



DEVICE DEPARTMENT PATIENT INFORMATION AND RESPONSIBILITIES

Thank you for choosing Tri-City Cardiology for your cardiac care. Our goal in the Device Department is to assist you in managing your implanted cardiac device safely and effectively. Understanding your role and responsibilities in this management is very important to ensure optimal benefits in the care plan set by you and your physician.

- Your device must be monitored as indicated by the manufacturer and regulatory guidelines to provide optimal care.
- This includes both In Person Device Checks as well as Remote Device Checks. You will receive an appointment for both types of Checks.
- Please reschedule missed or canceled Device Check appointments promptly. For your convenience you may be notified by phone or mail if an appointment is missed.

If you have symptoms or, for defibrillator patients who received a shock(s):

- If you have an emergency and require medical attention, call 911.
- If you call our clinic with symptoms that could be heart related, we may have you transmit your device data using your monitor.
- Other reasons to call our clinic to transmit:
 - You have received a shock from your Defibrillator/ICD and you are feeling “OK”
 - You are hearing a beeping tone from your device or felt a vibration alert from your defibrillator
 - **If you have a defibrillator and are shocked more than once, or if you feel unwell after receiving a shock, please call 911.**

NOTE: You should only use the monitor to send device data to the clinic if you have contacted the clinic already, and we have requested that you use the monitor.

Your Remote Transmissions Are:

_____ **Automatic Transmissions:** Between Midnight and 5am

_____ **Manual Transmissions:** Please send prior to Noon

REMOTE DEVICE CHECK INFORMATION:

- Automatic Remote Monitoring transmits between midnight and 5 am.
- NOTE: If you have been notified that your home remote device requires “Manual” transmission, please transmit the information by 12 noon on the day of your Remote Device Check appointment to ensure optimal management of your device.
- We do not call remote transmission results if they are within normal limits. You will be notified by our office if there is a problem with the transmission or result.



INSURANCE AND COPAYS:

- All Device Check Visits (In Person and Remote) are billable services to your insurance company. Depending on your insurance coverage, you may have a co-pay or co-insurance due at the time of the visit or service.
- Please contact our billing department for billing questions (480) 844-0401

SET UP FOR REMOTE MONITORING:

- Along with the home monitor, you will receive written instructions from the Manufacturer Representative that will demonstrate how to use the monitor. There is a toll-free number associated with the device company you can call, should you need assistance with setting up your monitor.
- Once set up is confirmed you do NOT need to continue to send in manual transmissions unless requested by our clinic.
 - Medtronic (Carelink) 1-866-470-7709
 - Abbott (Merlin) 1-877-696-3754
 - Boston Scientific (Latitude) 1-866-484-3268
 - Biotronik 1-800-889-9066

BENEFITS OF REMOTE MONITORING:

- Fewer Clinic Visits
- Earlier detection of device malfunction or abnormal heart rhythms
- Ability to transmit timely information about your heart to our clinic

LIMITATIONS WITH REMOTE MONITORING:

- Changes to your device cannot be done remotely, these require an in person visit.
- It is not an emergency response system- continue to utilize 911/EMS as appropriate
- It does not replace general cardiology visits with your primary cardiologist, please continue to follow-up with your providers as directed.

PATIENT RESPONSIBILITIES:

- Keep all contact information up to date
- You must maintain a functioning monitor and appropriate cellular/internet connection
- Advise the clinic of other health care providers to whom reports should be communicated.
- Inform the clinic about extended travel; **If traveling more than two weeks, please bring your home monitor**
- Keep the clinic up to date on medical conditions and medication changes
- Maintain in-person scheduled device check appointments

DEVICE FOLLOW UP SCHEDULE:

- **IMPLANTED LOOP RECORDER:**
 - Remote transmissions are to occur monthly.
 - In Person Device Check is to occur once/year.
- **PACEMAKER AND DEFIBRILLATORS:**
 - Remote transmissions occur four (4) times/year.
 - In Person Device Check is to occur once/year.



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- Additional in-person visits may be needed based on your type of device or your individual needs or physician recommendation.
- We will notify you by telephone if there is any concern regarding your transmission once your data is received and reviewed.

REVIEW OF YOUR DEVICE DATA:

- Your implanted device data does not transmit alerts in real time, data will only be transmitted once per day, between the hours of 12:00am and 5:00am when you are sleeping within 10 feet of your home monitor.
- If your data is abnormal or out of range, the device clinic will be alerted, and you will be contacted during regular office hours.
- If you are not near your home monitor on scheduled remote days, data will not be transmitted automatically unless you send a manual transmission.
- For patients with manual devices, (meaning your home monitor does not connect automatically) you will need to send a transmission manually from your home monitor based on a remote monitoring schedule provided to you.
- Your device data will be sent to a secure server where our clinic staff can view it using a password-protected website.
- If the information that we receive from your device is normal, you will **NOT** receive a follow-up phone call from our staff.
- You will receive a phone call if:
 - There is an issue with the information we received.
 - We did NOT receive your information.
- If it is necessary for you to be seen by a clinician, you will be contacted by phone and a clinic visit will be scheduled.
- Transmissions sent after hours, on weekends, or on holidays will be reviewed the next business day.

UNENROLLING FROM REMOTE MONITORING OF YOUR DEVICE:

Remote monitoring is a convenience to you so that you do not need to come to the office with every device check.

- If you decide you no longer wish to participate in remote monitoring, please notify our office so we can take the necessary steps to remove your home monitor information from our remote monitoring clinic. We will continue to follow you in person in the Device Clinic on a routine basis.
- Our clinic will make all attempts necessary to assist you with your remote monitor, however, if we have been unable to reach you and you have not transmitted via your remote monitor or been seen in clinic for greater than 12 months you may be unenrolled from the remote monitoring clinic.
- To maintain an active status in the Device Clinic, you are required to follow up with your TCC Physician at least annually or as recommended by your physician.

Our goal is to provide you with very good care. If you have any questions, please call 480-835-6100 to contact the Device Department.