What to Do When You Receive a Caregiver Alert

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

If someone has shared their Vitalist Health profile with you, you may receive a phone notification when they send a caregiver alert.

The notification may appear as **Caregiver notification**.

View the alert

1. Tap the notification on your phone, or open the Vitalist Health app.
2. Open **All Profiles** from the app menu.
3. Select the person's shared profile.
4. Open **Alerts** to view the available alert information.

If a phone number is displayed, you may be able to tap **Call** to contact the person directly.

What if I receive an alert?

Contact the person if you can, and follow any arrangements you have agreed on with them or their care team.

If you believe the person is experiencing a medical emergency, contact emergency services. In Canada and the United States, call 911.

What if I do not receive an alert?

Caregiver alerts may be delayed or not delivered. Make sure notifications are enabled for Vitalist Health on your phone.

Do not assume that you will always receive an alert immediately. If you are responsible for someone's care, agree on an alternative way to contact them when needed.

The Vitalist Health service does not replace emergency services or continuous supervision.