

Communication Center



Communication Center

- The Communication Center acts as a repository for storing Patient Monitoring Reports and allowing viewing by all users for whom the clinic has chosen to provide access.
 - Current plan is to only activate for geographies that are currently receiving the Monitoring Report.
 - Tab will otherwise be empty.
- In addition to the Patient Monitoring Reports that are stored in the Communication Center, a Patient Monitoring Notification summary email is sent to the clinic contact every time a new monitoring report is generated.

Communication Center

- Once the Communication Center has been enabled for the clinic, the clinic administrator can grant access to individual users through their user profile.
 - Users who have been granted privileges to the Communication Center will see the Communication Center tab.
 - Users who are not granted access will not see the tab.

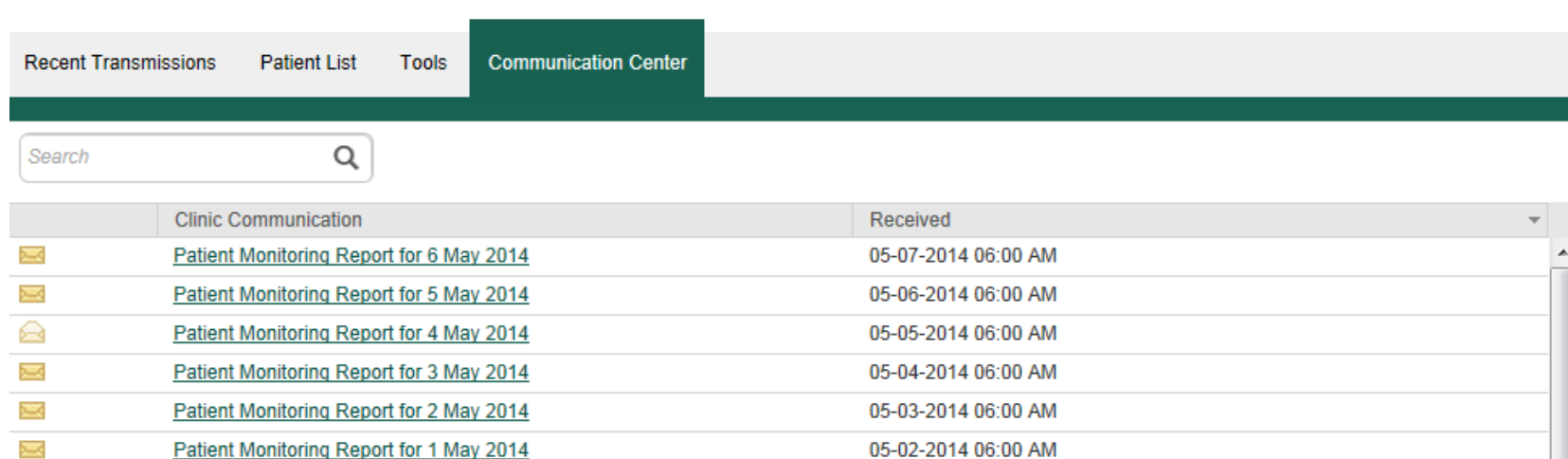
The screenshot displays a user profile management interface. At the top, a navigation bar includes 'Recent Transmissions', 'Patient List', 'Tools', and 'Communication Center' (highlighted with a purple box). Below this is the 'My Account' section with 'Cancel' and 'Save' buttons. The 'User Profile' section includes fields for 'First name: Rob', 'Middle:', 'Last name: Robertson', 'Credentials: MD', 'User type: Physician', and 'Department:'. A 'Communication Center access?' checkbox is checked and highlighted with a purple box. The 'User contact information' section contains fields for 'Address 1-3', 'Country: USA', 'City:', 'State/Prov.: ALABAMA', 'Zip/Postal code:', 'Main phone: 1 626 344 8447', 'Secondary: 1 312 813 2192', 'Fax: 1', 'Email: nsachs@sjm.com', 'Text message: 3128132192@tnt.att.net', 'Security Stamp: mdc1', and 'After hours contact: Email'. The 'Recent Transmissions Preferences' section shows 'DirectAlerts™' selected. The 'Application Preferences' section shows 'Arrhythmia & Device Management' selected.

Communication Center







- A Patient Monitoring report is generated each time the compliance timer triggers, capturing a compliance snapshot for that point in time.
 - Weekly report
 - Replaces the report that is currently generated and emailed to the clinic administrator
- Reports cannot be deleted or archived.

Communication Center

- Selecting the Communication Center tab displays a list of Patient Monitoring Reports.



The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Recent Transmissions', 'Patient List', 'Tools', and 'Communication Center'. The 'Communication Center' tab is selected and highlighted in green. Below the navigation bar is a search box with the placeholder text 'Search' and a magnifying glass icon. The main content area displays a table with two columns: 'Clinic Communication' and 'Received'. The table contains six rows of data, each representing a patient monitoring report for a specific date in May 2014. Each row includes a small envelope icon, a blue hyperlink for the report title, and the date and time the report was received.

Clinic Communication	Received
 Patient Monitoring Report for 6 May 2014	05-07-2014 06:00 AM
 Patient Monitoring Report for 5 May 2014	05-06-2014 06:00 AM
 Patient Monitoring Report for 4 May 2014	05-05-2014 06:00 AM
 Patient Monitoring Report for 3 May 2014	05-04-2014 06:00 AM
 Patient Monitoring Report for 2 May 2014	05-03-2014 06:00 AM
 Patient Monitoring Report for 1 May 2014	05-02-2014 06:00 AM

- Each report provides a list of noncompliant patients
 - Noncompliant patients are defined as:
 - Patients whose transmitters has not communicated with Merlin.net™ PCN for 8 (or more) days
 - Patients whose Merlin@home™ transmitters has not communicated with their implanted device for 21 (or more) days

Communication Center

- Select a report and click the report name to view.
- Patients are categorized by reason for noncompliance.
- The patient name, phone number and last communication date provides a single-screen resource to quickly identify patients who may need follow-up.

Recent Transmissions Patient List Tools **Communication Center** Recent Transmissions Patient List Tools **Communication Center**

Search

Back to [Communication Center](#) > Patient Monitoring Report for 6 May 2014

05-07-2014 06:00 AM

Attachment(s): [Patient Monitoring Report for 6 May 2014.pdf](#) 2 KB

Clinic Name: SCE US Clinic 1

This message is to inform you that the following patients are missing remote monitoring data.

The following patients' transmitters have not communicated with Merlin.net PCN for the past 8 (or more) days.
 These units are not transmitting properly. Patients may need to contact Remote Care Technical Support or refer to the user manual for assistance.

Until this issue is resolved, no transmissions will be received.

	Patient Name	Phone Number	No Communication Since
1	Boyd, Sue (ID: SB2241)	+16024052215	26 April 2014
2	Bradley, Tom	+14085226121	15 April 2014

The following patients' transmitters have not communicated with their devices in 21 (or more) days.
 Please confirm the patients are following appropriate transmitter placement parameters (refer to user manual) or contact Remote Care Technical Support for assistance.

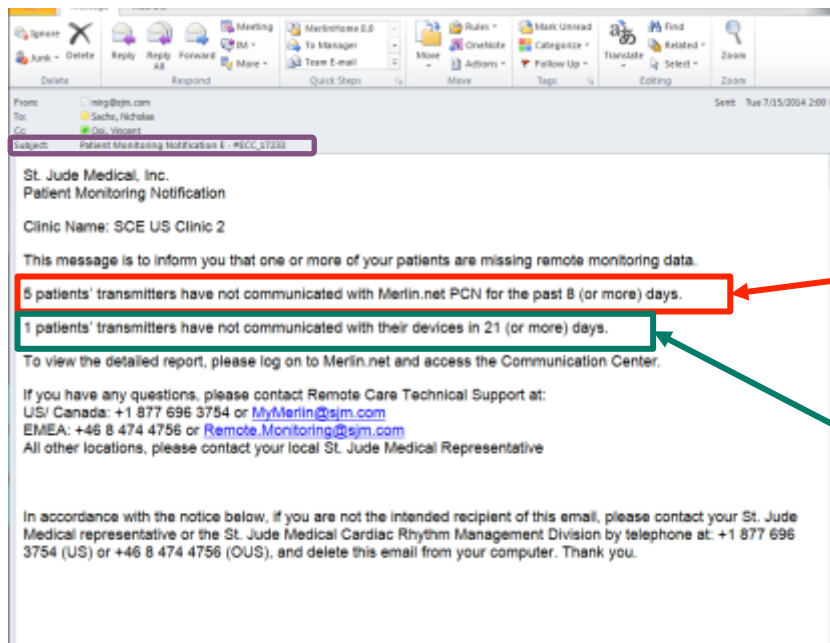
Until this issue is resolved, neither daily alert checks, nor scheduled or alert-initiated transmissions will be received.

	Patient Name	Phone Number	Last Daily Alert Check
1	Bradley, Tom	+14085226121	3 April 2014

If you have any questions, please contact Remote Care Technical Support at:
 US/ Canada: +1 877 696 3754 or MyMerlin@sjm.com
 EMEA: +46 8 474 4756 or Remote.Monitoring@sjm.com
 All other locations, please contact your local St. Jude Medical Representative

Communication Center

- Additionally, a Patient Monitoring Notification summary email is sent, which does not contain patient information.
- Differences between reports
 - Patient Monitoring Report has full patient details, whereas the Patient Monitoring Notification has summary only.



St. JUDE MEDICAL
Signed in as K Kennedy Help Switch to Sign Out
Merlin.net™ Patient Care Network

Recent Transmitters Patient List Tools Clinic Administration **Communication Center**

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07-15-2014 05:00 PM

Attachment(s): Patient Monitoring Report for 15 July 2014.pdf 3 KB

Clinic Name: SCE US Clinic 2

This message is to inform you that the following patients are missing remote monitoring data.

The following patients' transmitters have not communicated with Merlin.net PCN for the past 8 (or more) days.

Patient Name	Phone Number	No Communication Since
1 (ID: PT001)	No phone number available	18 April 2014
2 Finster, Chuckie (ID: Finster11465)	+16024052215	7 June 2014
3 Lockhart II, Telly (ID: TelLock2)	+16024052215	12 May 2014
4 Stevens, Steve (ID: Steve331943)	+18184934068	24 June 2014
5 Stevens, Mary	+18184934068	27 June 2014

The following patients' transmitters have not communicated with their devices in 21 (or more) days.

Patient Name	Phone Number	Last Daily Alert Check
1 Stark, Tony (ID: T85555)	+12134156245	22 June 2014

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EMEA: +46 8 474 4756 or Remote.Monitoring@sjm.com
All other locations, please contact your local St. Jude Medical Representative

Communication Center

- If the (No communication between Merlin@home™ transmitter and Merlin.net™ PCN in the last 8 days) message is cleared from the Messages page, the patient will be removed from the Monitoring report.
- Should the patient's transmitter miss another routine weekly maintenance, the clinic will receive another message, and the patient will again appear on the monitoring report.

St. JUDE MEDICAL Signed in as K Kennedy Help Switch to Sign Out
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration Communication Center

Tools All messages Search by Name, ID, Device, etc. Clear message More Actions

Patient	Device	Telephone No.	Date	Message
Stevens, Steve ID: Steve331943	Promote®+ 3211-16 521286	+1 818 493 4066	07-02-2014 03:54 PM	No communication between Merlin@home™ and Merlin.net™ in the last 8 days.
Stevens, Mary	Altus™ BP 3222 8064624	+1 818 493 4066	07-05-2014 12:34 PM	No communication between Merlin@home™ and Merlin.net™ in the last 8 days.
Lockhart II, Telly ID: TelLock2	Altus Quadra™ RF, 3242 8083425	+1 802 405 2215	05-29-2014 01:34 PM	No communication between Merlin@home™ and Merlin.net™ in the last 8 days.
Finster, Chuckie ID: Finster11485	Portly Assura™ DR, 2359 4029481	+1 802 405 2215	06-15-2014 06:54 PM	No communication between Merlin@home™ and Merlin.net™ in the last 8 days.
ID: PT001	Altus Quadra™ RF, 3242 5087816		04-26-2014 01:49 PM	No communication between Merlin@home™ and Merlin.net™ in the last 8 days.

St. JUDE MEDICAL Signed in as K Kennedy Help Switch to Sign Out
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration Communication Center

Back to Communication Center > Patient Monitoring Report for 15 July 2014

07-15-2014 05:00 PM

Attachment(s): Patient Monitoring Report for 15 July 2014.pdf 3 KB

Clinic Name: SCE US Clinic 2

This message is to inform you that the following patients are missing remote monitoring data.

The following patients' transmitters have not communicated with Merlin.net PCN for the past 8 (or more) days. These units are not transmitting properly. Patients may need to contact Remote Care Technical Support or refer to the user manual for assistance.

Until this issue is resolved, no transmissions will be received.

Patient Name	Phone Number	No Communication Since
1 (ID: PT001)	No phone number available	18 April 2014
2 Finster, Chuckie (ID: Finster11485)	+16024052215	7 June 2014
3 Lockhart II, Telly (ID: TelLock2)	+16024052215	12 May 2014
4 Stevens, Steve (ID: Steve331943)	+18184934066	24 June 2014
5 Stevens, Mary	+18184934066	27 June 2014

The following patients' transmitters have not communicated with their devices in 21 (or more) days. Please confirm the patients are following appropriate transmitter placement parameters (refer to user manual) or contact Remote Care Technical Support for assistance.

Until this issue is resolved, neither daily alert checks, nor scheduled or alert-initiated transmissions will be received.

Patient Name	Phone Number	Last Daily Alert Check
1 Stark, Tony (ID: TSS555)	+12134156245	22 June 2014

If you have any questions, please contact Remote Care Technical Support at: US/ Canada +1 877 696 3754 or MyMerlin@sjm.com; EMEA +46 8 474 4756 or RemoteMonitoring@sjm.com. All other locations, please contact your local St. Jude Medical Representative

Communication Center

- The No communication (8 day) message will be cleared automatically if the patient's transmitter communicates with Merlin.net™ PCN or if a Merlin.net™ PCN user clears the message by selecting it and clicking Clear message.
- The 21 days without daily alert checks message is determined based solely on information provided in the maintenance upload
 - The patient will not be automatically cleared from this list if a device check occurs and/or a follow-up is received, but will remain until the next maintenance upload is received.
 - Note: if a patient appears on the No Communication for 8 days list, they will not be included on the 21 days without daily alert checks list, since the information regarding the most recent device check may not be up to date.

Communication Center

- To get started, the clinic needs to contact Remote Care Technical Support and place a request to receive the Communication Center and the Compliance Report.

US

1-877- My Merlin
mymerlin@sjm.com

ID

Contact your local rep
or (+46) 8 474-4756
Remote.monitoring@sjm.com

- Once the Communication Center has been enabled for the clinic, the clinic administrator can grant access to individual users through their user profile.