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.
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.

- 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.

### 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.

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>Phone Number</th>
<th>No Communication Since</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Boyd, Sue (ID: SB2241)</td>
<td>+16024062215</td>
<td>26 April 2014</td>
</tr>
<tr>
<td>2 Bradley, Tom</td>
<td>+14085226121</td>
<td>15 April 2014</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>Phone Number</th>
<th>Last Daily Alert Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Bradley, Tom</td>
<td>+14085226121</td>
<td>3 April 2014</td>
</tr>
</tbody>
</table>

If you have any questions, please contact Remote Care Technical Support at:

US/Canada: +1 877 696 3754 or MyMerlin@sjm.com
EMEA: +44 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.
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.
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.