



Remote Monitoring of a Heart Device

What is 'remote monitoring'?

This means your device care team can check your heart device and your heart activity while you are in the comfort of your own home, not just when you are in the office or clinic.

How does remote monitoring work?

You are given a small, portable machine called a 'transmitter'. The type of transmitter you get depends on which company made your heart device. It is either mailed to you or given to you at the time of your first follow-up visit in the device clinic. If mailed, contact your device clinic if you do not receive your monitor in the mail.

The transmitter can be set up to work with a standard phone line, a wireless cellular connection, or an internet connection. Once set up, the transmitter connects to your heart device wirelessly. It collects information on your heart activity and how your heart device is operating. To connect and collect information, you need to be within range of the transmitter. Please refer to your transmitter instruction booklet to find your specific range.

Depending on the type of device you have, the transmitter sends the collected information automatically or you send it at scheduled times by



following a few simple steps. Your device care team lets you know which way your device works.

Your device care team reviews the information regularly and contacts you if there are any concerns.

Please note: Remote monitoring is not an emergency service. The transmitter does not call 9-1-1. If you feel unwell, you must get medical care.

What are the benefits of remote monitoring?

The benefits of choosing remote monitoring:

- ♥ Regularly sends almost the same information collected during an office or clinic visit.
- ♥ Can save you time, and maybe travel expenses, by reducing the number of times you need to come in to have your device checked.
- ♥ Keeps your device care team up to date on your heart activity.
- ♥ Helps your device care team catch some problems early and make changes in your treatment, if needed.
- ♥ Tells your device care team how well your device is working, including when the battery is starting to run down.
- ♥ Can send alert messages for any unusual heart activity, prompting someone to contact you and perhaps arrange for an office or clinic visit.



How do I connect my transmitter when I get home?

An instruction booklet is provided with your transmitter. If you have questions or concerns, technical support is available from your device manufacturer.

When you first set up your transmitter, you will need to do a 'test' transmission. When you send this transmission, you get a message back letting you know if the 'test' was successful. What the message says depends on the type of transmitter you have. This is explained in your instruction booklet. If the test transmission is not successful, use the instruction booklet to help you troubleshoot the problem.

Your transmitter's instruction booklet explains how to tell if the transmitter is correctly connected and working at all times. Call your device care team if you need help.

Do I need to stay home on scheduled transmission days?

No. Your transmitter collects the information it needs during the night. If you are not within range of your transmitter when it tries to collect your information, it continues trying over the next few nights until it is successful.

How often will the device clinic call me about my transmissions?

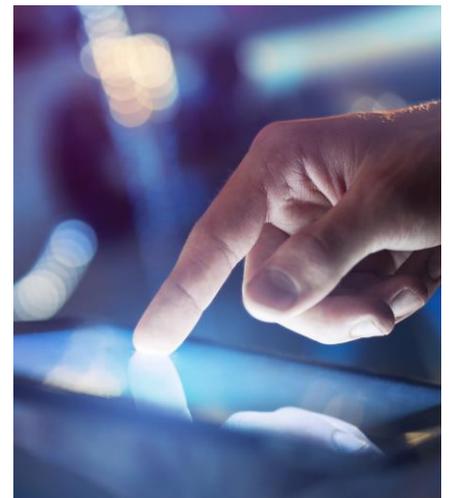
Your device care team usually only calls you when your transmission includes information that is incomplete or unclear, or when it shows heart activity needing medical attention. You can rest assured that your device care team acts on any unusual heart activity reported by remote monitoring.

Is my information safe and secure?

Yes. Your information is sent through a secure connection to a secure website. Your information is protected by password. Only those looking after you and your heart device are allowed to see your information.

How do I travel with remote monitoring?

You might or might not need to take your transmitter with you when you travel. Talk with your device care team if you are planning to travel for an extended period. Some transmitters can be taken with you as long as you can connect the same way you connect at home (e.g. standard phone line, internet connection, or a wireless cellular connection).

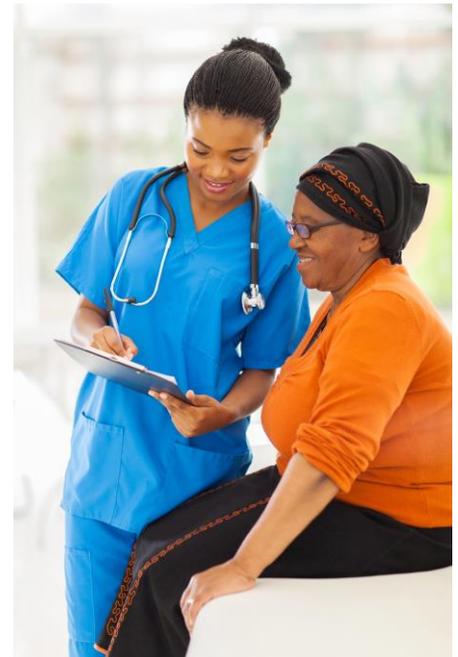


When do I visit my heart doctor or device clinic?

Your device care team lets you know when to come in for your next office or clinic visit. While you might not need to come in as often, you still need to come in. Certain checks and any changes in device settings can only be done during office or clinic visits. How often you need to come in depends on your health as well as the type of heart device you have).

What are my responsibilities?

- ♥ Read the instruction booklet for the transmitter.
- ♥ Put the instruction booklet in a safe and easy to get to place so you can refer to it when needed.
- ♥ Set up the transmitter near your bed within the specified range.
- ♥ Send the first 'test' transmission.
- ♥ Send transmissions when requested by the device care team.
- ♥ Come to each scheduled device clinic visit.
- ♥ Work with the device care team on when and how to send transmissions outside of scheduled times.
- ♥ Call the device care team when you have a health concern to see if you need to send a transmission sooner than scheduled.
- ♥ Refer to the instruction book when you have technical problems with the transmitter.
- ♥ Not rely on or use remote monitoring as an emergency service.



If you need technical support for the transmitter, call the number provided by the manufacturer of your device.

Any time you have questions or concerns about your heart rhythm and/or heart device, call your device clinic.



Cardiac Services BC

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