

Online Scheduling Reference Guide

Merlin.net™ Patient Care Network



ST. JUDE MEDICAL

Online Scheduling Options

Merlin.net™ PCN offers three scheduling options

1. SmartSchedule™ Calendar Option

- Provides automatic schedule, based on either:
 - Date of the month
 - Day of a specific week
- Displays an 18-month rotating perpetual calendar

2. Manual Entry Option

- Allows manual entry of specific dates for transmissions
- Enables entry of up to 6 follow-up appointments up to 12 months in advance

3. Scheduling Option None

- Excludes patient transmission schedules from Merlin.net PCN
- Eliminates the automatic scheduled transmissions for patients with wireless/RF devices and Merlin@home™ transmitters
- Still provides patients the option to perform manual transmissions upon request

Tip: If you want to streamline your billing cycles for remote monitoring, consider using the SmartSchedule Calendar to set the patient's schedule to transmit every 91 days for life. Then each scheduled transmission aligns with the billing cycle on a recurring basis.

Overview of SmartSchedule™ Calendar

1. Input start date
 - Recommendation: the date should be more than 8 days from pairing to allow schedule download during weekly maintenance
2. Select the interval between transmissions
3. Select the duration of remote transmission prior to the next in-clinic appointment
4. Select View Schedule to confirm dates remote transmission will occur on dates requested
5. Select Save
6. If desired, print transmission dates for the patient

Scheduling Transmissions - Date of the Month

1. Select a date from the scheduling calendar
 - This will be the date of the patient's first remote transmission
2. Select the transmission interval and duration before the in-clinic appointment
3. Select Save to keep changes

The screenshot displays a web-based interface for scheduling transmissions. On the left, a table lists recent transmissions for various patients. The main area shows a 'Schedule' form for 'Miller (VT/VF Shock), Mr. (ID:106297)'. The form includes fields for 'Last Transmission', 'Scheduling method' (set to 'Permanent schedule'), 'Starting on' (set to '10-22-2012'), 'transmit every' (set to '13 Weeks (91 days)'), and 'for' (set to '12 Months'). A calendar window is open, showing the date 10-22-2012 selected. A green arrow points to the 'Save' button at the bottom right of the form.

Patient	Transmission	Schedule	Device	Alerts List
Miller (VT/VF Shock), Mr.	07-30-2012, 04:50 AM Alert initiated	10-22-2012 84 days		
Kaminsky (SVT Episodes), Mr.	07-29-2012, 06:00 AM Scheduled	08-31-2012 33 days		
Childs (Shock), Mr.	07-28-2012, 10:39 PM Alert initiated	10-23-2012 86 days		
Harris (VT), Mrs.	07-28-2012, 06:40 AM Alert initiated	10-16-2012 80 days		
Freeman (lead extraction), Mrs.	07-26-2012, 06:56 AM Scheduled	08-14-2012 19 days		
Harris (VT), Mrs.	07-24-2012, 06:00 AM	10-16-2012 84 days		
Baur, Jake	07-22-2012, 04:04 PM Patient initiated	None		

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* This device model is part of an IDE. CAUTION - Investigational Device. Limited by United States law to investigational use.

Scheduling Transmissions - Day of the Week

1. Select which week of the month
2. Select which day of the week
3. Select which month of the year
4. Select the transmission interval
5. Select duration of schedule

The screenshot shows a scheduling interface with the following elements and annotations:

- 1**: Points to the "Starting on" date field (MM-DD-YYYY).
- 2**: Points to the "the" dropdown menu, which is open to show week options (1st, 2nd, 3rd, 4th).
- 3**: Points to the month dropdown menu, which is open to show months from January to December.
- 4**: Points to the "transmit every" dropdown menu, which is open to show intervals (Week, 2 Weeks, 13 Weeks (91 day), 26 Weeks (182 day), Month, 2 Months, 3 Months, 4 Months, 6 Months).
- 5**: Points to the "for" dropdown menu, which is open to show durations (13 Weeks, 26 Weeks, 39 Weeks, 52 Weeks, 1 month, 2 Months, 3 Months, 4 Months, 6 Months, 9 Months, 12 Months, life).

Additional text in the interface includes "Permanent schedule:", "Starting on:", "Switch to temp", "then bring the p cycle.", "then revert to permanent schedule:", and "of".

SmartSchedule™ Calendar

If desired, print transmission dates for the patient

- Select View Schedule
 - Schedule can be printed and given to the patient
 - Space is available to write the day and date of the in-clinic appointment

The screenshot shows the 'View Schedule' window for a patient named Childs (Shock), Mr. The window displays clinic and patient details, a follow-up schedule table, and a notes field. A red box highlights the 'View Schedule' button on the right sidebar, with a red arrow pointing to it. Another red box highlights the 'In clinic appointment' row in the follow-up schedule table, with a red arrow pointing to it. A third red box highlights the 'Print' button at the bottom right, with a red arrow pointing to it.

View Schedule

Recent Transmissions Patient List Tools Clinic Administration

Follow-up Schedule for 18 Months Starting [March 14, 2014]

Clinic:
Name: Fontana Lake Heart Clinic
Address: 4376 Fames St. Waycross, OHIO 98961
Phone Number: 1 552 962 8489
FAX: 1 166 707 7266

Patient:
Name: Childs (Shock), Mr.
Patient ID:
Address: 7112 Urna. Road Carolina, ALABAMA 93077
Phone Number: 1 809 787 1254

Follow-Up:	Date:	Remote Transmission Interval:
Remote	Saturday, April 26, 2014	637 days
Remote	Saturday, July 26, 2014	91 days
Remote	Saturday, October 25, 2014	91 days
In clinic appointment		
Remote	Saturday, April 25, 2015	182 days
Remote	Saturday, July 25, 2015	91 days

Notes:

Printed on: March 14, 2014

Close Print

SmartSchedule™ Calendar Temporary Schedule

An additional option available in the SmartSchedule Calendar is the ability to establish a temporary schedule for special circumstances, such as confirming successful device interrogation during radiation treatment or when making changes to medication

Overview steps to **create a temporary schedule**:

1. Select the Switch to Temporary Schedule option
2. Select the date or day of the week that you want the temporary schedule to begin
3. Select the intervals and duration of the temporary schedule
4. When the duration of the temporary schedule is completed, the scheduler resumes the previous schedule

SmartSchedule™ Calendar

To schedule using the *temporary SmartSchedule calendar* option from the Recent Transmission Page

- Select the patients schedule that needs updating
- Select Switch to temporary schedule
- Edit schedule as needed
- Select Save to keep changes

Freeman (lead extraction), Mrs.

Last Transmission: 07-26-2012

Scheduling method: SmartSchedule™ calendar

[View Schedule](#)

Permanent schedule :

Starting on:

08-14-2012

transmit every: 13 Weeks (91) for: 12 Months

the

of

then bring the patient in-clinic and repeat cycle.



Switch to temporary schedule

Starting on:

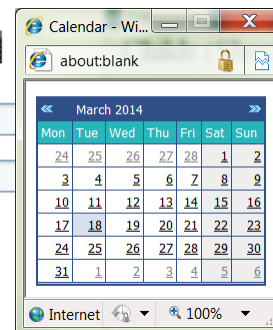
MM-DD-YYYY

every: for:

the

of

to permanent schedule



Cancel Save



SmartSchedule™ Calendar

To create a temporary schedule:

- Select the transmission interval and duration of the temporary schedule
- When the duration of the temporary schedule is completed, the scheduler resumes the permanent schedule

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Clinical Comments

Childs (Shock), Mr. Patient ID: Patient List > Patient profile > Follow-up Schedule

Patient profile

Patient & Device Data
Transmitter
Follow-up Schedule
DirectAlerts™ Notification
Baseline Clinical Data

Follow-up Schedule Cancel Save Print Profile

Schedule Type SmartSchedule™ calendar: Manual entry calendar: None: View Schedule

Permanent schedule:

Starting on MM-DD-YYYY the 2nd Tuesday of March

transmit every 13 Weeks (91 d) for 12 Months
then bring the patient in-clinic and repeat cycle.

Switch to temporary schedule

Starting on: MM-DD-YYYY the of

transmit every for
then revert to :

1 month
2 months
3 months
4 months
6 months

week
2 weeks
3 weeks
4 weeks
6 weeks
8 weeks

Remove Overrides

Clear

Diagnostics
 Episodes
 Stored EGMs

◆ Override in effect for this patient

Manual Entry Option

The manual entry calendar scheduling option allows users to select specific transmission dates

Overview steps to **create a manual entry calendar**:

1. Select the date of the transmission using the pop-up calendar
2. The first appointment shows the interval between the most recent transmission for that patient and the scheduled transmission date
3. The subsequent appointments display the interval between scheduled appointments
4. To print a transmission schedule for a patient, click View Schedule
5. The manual calendar does require periodic updates when all scheduled dates expire

Schedule a Manual Calendar - Recent Transmissions

Select “Manual entry calendar” from the Scheduling Method dropdown menu

The screenshot displays a software interface for managing medical device transmissions. A modal window titled "Schedule" is open for "Childs (Shock), Mr. (ID:106317)". The "Scheduling method" dropdown menu is set to "Manual entry calendar", indicated by a green arrow. The dialog also shows fields for "Last Transmission" (07-28-2012), "Interval", and "Transmit on" (MM-DD-YYYY). The background shows a table of recent transmissions for various patients.

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List
Miller (VT/VF Shock), Mr.	07-30-2012, 04:50 AM Alert initiated	10-22-2012 84 days			
Kaminsky (SVT Episodes), Mr.	07-29-2012, 06:00 AM Scheduled	08-31-2012 33 days			
Childs (Shock), Mr.	07-28-2012, 10:39 PM Alert initiated	10-23-2012 86 days			
Harris (VT), Mrs.	07-28-2012, 06:40 AM Alert initiated	10-16-2012 80 days			
Freeman (lead extraction), Mrs.	07-26-2012, 06:56 AM Scheduled	08-14-2012 19 days			
Harris (VT), Mrs.	07-24-2012, 06:00 AM	10-16-2012 84 days			
Baur, Jake	07-22-2012, 04:04 PM Patient initiated	None			

Manual Entry Option

Select the date of the transmission using the pop-up calendar

Recent Transmissions Patient List Tools Clinic Administration Communication Center

Patient profile Transmission All Transmissions DirectTrend™ Viewer Clinical Comments


Childs (Shock), Mr. Patient ID: [Recent Transmissions](#) > Patient profile > Follow-up Schedule


Follow-up Schedule Cancel Save Print Profile


Schedule Type SmartSchedule™ calendar: Manual entry calendar: None: [View Schedule](#)


Last Transmission: 07-28-2012


Transmit on:


MM-DD-YYYY 

MM-DD-YYYY 

MM-DD-YYYY 

MM-DD-YYYY 

MM-DD-YYYY 

MM-DD-YYYY 

Interval:

Calendar - Wi...
about:blank

March 2014

Mon	Tue	Wed	Thu	Fri	Sat	Sun
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Internet 100%

Clear

- Diagnostics
- Episodes
- Stored EGMs

◆ Override in effect for this patient

Manual Entry Option

The first appointment shows the interval between the most recent transmission received and the scheduled transmission date

- For a new enrollment, the interval displays dashes as there are no prior transmissions
- Edit dates as desired
 - All dates entered should occur within 12 months of current date
 - Any past or expired dates must be erased
 - Any scheduled dates should be more than 7 days from current date*
 - When schedule is complete, select Save

*Merlin@home™ transmitters update on a weekly basis, this allows the transmitter time to update to download the schedule

The screenshot displays the Merlin@home patient profile interface for "Childs (Shock), Mr.". The interface includes a navigation bar with options like "Recent Transmissions", "Patient List", "Tools", "Clinic Administration", and "Communication Center". The main content area is titled "Follow-up Schedule" and features a "Schedule Type" section with radio buttons for "SmartSchedule™ calendar:", "Manual entry calendar:" (selected), and "None:". Below this, there are three columns: "Last Transmission:" (07-28-2012), "Transmit on:" (03-13-2014), and "Interval:" (---). The "Transmit on:" column has a calendar icon and a "Remove Overrides" button. At the bottom, there is a "Clear" section with checkboxes for "Diagnostics", "Episodes", and "Stored ECGs". A blue link at the bottom reads "Override in effect for this patient".

Manual Entry Method

To print a transmission schedule for a patient

- Select View Schedule
- Select Print

Recent Transmissions Patient List Tools Clinic Administration Communication Center

Patient profile Transmission All Transmissions DirectTrend™ Viewer Clinical Comments

Childs (Shock), Mr. Patient ID: [Recent Transmissions](#) > Patient profile > Follow-up Schedule

Patient profile **View Schedule** Print Profile

Follow-up Schedule for 18 Months Starting [March 18, 2014]

Patient & Device Data
Transmitter
Follow-up Schedule
DirectAlerts™ Notification
Baseline Clinical Data

Clinic:
Name Fontana Lake Heart Clinic
Address 4376 Fames St
Waycross, OHIO 98961
Phone Number 1 552 962 8489
FAX 1 166 707 7266
Last Transmission Saturday, July 28, 2012

Patient:
Name Childs (Shock), Mr.
Patient ID
Address 7112 Urna Road
Carolina, ALABAMA 93077
Phone Number 1 809 787 1254

Follow-Up:	Date:	Remote Transmission Interval:
Remote	Friday, March 28, 2014	608 days
Remote	Friday, April 18, 2014	21 days

Notes:

Printed on: March 18, 2014

Remove Overrides

Close Print

Episodes
 Stored EGMs

◆ Override in effect for this patient

Scheduling Option None

Overview steps to using None as a scheduling option:

1. If a you decide not to use the scheduler in Merlin.net™ PCN, patients with RF (wireless) implanted cardiac devices and wireless transmitters will not have automatic scheduled transmissions
2. Patients can perform manual transmissions as needed

Schedule ✕

Bennett, Tony (ID:50000260)

Last Transmission: 12-20-2011

Scheduling method: ▼ [View Schedule](#)

*This patient does not currently have an automatic schedule.
Please remind the patient to send any required transmissions.*

Accessing Patient Schedules

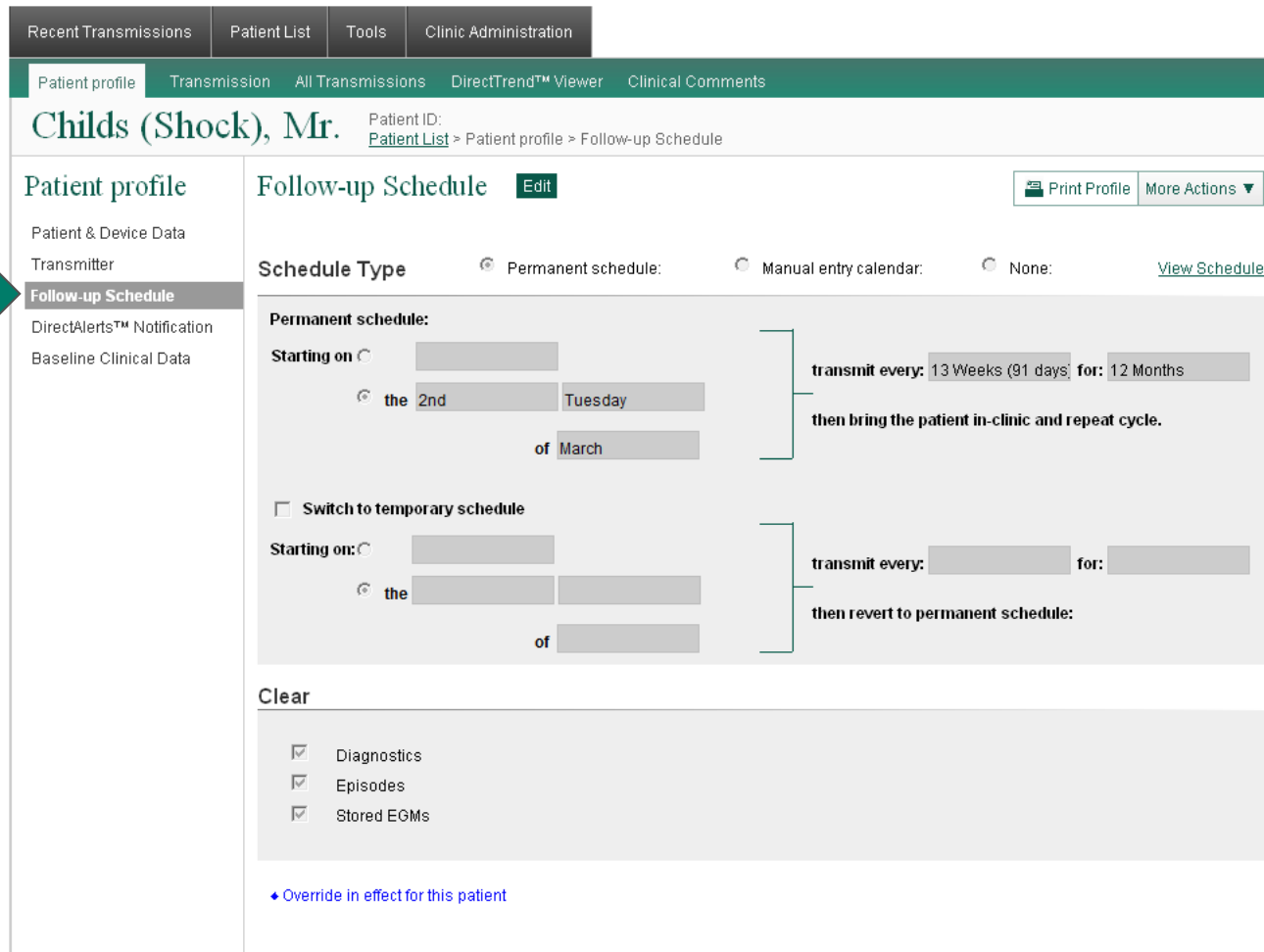
Scheduling options can be accessed from the locations listed:

- Patient Profile
- Quick or Other Scheduling Options
 - Recent Transmission Page
 - Patient List Page
 - Mass Change Process
- Clinic Administration
 - Schedules are not changed at the Clinic Admin level—only the preferred scheduling method is selectable

Accessing Patient Schedules - Patient Profile

In the Patient profile, navigate to the Follow-up Schedule link to access the schedule

- This schedule is specific to this patient



The screenshot displays a patient profile for "Childs (Shock), Mr." with Patient ID: [redacted]. The breadcrumb trail is "Patient List > Patient profile > Follow-up Schedule". The left sidebar contains a "Patient profile" section with links for "Patient & Device Data", "Transmitter", "Follow-up Schedule" (highlighted with a green arrow), "DirectAlerts™ Notification", and "Baseline Clinical Data". The main content area is titled "Follow-up Schedule" with an "Edit" button and "Print Profile" and "More Actions" buttons. Under "Schedule Type", there are radio buttons for "Permanent schedule:" (selected), "Manual entry calendar:", and "None:", along with a "View Schedule" link. The "Permanent schedule:" section includes a "Starting on:" field with a calendar icon, a dropdown for "the 2nd" of "Tuesday" of "March", and a "transmit every: 13 Weeks (91 days) for: 12 Months" field. Below this is a checkbox for "Switch to temporary schedule" and another "Starting on:" field. A "Clear" section contains three checked checkboxes: "Diagnostics", "Episodes", and "Stored EGMs". At the bottom, there is a link "Override in effect for this patient".

Accessing Patient Schedules - Recent Transmissions

Streamlines efforts to keep schedules current and offers flexibility for last-minute changes

- Select the date in the Schedule column on the Recent Transmission screen for the desired patient
- The schedule is displayed and can be edited in the Scheduling window, no further navigation is required
- Select Save to keep changes

The screenshot displays a software interface with a navigation bar at the top containing 'Recent Transmissions', 'Patient List', 'Tools', 'Clinic Administration', and 'Communication Center'. Below this is a search bar and a table of patient transmissions. The table has columns for Patient, Transmission, Schedule, and Device. A green box highlights the 'Schedule' column, and a green arrow points to the date '10-22-2012' for the patient 'Miller (VT/VF Shock), Mr.'. To the right, a 'Schedule' window is open for this patient, showing details such as 'Last Transmission: 07-30-2012', 'Scheduling method: Permanent schedule', 'Starting on: 10-22-2012', 'transmit every: 13 Weeks (91 days)', and 'for: 12 Months'. A green arrow points to the 'Save' button at the bottom right of the window. At the bottom of the main interface, there is a footer with contact information for North and Outside North America, and a page number '18'.

Patient	Transmission	Schedule	Device
Miller (VT/VF Shock), Mr.	07-30-2012, 04:50 AM Alert initiated	10-22-2012 84 days	Current® VR RF, 1207-36 : 60401
Kaminsky (SVT Episodes), Mr.	07-29-2012, 06:00 AM Scheduled	08-31-2012 33 days	Current® VR RF, 1207-36 : 60431
Childs (Shock), Mr.	07-28-2012, 10:39 PM Alert initiated	03-28-2014 607 days	Promote® RF, 3207-36 : 60311
Harris (VT), Mrs.	07-28-2012, 06:40 AM Alert initiated	10-16-2012 80 days	Fortify® DR, 2231-40 : 60371
Freeman (lead extraction), Mrs.	07-26-2012, 06:56 AM Scheduled	08-14-2012 19 days	Fortify® DR, 2231-40 : 60441
Harris (VT), Mrs.	07-24-2012, 06:00 AM	10-16-2012 84 days	Fortify® DR, 2231-40 : 60371
Baur, Jake	07-22-2012, 04:04 PM Patient initiated	None	Promote Quadra®, 3237- 40 : 204490

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Show 100 per page

* This device model is part of an IDE. CAUTION - Investigational Device. Limited by United States law to investigational use.

Accessing Patient Schedules - Mass Change Process

The Mass Change feature is a fast and efficient way to change a large number of patients to the same schedule at the same time

- In the Patient list, select which patient schedules will be changed (put check in the box at the end of each patient's row)
- Select More Actions in the upper right-hand corner
- Select Mass change process

The screenshot shows the 'Patient List' tab in a software interface. At the top, there are navigation tabs: 'Recent Transmissions', 'Patient List' (selected), 'Tools', and 'Clinic Administration'. Below the tabs, there are filters for 'Active Clinic Patients' and 'All', and a search box labeled 'Search by Name, ID, Device, etc.'. A table of patients is displayed with columns: Patient, Patient Status, Device, Implant Date, All Transmissions, Latest Transmission, Next Transmission, and Latest. Three patients are listed: Aybar (AT/AF burden), Mr.; Baur, Jake; and Baur, Jake. A 'More Actions' dropdown menu is open on the right, showing options: 'Selected Rows' (Release a patient, Re-activate a patient, Mass change process), and 'Full List' (Print, Download Spreadsheet). The 'Mass change process' option is highlighted with a red box.

Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest
Aybar (AT/AF burden), Mr.		Accent® DR RF, 2210:60351 12-04-2009	0 Remote 0 In-clinic		05-21-2014 --	On v Septer leaving home. follow- 1st.
Baur, Jake		Promote Quadra®, 3237- 40:204490	0 Remote 0 In-clinic		None	
Baur, Jake		Ellipse™ DR, 2411-36:128810	0 Remote		04-02-2014	

Accessing Patient Schedules - Mass Change Process

- Once the scheduling window appears, change the schedule
- Select Save at the bottom of the screen to keep changes

Mass change process ✕

➔ 3 patients are selected for the mass change process

Change Schedule

Scheduling method: SmartSchedule™ calendar ▼

Permanent schedule :

Starting on: MM-DD-YYYY the ▼ ▼
of ▼

transmit every: ▼ for: ▼

then bring the patient in-clinic and repeat cycle.

Accessing Patient Schedules - Clinic Administration

The Clinic Administrator selects the preferred scheduling method; this method becomes the default for each new patient enrolled in Merlin.net™ PCN

- Select the Clinic Administration tab
- Scheduling options are found in the Scheduling & Messaging section

The screenshot displays the Merlin.net PCN Clinic Administration interface. At the top, there is a navigation bar with tabs for 'Recent Transmissions', 'Patient List', 'Tools', and 'Clinic Administration'. A green arrow points to the 'Clinic Administration' tab. Below the navigation bar, the interface is divided into two main sections: 'Administration' on the left and 'Scheduling & Messaging' on the right. The 'Administration' section has a sub-menu with 'Scheduling & Messaging' highlighted by a green arrow. The 'Scheduling & Messaging' section contains several settings:

- Preferred scheduling method:** A dropdown menu with three options: 'SmartSchedule™ calendar', 'Manual entry calendar', and 'None'. A green box highlights this section.
- DirectCall™ Messaging:** A section with checkboxes for 'DirectCall™ Automated follow-up reminders' (unchecked) and 'DirectCall™ Automated overdue messages' (checked). Below this, there are time selection fields: '*Send messages between: 09:00 AM' and '*and: 04:00 PM'.
- Transmitter Settings:** A section with checkboxes for 'RF daily DirectAlerts™ check' (checked), 'Lockout unscheduled transmissions' (unchecked), 'Lockout unscheduled DirectAlerts™ checks' (unchecked), and 'Collect DirectTrend™ Viewer Diagnostics' (checked).
- Automatically Clear:** A section with checkboxes for 'Diagnostics' (checked), 'Episodes' (checked), and 'Stored EGMs' (checked).

At the bottom of the page, there is a red asterisk followed by the text '* Required field'.

Online Scheduling Summary

- Schedule editing via the scheduling window on the Recent Transmission page streamlines workflow
- A flexible scheduling system enables creation of permanent and temporary schedules
- Printable schedule reminds patients to be home on transmission dates
- Merlin.net™ PCN DirectCall™ feature reminds patients with non-RF devices to complete patient-initiated transmissions
 - DirectCall feature also provides an overdue message for patients—both RF and inductive—in the event their scheduled transmissions are not received by the clinic
- Option for 91-day and 182-day intervals align with reimbursement schedules, where appropriate
 - 91-day automatic scheduling option can help to align patient's schedule with billing cycle
 - Please note that, if the 91-day interval is selected, CorVue™ Impedance Monitoring will follow that schedule; this is important should the desire be to monitor these patients more often (every 31 days, for example)
- Option to skip transmission when an in-clinic visit is scheduled
- Option to transmit independent of in-clinic visits



Technical Support

Device Monitoring

For:

- Transmitter setup questions
- Fax/email delivery questions or modifications
- Transmission or connectivity difficulties

Phone:

US: 1-877- My Merlin

ID: please contact the local rep or call (+46) 8 474-4756

Email:

mymerlin@sjm.com US

Remote.monitoring@sjm.com ID

