Patient Release and Reactivation Reference Guide

Merlin.net™ Patient Care Network (PCN)
Patient Release and Reactivation

- In certain cases, a patient may need to be released from a clinic’s Merlin.net™ PCN. Patients can be released for any of the following reasons:
  - Transfer the patient to another clinic.
  - Move a patient with an explanted device or who is no longer performing follow-ups to the database of inactive patients.
  - Move a patient with a device replacement not supported by Merlin.net PCN to the database of inactive patients.
  - Indicate the patient has died/expired.

- Use the reactivate patient within your clinic and use the enroll patient function if the patient is being transferred to your clinic.
- An active patient is one who is currently performing follow-ups and who is being tracked in your clinic’s Merlin.net PCN.
Patient Release

To release a patient:

1. From the Patient List, select the patient to be released by checking the box at the right.

2. In the More Actions menu, select Release a patient.
Patient Release

Note: In order to release a patient from Merlin.net™ PCN, all transmissions must be archived first.

3. Select the reason for release from the list provided, then select Release.
Patient Release

4. Confirm that the patient status is Released.

- If a patient sends a transmission after he/she has been released but before another clinic has enrolled them, the transmission will be displayed to the releasing clinic.
  - Once accepted and enrolled at the receiving clinic, all future Merlin.net™ PCN transmissions will go to the receiving clinic.

- If a patient is transferring to another clinic, releasing the patient allows the receiving clinic to activate the patient on their Merlin.net PCN Patient List.
  - Note: Patients placed in any status except for transferring to another clinic will not be able to be enrolled by another clinic.
Patient Release

When a patient is released (for any reason), any subsequent transmissions that are received for that patient will be processed and available for the releasing clinic. If the patient is released for transfer to another clinic, and another clinic enrolls that patient, then the subsequent transmissions will be visible to the new clinic.

- If the patient is released for reason of explant/expire/removed, such subsequent transmissions will be visible to the releasing clinic. For this later case, in theory there would not be many such transmissions, but if the patient was released for removal reason, and they have an RF transmitter, it is possible (for up to 7 days) that the transmitter could send in an automated (scheduled) transmission, which the system would process.

- When a patient is released for a reason other than transfer:
  - The patient’s schedule is cleared, but their RF transmitter will not get the updated schedule until it performs a profile synch. Thus, it is possible to receive a transmission (for up to 7 days). During this 7-day window, the RF transmitter will perform a maintenance upload, which will get the new profile where future schedule dates have been removed.
  - Also we turn off any DirectCall™ messages to the patient, so such patients do not receive a reminder of overdue messages.
Patient Reactivation-No New Clinic

Locate the patient to be reactivated on the Patient List:

- Patients who have been placed in released for transfer can be found in the Active Clinic Patients primary filter, then Patients Released for Transfer secondary filter.

- Patients who have been placed in removed, expired or explanted status can be found in the Inactive Patients primary filter, and then by selecting the appropriate secondary filter.
Patient Reactivation-No New Clinic

To reactivate a patient who has been released from your clinic and has not been enrolled at another clinic:*

1. In the Patient List screen, select patient by checking the box, with Released status.

   ![Patient List Screen]

2. In the More Actions menu, select Re-activate a patient.

   ![More Actions Menu]

* Patients sometimes anticipate a move that does not happen or do not end up activating their profile at a new clinic.
Patient Reactivation-No New Clinic

3. Confirm that the patient has been re-activated and appears in the Patient List.
   - Released status in Patient Status is removed.

   Note: If a clinic releases a patient for a reason other than transfer, we clear all scheduling for the patient. Thus, if the clinic did this by mistake or other reason, and now wants to reactivate the patient, the clinic will need to re-establish a follow-up schedule for the patient.
Patient Reactivation-Enrolling in New Clinic

To enroll a patient who was formerly enrolled by another clinic:

1. Select Enroll a Patient (that was released for transfer) either from the Patient List or Recent Transmission page.
2. Enter the device model name, device serial number and the patient’s date of birth.
3. Select Enroll.

Note: If you are unable to enroll a patient, contact the releasing clinic to verify that the patient has been released.

Note: Clinics can also use the Merlin.net™ PCN number option, if the clinic has the Merlin.net PCN number from the releasing clinic.
Patient Reactivation-Enrolling in New Clinic

- If you are unable to enroll a patient, contact the releasing clinic.
- If the patient profile exists in Merlin.net™ PCN under a released status, the patient’s profile fields will automatically populate when the Enroll button is selected.
Patient Release and Reactivation

- A patient cannot be enrolled in two arrhythmia & device management clinics at the same time.
  - Once a patient profile is activated by a clinic, all Merlin.net™ PCN transmissions are only available to that clinic in which the patient is currently enrolled.
  - Transmissions are associated with the patient. When a patient is transferred to a new clinic, the new clinic will get all of the patient’s transmissions, and the previous clinic will lose visibility to the patient and any previously received transmissions.

- The Clinic Enrollment date reflects the date the patient is enrolled and will update if the patient transfers to another clinic.

- If the patient profile exists in Merlin.net PCN under a released status, the patient’s profile fields will automatically populate when the Enroll button is selected.
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
Rx Only

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

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