



## Frequently Asked Questions



### ***Q: Where can I get my LifeMed™ Smart card?***

A: At your sponsoring hospital. To see participating hospitals in your area, you will soon be able to view that at [www.lifemedID.com/locations](http://www.lifemedID.com/locations)

### ***Q: How do I use my LifeMed™ card?***

A: Three ways: (1) At the hospital, during the check-in process, simply present your LifeMed to the Admissions Assistant or at a self-service kiosk. You will be asked to enter your private PIN. Once approved, information from your card will be used to check you in automatically as well as print standard hospital admittance forms; (2) In some cases, depending on hospital participation, you can also show the back of your LifeMed™ card to participating merchants for discounts on thousands of products and services. No medical information is being shared; you simply show your card to receive membership benefits and discounts; and in the future, (3) local ambulances or other first responders may carry portable LifeMed™ readers to access emergency information securely stored on the LifeMed™ card.

### ***Q: What are the benefits of carrying a LifeMed™ card?***

A: Time savings. Your LifeMed™ card can be used to make your hospital (or doctor) check-in faster and more accurate. Registration can now be completed in 30 seconds.

Control. You are in control of your medical information – no more waiting on others to copy, transfer, or lose your medical records.

Security. All of the information on your LifeMed™ Smart card is encrypted and almost impossible to access or steal.

Safety. If you are in an emergency situation and can't communicate, your LifeMed™ Smart card can provide the participating EMT personnel with life-saving information.

### ***Q: How is the information updated?***

A: As your medical record grows, so can the bank of information. If you want to add or update your basic information, you can do this through our web site, [www.lifemedID.com](http://www.lifemedID.com), or you can update that information the next time you visit your sponsoring hospital. While at the hospital, you can do this yourself at the self-service kiosk, or by giving the Admissions Assistant the new information.

**Q: Is the information safe?**

A: Yes, yes, yes. All information is protected by a 3DES encryption. That means that a thief would have to be able to unlock a key that is over 2,000,000 characters long! And without a programmed reader AND the hospital software, a hacker has virtually no chance of accessing your information. In other words, your LifeMed™ medical information is 1,000 times safer than your credit card information.

**Q: What if I lose my card?**

A: Not to worry. Simply contact your sponsoring hospital and they will re-issue you a new LifeMed™ card. They will also command the system to “shut off” the old card so that it can never be used again. Once a card is shut off, information on the card is permanently locked inside and no one will ever be able to view that information.

**Q: What if I forget my PIN?**

A: You can either log onto [www.lifemedID.com](http://www.lifemedID.com) to retrieve your PIN (via email) or you can go to your sponsoring hospital to have them give you the PIN. Be sure to have photo ID with you, for security purposes.

**Q: Can the LifeMed™ card be used in emergency situations?**

A: In many cases, local ambulance and fire departments will carry portable LifeMed™ readers. They are trained to look in your purse or wallet for a LifeMed™ card. The card provides them with the basic medical and emergency information you want them to have. Be sure to check with your sponsoring hospital to find out whether this service is available.

**Q: Can I use my LifeMed™ card to receive local and national discounts?**

A: Depending on your sponsoring hospital, you might be eligible to receive discounts from over 65,000 local and national businesses just by showing your card. So ask your hospital if they participate!



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