How to Send a Caregiver Alert Using the App

Inas B. - 2026-11-15 - Caregiver Alerts & Account Sharing

You can send a caregiver alert from the Vitalist Health app using the Help control.

Send an alert from the app

1. Open the Vitalist Health app.
2. Go to the **Help** section.
3. Follow the on-screen instructions and use the alert slider to request assistance.
4. Wait for the app to confirm that your request has been submitted.

The app may display:

You requested assistance.

If the app says it could not request help, try again when you have a connection.

What if the app cannot confirm the alert?

If the app cannot confirm that your request was submitted:

1. Open **Alerts** in the main navigation.
2. Check whether a new alert appears.
3. If an alert is listed, check its status before trying again.
4. If no alert appears, try submitting the request again when possible.

This helps avoid sending another alert when one may already be active.

Important

A caregiver alert does not automatically contact 911 and does not guarantee that a recipient has received or responded to it.

If you are experiencing a medical emergency, call 911.