



Patient Guidelines for Device Remote Monitoring

You have been prescribed a monitor that is designed to be used with a standard telephone line which sends your implanted devices data to the Heart Center for excellence for review.

Please read these guidelines to help you understand how to use the monitor system. The monitor is being sent to you on behalf of the Heart Center for excellence. It will be on loan to you in accordance with your prescription.

Scheduling your device visit

Having a home monitor system means that your device follow-up schedule will change. You will now have two different types of appointments – remote (phone) and office visit.

Remote (phone) visit

A remote visit is defined as a time when you use your monitor and send your device data to the Heart Center for Excellence for review. You will be scheduled to use your monitor two – three times in a 12-month period. You will be given a scheduled date to send your data using the monitor. You may send at any time during the day.

Patients with a wireless device will have their data automatically sent on the day of their appointment without any action needed by the patient

Office visit

You will be scheduled either annually or bi-annually to have the device checked in the office for a more thorough device check.

Reviewing your device data

Your device data will be sent to a secure computer server where our clinical staff at the Heart Center for excellence will view it using a password protected website. When you use the monitor on your scheduled day to send your device data, it will be reviewed the next business day. After reviewing your data, we will send you a confirmation letter, informing you of the test results and your next appointment date. If it is necessary to be seen by your physician, you will be contacted by phone. If you call the office and are instructed to send data at a time other than your regularly scheduled appointment, we will review the data on the same business day.

You should not use the monitor to send device data unless you have a scheduled appointment, or you have been specifically instructed to transmit data.



Other important information to know

Shocks

If you have a shock and are feeling fine, call the office during business hours (Monday-Friday 8:00am – 4:30pm). Depending on our situation, we may ask you to use your monitor. If you have a shock and do not feel fine, go directly to the Emergency Room. If you receive multiple shocks, also go directly to the Emergency Room.

Emergencies

If you have an emergency and require medical attention, call 911.

Traveling and the Monitor

You can take your monitor with you and send your device data on your scheduled appointment day. Please call the office and give a phone number where you can be reached. Your monitor can be used within the continental US, Alaska, and Hawaii. Your device cannot transmit from a cruise ship or Canada.

Insurance and Co-Pays

The Heart Center for excellence will bill your insurance company for each remote device check. If you currently have a co-pay when you have an in-office device check, you will be billed the same co-pay for each remote device check.

Questions

If you have any questions about your monitor or these guidelines, please call the Heart Center for excellence device clinic. The phone number is 800-632-7737 extensions 404 or 416.



Patient acknowledgement and agreement

I acknowledge that I have read and fully understand and agree to the following guidelines.
I have had a chance to ask any questions that I had and have been provided with answers.

Print Patient Name

Patient or legal representative signature

Date