

Patient Release and Reactivation Reference Guide

Merlin.net™ Patient Care Network (PCN)



ST. JUDE MEDICAL™

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.

The screenshot shows a software interface for managing patient transmissions. At the top, there are tabs for 'Recent Transmissions' (selected), 'Patient List' (highlighted in green), 'Tools', and 'Clinic Administration'. Below the tabs, there are dropdowns for 'Active Clinic Patients' and 'All', a search bar, and buttons for 'Enroll a new patient' and 'More Actions'. The main table lists patients with columns for 'Patient', 'Patient Status', 'Device, Implant Date', 'All Transmissions', 'Latest Transmission', 'Next Transmission', and 'Latest Comments'. A checkbox column on the far right has a checked box for the first patient, which is highlighted with a green border. The patient listed is 'Bennett, Tony' with device 'Ellipse™ DR_2411-36-128810' and implant date '10-10-2011'.

Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest Comments	
Bennett, Tony		Ellipse™ DR_2411-36-128810 10-10-2011	0 Remote 0 In-clinic	04-02-2014 --		Edit	<input checked="" type="checkbox"/>

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

This screenshot shows the same Patient List interface as above, but with the 'More Actions' menu open for the selected row. The menu includes options for 'Selected Rows' (with 'Release a patient' highlighted) and 'Full List' (with 'Print', 'Download Spreadsheet', and 'Add or Remove Columns'). The main table displays four patients: Bennett, Tony; Bickford (AT/AF Episodes), Ms.; Childs (Shock), Mr.; and Craft (VT w/ ATP), Mr. The 'Release a patient' option in the menu is also highlighted with a green border.

Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest Comments	
Bennett, Tony		Ellipse™ DR_2411-36-128810 10-10-2011	0 Remote 0 In-clinic	04-02-2014 --		Edit	<input type="checkbox"/>
Bickford (AT/AF Episodes), Ms.		Accent® DR RF_2210:60421 06-03-2010	0 Remote 0 In-clinic	08-30-2012 --		Edit	<input type="checkbox"/>
Childs (Shock), Mr.		Promote® RF_3207-36:60311 07-09-2008	0 Remote 0 In-clinic	03-28-2014 --		Edit	<input type="checkbox"/>
Craft (VT w/ ATP), Mr.		Current® VR RF_1207-36:60391 01-06-2010	0 Remote 0 In-clinic	09-17-2012 --		Edit	<input type="checkbox"/>

Patient Release

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

Release a patient



Patient has Unarchived Transmissions and cannot be released. Go to Recent transmissions list to archive your transmission

Patient	
Tony Bennett	(ID:)
Unarchived transmissions	

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

Release a patient

You are about to release 1 patient(s). Please tell me why these patients are being released.

Patient	
Tony Bennett	(ID:)

Reason for Release

- Transferred to another clinic
- Explanted
- Removed from Merlin.net™
- Expired**

Cancel

Release

Patient Release

4. Confirm that the patient status is Released.

Screenshot of the Merlin.net Patient List interface showing released patients:

The interface includes a navigation bar with tabs: Recent Transmissions, Patient List (highlighted in green), Tools, and Clinic Administration. A message box at the top states: "Your patient(s) have been released." Below it, a note says: "You will still receive transmission data for these patient(s) until they are picked up by other clinic(s)." The main area shows a table of active clinic patients. A large green arrow points down to the row for "Baur, Jake".

Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest Comments	<input type="checkbox"/>
Avbar (AT/AF burden), Mr.	Released	Accent® DR RF, 2210:60351 12-04-2009	0 Remote 0 In-clinic	—	05-21-2014	On vacation until September 20th and leaving transmitter at home. Scheduled clinic follow-up on October 1st.	<input type="checkbox"/>
Baur, Jake	Released	Promote Quadra®, 3237- 40:204490	0 Remote 0 In-clinic	None	—		<input type="checkbox"/>
Bennett, Tony	Released	Ellipse™ DR, 2411-36:128810 10-10-2011	0 Remote 0 In-clinic	04-02-2014	—		<input type="checkbox"/>

- 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.

Patient List							
Active Clinic Patients		Patients released for transfer		Search by Name, ID, Device, etc.		Actions	
Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest Comments	<input type="checkbox"/>
Bennett, Tony	Released	Ellipse™ DR, 2411-36:128810 10-10-2011	0 Remote 0 In-clinic	04-02-2014	—		<input type="checkbox"/>

- 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.

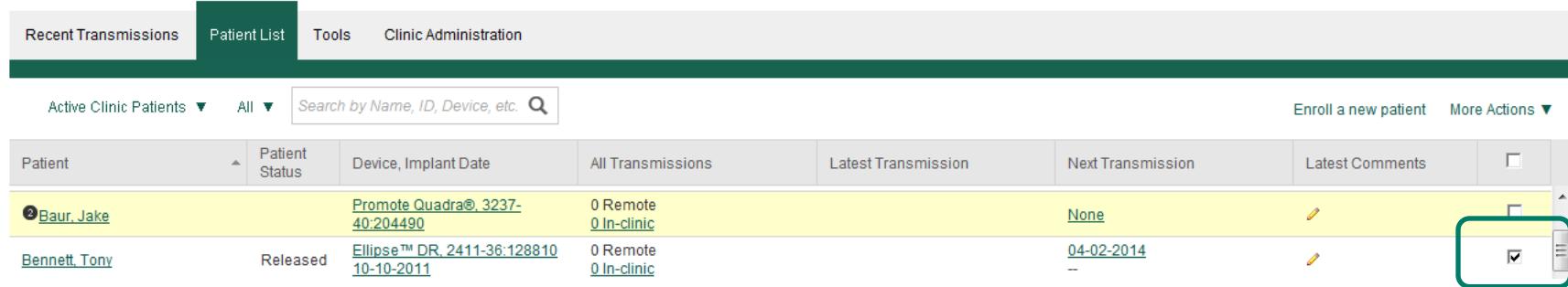
Patient List							
Inactive Patients		All		Search by Name, ID, Device, etc.		Actions	
Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest Comments	<input type="checkbox"/>
Finn (VF/Shock), Mr.	Removed	AnalyST Accel® DR, 2219-36:60381 07-01-2009	0 Remote 0 In-clinic	10-01-2012	—		<input type="checkbox"/>



Patient Reactivation-No New Clinic

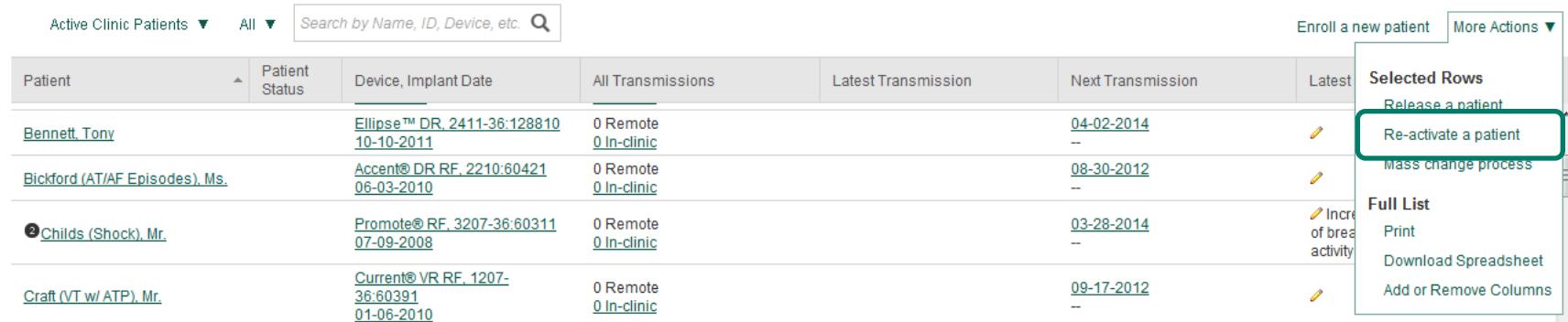
To reactivate a patient who has been released from your clinic and has not been enrolled at another clinic:^{*}

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



Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest Comments	<input type="checkbox"/>
Baur, Jake	Released	Promote Quadra®, 3237-40:204490	0 Remote 0 In-clinic	None	04-02-2014	--	<input type="checkbox"/>
Bennett, Tony	Released	Ellipse™ DR_2411-36:128810 10-10-2011	0 Remote 0 In-clinic	04-02-2014	--	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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



Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest Comments	<input type="checkbox"/>
Bennett, Tony	Released	Ellipse™ DR_2411-36:128810 10-10-2011	0 Remote 0 In-clinic	04-02-2014	--	<input type="checkbox"/>	<input type="checkbox"/>
Bickford (AT/AF Episodes), Ms.	Released	Accent® DR RF_2210:60421 06-03-2010	0 Remote 0 In-clinic	08-30-2012	--	<input type="checkbox"/>	<input type="checkbox"/>
Childs (Shock), Mr.	Released	Promote® RF_3207-36:60311 07-09-2008	0 Remote 0 In-clinic	03-28-2014	--	<input type="checkbox"/>	<input type="checkbox"/>
Craft (VT w/ ATP), Mr.	Released	Current® VR RF_1207-36:60391 01-06-2010	0 Remote 0 In-clinic	09-17-2012	--	<input type="checkbox"/>	<input type="checkbox"/>

- Selected Rows
 - [Release a patient](#)
 - [Re-activate a patient](#)
 - [Mass change process](#)
- [Full List](#)
- [Print](#)
- [Download Spreadsheet](#)
- [Add or Remove Columns](#)

8 * Patients sometimes anticipate a move that does not happen or do not end up activating their profile at a new clinic.
GL-2001638 A EN (08/14) | This document is approved for global use.



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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.

Recent Transmissions Patient List Tools Clinic Administration

• The 1 selected patient(s) have been activated and added to your Patient List. X

Active Clinic Patients ▾ All ▾ Search by Name, ID, Device, etc. Enroll a new patient More Actions ▾

Patient	Patient Status	Device, Implant Date	All Transmissions	Latest Transmission	Next Transmission	Latest Comments	<input type="checkbox"/>
Aybar (AT/AF burden), Mr.		Accent® DR RF, 2210:60351 12-04-2009	0 Remote 0 In-clinic	05-21-2014 --		<p>On vacation until September 20th and leaving transmitter at home. Scheduled clinic follow-up on October 1st.</p>	<input type="checkbox"/>
② Baur, Jake		Promote Quadra®, 3237-40:204490	0 Remote 0 In-clinic		None	<p>Pencil icon</p>	<input type="checkbox"/>
Bennett, Tony		Ellipse™ DR, 2411-36:128810 10-10-2011	0 Remote 0 In-clinic		04-02-2014 --	<p>Pencil icon</p>	<input type="checkbox"/>

- 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.

The screenshot shows a software interface for enrolling patients. At the top, there is a navigation bar with links: Recent Transmissions, Patient List, Tools, and Clinic Administration. Below the navigation bar, the title "Enroll a Patient" is displayed. There are three main sections for enrolling patients:

- Enroll Patient by Device**: This section is highlighted with a green border. It contains instructions: "Try this option first for auto enroll or transferring a patient". It has three input fields with validation stars:
 - * Device name: A dropdown menu.
 - * Device Serial #: An input field.
 - * Date of birth: An input field with a placeholder "MM-DD-YYYY".A green "Enroll" button is located to the right of these fields.
- Enroll Patient by Merlin.net™ Number**: This section has an input field for the Merlin.net™ number and a green "Enroll" button.
- Enroll Manually**: This section has a note: "Use this option for manual enrollment." and a green "Enroll" button.

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.

Bennett, Tony Patient ID:
[Patient List](#) > Patient profile > Patient device data

Patient profile Patient & Device Data Transmitter Follow-up Schedule DirectAlerts™ Notification Baseline Clinical Data	Patient & Device Data Edit Device Data View Leads Serial #: 128810 Device name: Ellipse™ DR, 2411-36 Implant Date: 10-10-2011 Transmitter <input checked="" type="radio"/> Order transmitter <input type="radio"/> Patient has transmitter <i>Transmitter ordered on 07-01-2013.</i>	Print Profile More Actions ▾												
<hr/> Patient Details <hr/> <table><tr><td>First name: Tony</td><td>Patient ID:</td><td>Race:</td></tr><tr><td>Middle name:</td><td>Merlin.net™ number: 923841308</td><td>Gender: Male</td></tr><tr><td>Last name: Bennett</td><td>Clinic location: Waycross</td><td>Patient language: English (US)</td></tr><tr><td>Date of birth: 10-10-1955</td><td colspan="2">Clinic enrollment: 07-01-2013</td></tr></table>			First name: Tony	Patient ID:	Race:	Middle name:	Merlin.net™ number: 923841308	Gender: Male	Last name: Bennett	Clinic location: Waycross	Patient language: English (US)	Date of birth: 10-10-1955	Clinic enrollment: 07-01-2013	
First name: Tony	Patient ID:	Race:												
Middle name:	Merlin.net™ number: 923841308	Gender: Male												
Last name: Bennett	Clinic location: Waycross	Patient language: English (US)												
Date of birth: 10-10-1955	Clinic enrollment: 07-01-2013													

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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