

Certified Mobilyze Operator Practice Test Questions and Answers

1. What is the primary function of the Mobilyze medical alert system?

- A) Entertainment and gaming
- B) Emergency response and health monitoring for seniors and individuals with medical conditions
- C) Social media management
- D) Online shopping assistance

2. When should a Mobilyze operator escalate a call to emergency services?

- A) For routine check-ins only
- B) When the subscriber indicates a medical emergency or fails to respond appropriately
- C) Only during business hours
- D) Never - operators should handle all situations

3. What information is crucial to obtain during an emergency call?

- A) Subscriber's favorite TV shows
- B) Nature of emergency, location, subscriber identity, and medical history if relevant
- C) Weather conditions only
- D) Family gossip and news

4. How should operators handle false alarms or accidental activations?

- A) Ignore them completely
- B) Verify the subscriber's safety, document the incident, and provide reassurance
- C) Disconnect immediately
- D) Send emergency services regardless

Answers: 1-B 2-B 3-B 4-B

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