4/5
		CUSTOMER SERVICE SINCE PURCHASE		4/5
		PRICE INCLUDING FEES		4/5
Medical Guardian	81	INITIAL PRICE		3/5
		CUSTOMER SERVICE AT PURCHASE		4/5
		CUSTOMER SERVICE SINCE PURCHASE		4/5
		PRICE INCLUDING FEES		3/5
Medical Alert	80	INITIAL PRICE		3/5
		CUSTOMER SERVICE AT PURCHASE		3/5
		CUSTOMER SERVICE SINCE PURCHASE		3/5
		PRICE INCLUDING FEES		3/5
Life Alert	80	INITIAL PRICE		3/5
		CUSTOMER SERVICE AT PURCHASE		4/5
		CUSTOMER SERVICE SINCE PURCHASE		3/5
		PRICE INCLUDING FEES		2/5

Ratings are based on a combination of our Winter and Spring 2020 surveys, for a total of 1,869 Consumer Reports members rating medical alert devices from one of these brands. The Overall Satisfaction Score represents overall satisfaction with the medical alert device and is not exclusively determined by factors under the survey results. An overall satisfaction score of 100 would mean all respondents are completely satisfied; 80, that respondents are "very satisfied," and 60, that respondents are "somewhat satisfied" on average. Differences of less than 4 points are not meaningful. Each rating category under Survey Results reflects average scores on a scale from "very poor" to "excellent." Ratings are based on CR members, who may not be representative of the general US population.