Understanding Caregiver Alerts

Inas B. - 2026-11-12 - Caregiver Alerts & Account Sharing

The Vitalist Health Band and app allow you to send a **caregiver alert** when you need help or want to let someone involved in your care know that you need attention.

A caregiver alert sends a notification through the Vitalist Health service to the people or care team members designated to receive alerts for your profile.

What happens when I send an alert?

When you send a caregiver alert:

1. Your band or app sends an alert signal.
2. The signal is relayed through the Vitalist Health service.
3. The service routes the notification according to your account and care program settings.
4. Designated recipients may receive a notification on their phones.

The alert remains active in the app until it is resolved or cancelled.

Who receives my alerts?

Depending on your account and care program, alerts may be sent to people you have shared your information with and to members of your care team.

The people and organizations involved, as well as their response arrangements and availability, depend on your program.

If you are unsure who receives your alerts or what happens after one is sent, contact your care team.

Does my care team monitor my readings and alerts all the time?

No. Your care team does not necessarily monitor your information or respond to alerts around the clock. The availability and response arrangements depend on the program you are enrolled in. Ask your care team what monitoring and response services are included in your program.

Does sending an alert guarantee someone will respond?

No. Sending an alert does not guarantee that someone has received it, seen it, or responded.

Alerts may be delayed or may not be delivered because of battery, connection, phone permission, or network issues.

The Vitalist Health Band is not an emergency response system. It does not automatically contact 911.

If you are experiencing a medical emergency, call 911. Do not wait for a response to a caregiver alert.