

Frequently Asked Questions for the Get Home Safe Program

Q: Do you have to be a resident of Riverside in order to participate?

A: The program is for residents of Riverside or those who live in the Riverside area and spend a significant amount of time in Riverside. To qualify, the participating individual should have an address (home, work, or care provider) in the following zip codes: 92501-92509, 92518, 92521, 92522, and 91752.

Q: Is the program limited to specific medical diagnoses?

A: The program is geared toward Alzheimer's and dementia patients, however anyone else may participate if they have a cognitive impairment disorder which makes them prone to becoming confused or wandering away.

Q: Is there a charge for participating in the program or getting a Smart Medical ID bracelet?

A: No, if you meet the program guidelines then the bracelet will be given to you free of charge.

Q: Are there income restrictions to qualify for a free Smart ID Medical bracelet?

A: The program is geared toward low income residents; however we will not require you to show proof of income to qualify.

Q: Will I be required to provide medical records regarding my diagnosis:

A: No, we do not require you to provide any medical documents.

Q: How does the Smart Medical ID bracelet work?

A: The bracelet contains a unique code that is linked to an electronic profile where you can provide a current photograph, emergency medical information (allergies, etc), and emergency contact information. You choose how much information you want to provide.

Q: Will I be required to provide my Social Security Number or other sensitive personal information?

A: NO. At no time will anyone ask you for sensitive personal or financial information. And you ALWAYS decide how much information you are comfortable providing.

Q: Will the government retain my information?

A: No, the emergency information is on a secure electronic profile you control.

Q: Are there any ongoing maintenance or costs associated with the bracelet?

A: No, there are no batteries or electronics in the bracelet, and no ongoing costs.

Q: Is there a GPS or tracking function in the bracelet?

A: No, there are no electronics in the bracelet, and it does not have the ability to track your location.

Q: If I don't have a computer, is there another way I can set up my Smart Medical ID bracelet?

A: Yes. If you don't have a computer, or aren't computer savvy, trained personnel are available to assist you, or you can set up the bracelet over the telephone.

Q: What if I change addresses, want to update the photograph, or want to add/delete an emergency contact?

A: Profile content can be added, deleted, or changed by you at any time just as easily as when you set up the bracelet.

Q: What if I sign up then change my mind about participating?

A: There is no obligation to participate and the information is always under your control. If at any time you decide you no longer want to participate, you can permanently delete your entire profile.

Q: What if I lose my bracelet?

A: Even if you lose your bracelet, the electronic profile is still active. We will work to get you a replacement bracelet and you can either link a new bracelet to the same profile or delete that profile and start fresh with the new bracelet.

Q: How does the bracelet help Police, Fire, and Medical Personnel?

A: The bracelet provides emergency personnel with immediate access to your medical information and emergency contacts even if you are

unconscious or unable to tell them. This will allow them to get you home, or to contact your listed friend or relative(s).

Q: Am I required to fill out any complicated paperwork in order to participate?

A: There is a small form that must be filled out with basic information required by our grant funding providers. The form is short, simple, and takes only a couple minutes to complete.

Q: Does the patient have to sign up his/her self?

A: No. Many patients are unable to sign themselves up. A friend, relative, or caregiver with the patient's consent or legal authority can get a bracelet on their behalf and sign them up.

Q: What if the patient is in a board and care facility?

A: Even patients in care facilities may wander or become lost. If the patient has the ability to wander away, he or she may participate whether they live at home, with friends/family, or in a care facility.

Q: What if I have additional questions or want to get a Smart Medical ID bracelet?

A: Contact the Riverside Police Department at 951-826-5253.