Mobile DirectAlerts™ Notification Reference Guide

Merlin.net™ Patient Care Network (PCN)
Mobile DirectAlerts™ Notification

Sending alerts directly to a mobile device with Mobile DirectAlerts Notification

- The clinic can send alerts (red or yellow) via email to the designee listed in Clinic Contact Information in the Clinic profile or to the medical team
  - Alerts only go to the clinic and medical contact at the top of the list even though multiple emails are available
- The Security Stamp for Merlin.net PCN (ensures security and validity) in the User Profile
- Select – “Email” for after-hours contact method; ensure that supplied Email address is linked to a smartphone or iPad™ tablet

*iPad is a trademark of Apple, Inc.
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The Mobile DirectAlerts Notification Web application is supported by many mobile devices*

- iPhone™** device – 3G capabilities and higher
- Android™** device
- Windows Phone™** device – version 7.0 and higher
- iPad™** tablet

*Devices must have an Internet connection and an advanced browser

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Mobile DirectAlerts Notification workflow:

- Receive e-mail notification containing link to the mobile application and an individualized security stamp
- For security reasons, check that the security stamp in the email is the same as defined in your user profile.
- From link, navigate to mobile link that contains relevant patient data
- Log in with Merlin.net™ PCN user name and password
- View the following on the mobile link: Patient information and alert summary, Episodes/EGMs, reports
**Mobile DirectAlerts™ Notification**

**Step 1: Receive the Email**

- For security reasons, confirm the security stamp
- Select the Merlin.net™ PCN link, highlighted in green

__Merlin.net PCN DirectAlerts(TM)
Notification E - #A_125345__

March 12, 2014, 3:47 PM

St. Jude Medical, Inc.

**Merlin.net™ Patient Care Network**

**Patient:** John Smith  
**Patient ID:** 12884334  
**Patient Phone:** +1.818.493.3017  
**Transmission Date:** 2014-02-26  
**Transmission Time:** 07:05 AM  
**Alert(s):**
- Atrial Pacing Lead Impedance Out of Range

**Merlin.net PCN link**

Alert Details:
https://mirb.merlin.net/web/chakravyuh/loginlite?NTFYID=MTM2MTc5

If clicking the link does not work, please copy and paste the URL into your browser.

**Clinic:** bjn8-Default-JPN
**Merlin Security Stamp:** bjn83017

DirectAlerts™ email communications always include your Merlin™ Security Stamp to verify that this is a legitimate e-mail from Merlin.net™ PCN.

You can modify your Security Stamp in your Merlin.net PCN account.

The Security Stamp for Merlin.net PCN that the user provided in his/her User Profile is displayed on any e-mails sent to the clinic or physicians from Merlin.net PCN.
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Step 2: Log in Securely
- Log-in screen will appear
- Use your Merlin.net PCN user name and password to gain access to the alert-initiated transmission

Note: This doesn’t display the two factor authentication which is available in certain geographies
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Step 3: Review Alert Summary

- The summary will give you pertinent patient, device and basic alert summary information. From here, you can navigate to EGMs and/or reports.

The “View EGMs” link within the Alert Summary takes you to a list of available EGMS.
Step 4: Review Episodes & EGMs

- From the EGMs list, click on "View EGM" to display tracing.
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Step 5: Review Other Reports

- The “Reports” tab provides links to other available reports within the alert-initiated transmission
- Alert Summary example
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Step 6: Log Out
- After reviewing the transmission, select “Log Off”
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Mobile DirectAlerts Notification provides a convenient method to:

- Identify important device events from the convenience of your mobile device and intervene between scheduled follow-ups
- Enhance patient care with more timely interventions
- Once transmissions are archived from the recent transmissions page, the link for the mobile transmission is no longer available
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- **For assistance with:**
  - Patient/Clinic setup questions
  - Website questions
  - Patient transmission difficulties

- **Phone:**
  - ID: Please contact your local rep or call (+46) 8 474-4756

- **E-mail:**
  - US: MyMerlin@sjm.com
  - ID: remote.monitoring@sjm.com
Rx Only

**Brief Summary:** Prior to using these devices, please review the Instructions for Use for a complete listing of indications, contraindications, warnings, precautions, potential adverse events and directions for use.

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