

GTS, the « soliphone* » of Mondial Assistance Group

GTS : equipping 35 000 people since 20 years.

Today, Mondial Assistance Group provides nearly 35 000 people in France with GTS tele-assistance. In case of difficulty, discomfort or doubt, the GTS system enables people to alert a confidential assistance platform at any time, day or night, and discuss with a trained interlocutor any type of health problem (unease, a fall, anxiety, or simply a general health concern). The principle is simple: people who benefit from this service wear a necklace or bracelet at all times. In case of a fall, for example, the person only needs to press an alarm button, located on the bracelet or necklace; this automatically sets off a call to the 24H hotline, from where an operator evaluates the situation and activates immediately the appropriate means to intervene (calls a consulting doctor, a family member or friend, notifies emergency services, and provides moral support to the beneficiary...).

Preserving the independence of the elderly and handicapped.

Offered for over 20 years by GTS, a subsidiary of Mondial Assistance Group, this system mostly covers the elderly, handicapped or ill, and makes it possible for them to remain independent at home, while providing a service which is reassuring to them and their families.

In the majority of industrialised countries, the average lifespan is increasing year after year ; and lifestyles are changing considerably as families divide and scatter, with multiple generations no longer sharing the same roof. These combined phenomena largely contribute to the fact that elderly people are often isolated, and explain the growing need of readily available support services.

Recent heat wave attests to relevance of GTS system

The number of calls to the platform requesting emergency assistance increased significantly during the August heat wave: network calls and requests were up by +23%; there was an increase in dispatching ambulances and fire brigades** by +41% and +33% respectively. With the first signs of unbearable heat, GTS reacted by intensifying preventative measures for its beneficiaries and multiplying the occasions for health advice to the beneficiaries whenever they were visited or sought advice (e.g. during system installation or maintenance, functioning control and follow-up contacts, information or alarm contacts generated by the beneficiaries...).

The situation experienced in France during the heat wave, and the pro-active way GTS handled it testify to the importance and relevance of tele-assistance as a means enabling elderly people to continue living at home.

* name of a simplified mobile telephone to be proposed to elderly people – according to the French newspaper Le Parisien

** in France, fire brigades not only intervene in case of fire, but also in complement to the ambulance units.

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