



NO CHILD WITHOUT[®] Program FAQs



How do I purchase a MedicAlert subscription?

It's easy! Visit our [No Child Without[®] program page](#) and navigate to the subscription form section. Complete the form and one of our team members will contact you to complete the registration process. You can also subscribe by calling **1.877.282.5378**.

How much does MedicAlert cost?

MedicAlert offers three service plans on a subscription basis and more than 200 IDs to choose from. For **just \$99.99 a year**, plus the cost of your child's favourite ID (check out our styles [here](#)), you can have peace of mind knowing your child will be protected even when you can't be with them.

Do you offer assistance for people in need?

Yes, we do! MedicAlert's Inclusion, Diversity, Equity in Action (IDEA) Program helps individuals who may be adversely impacted by social determinants of health for a variety of reasons. To learn more, visit the IDEA program page.

Can I purchase an ID without a service plan?

No. The ID your child wears is one part of the complete MedicAlert service. First responders are trained to look for and read the ID, and then call to get more detailed information that comes from your child's Personal Health Record (PHR). The PHR is the most current information about your child's health conditions and the key resource trusted by first responders.

Can I purchase a service plan without an ID?

Not yet. Today, MedicAlert service involves two interconnected components: your child's ID which alerts first responders to your child's health condition(s), and your child's Personal Health Record which provides first responders with more detailed information. As technology and our ability to connect directly with 9-1-1 systems across Canada evolves, we'll be able to provide service options that will not require an ID.

What will be engraved on my child's ID?

Standard on all MedicAlert IDs is the subscriber's unique MedicAlert identification number that connects first responders to their Personal Health Record, as well as the 1.800 number for our 24/7 Emergency Response Team. The custom engraving on your child's ID depends on their health conditions and what is important for first responders to know to care for your child effectively in a health emergency.

Does it cost me to update my child's Personal Health Record?

No. Your child's subscription covers unlimited updates to their Personal Health Record. In fact, we encourage you to update your child's record as soon as a change occurs. Whether it's a change in their medications, an update to a de-escalation protocol, or simply a change to your email or physical address, it's important to keep their record up to date to ensure that first responders have the most current information to work with. Our first responder partners prefer that your child's record is updated every 3 months.



Is your online payment system secure?

Absolutely! In fact, in 2022 we updated our entire digital network employing the latest security features to keep your information safe.

How do you protect my privacy?

We know how important privacy is when it comes to handling sensitive health information. MedicAlert is compliant with all privacy legislation and enshrines your privacy protection in our Subscriber Agreement. [Read our Subscriber Agreement here.](#)

What happens if my child's health information changes?

Whether it's a change to your child's medications, an update to a de-escalation protocol, or simply a change to your email or physical address, it's important to keep your record up to date to ensure that first responders have the most current information to work with. In fact, our first responder partners prefer that your child's record is updated every 3 months to ensure that they are working with current information. [Contact MedicAlert](#) as soon as possible following any changes to your child's health information or update the information online by visiting your Account.

How do I know when it's time to renew?

Most MedicAlert service plans automatically renew, so there's no need to remember to do so. If you're curious about your child's plan renewal date, you can always refer to your [Account](#) online.

If you did not select a recurring subscription for your child, you'll receive a reminder about one month prior to the renewal date. We recommend that you renew one to two weeks prior to this date to ensure your child's coverage is maintained and the subscription doesn't lapse.

What if I want to cancel my child's service?

If your child no longer needs MedicAlert or you wish to cancel your child's subscription, please call us at 1-855-227-8644. Thirty days after your cancellation, your child's Personal Health Record, in accordance with privacy regulations, will be removed from our system and will no longer be available to first responders. We also ask that your child no longer wears their ID for safety reasons, as the information will become outdated and will no longer be useful to first responders in an emergency.