**Section 686.310 Services Which Must Be Provided by EHRS Providers**

In order to be a DHS approved EHRS Provider, the EHRS Provider must:

a) have trained employees or volunteers that install the EHRS units in the individual's home. This service may not be sub-contracted;

b) be able to install the EHRS unit in the individual's home within 48 hours upon referral of an individual by DHS to the EHRS provider;

c) assist the individual in arranging several appropriate responders and provide training to those responders;

d) provide 24-hour monitoring;

e) provide instruction to the individual receiving EHRS services on the proper use of the EHRS unit at the time the unit is installed. The instruction must include:

1) provisions for monthly testing of the unit and its transmission by the individual receiving the EHRS services; and

2) general care of the home unit; and

f) in the event of unit malfunction, the EHRS Provider must repair or replace the unit within 24 hours of receiving the report.