

QUESTIONS AND ANSWERS ON THE TELE-CARE SERVICE  
SPONSORED BY THE FORT HEALTHCARE PARTNERS  
CALL 920-568-5276 FOR MORE INFORMATION

Q. What is the Tele-Care Program?

A. It is a calling service for people who live alone to assure them of having weekday telephone contact with someone who cares.

Q. Is it for old people?

A. It is not for any specific age group. It is for anyone living alone who might gain comfort from such a contact.

Q. How do I join?

A. Call or write to Volunteer Services and ask about Tele-Care. An application will be sent to you. After you have filled it out completely and returned it to the hospital, you will begin to receive a phone call from a volunteer on Monday through Friday.

**We do NOT call on weekends or holidays.**

Q. When will I receive the phone call?

A. Calls are made between 9:00 and 10:00 A.M. Subscribers may choose an approximate time that they would like to be called.

Q. What should I do if I am going to be gone?

A. If you are going to be away, even for a day, be sure and tell the volunteer about your plans before you go. If you are unable to tell the volunteer, please call 568-5277 and leave a message for Tele-Care on the voicemail.

Q. Who pays for this service?

A. There is no cost to you. The Fort Memorial Hospital provides the telephone service, and the hospital volunteers make the calls.

Q. Why do you want my neighbor's name?

A. If you do not answer your phone, it is important that we find out why we cannot reach you. If your neighbor doesn't know the reason for your not answering, someone will come to your home to find out if you are all right.

Q. Who will come to my home if you have been unable to reach me?

A. Someone you know who is listed on your application or, as a last resort, the police.

Q. How will they enter my home?

A. No one will attempt to enter your home unless it is thought to be necessary, but, by registering for this service, you are sharing responsibility for your welfare. Our concern is that you are well and not in need of help. Please have a local relative or neighbor informed on how to enter your home in an emergency and note this information on your application.

Q. Does Tele-Care offer any other service?

A. No. Tele-Care is a calling service only.