



POWERING HEARTS BEAT TO BEAT

CRM TRAINING & EDUCATION

# Optimizing ICM Management with Merlin.net™ PCN



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OPTIMIZING ICM MANAGEMENT WITH MERLIN.NET™ PCN

# Tools & Features for Efficient Patient Management

# Today's Agenda

## Tools & Features For Efficient Patient Management

Time (hh:mm)	Topic
00:00-00:05	<b>Opening Remarks (5 min)</b> <ul style="list-style-type: none"><li>• Agenda overview</li><li>• AHP introduction/background</li></ul>
00:05-00:10	<b>Merlin.net™ Overview (5 min)</b> <ul style="list-style-type: none"><li>• What is Merlin.net PCN?</li><li>• Recent Transmissions, Quick Links, Patient List, Tools, and Clinic Administration tabs</li></ul>
00:10-00:25	<b>Patient Enrollment (15 min)</b> <ul style="list-style-type: none"><li>• Enrolling new patients, editing existing patient profiles, and clinical comments</li><li>• Accepting, releasing, and requesting patient profiles</li></ul>
00:25-00:35	<b>Scheduling Remote Transmissions (10 min)</b> <ul style="list-style-type: none"><li>• SmartSchedule™ and manual transmission scheduling</li><li>• Viewing/printing patient and clinic-wide transmission schedules</li><li>• Clearing data with scheduled transmissions</li></ul>
00:35-00:50	<b>Keeping ICM Patients Connected (15 min)</b> <ul style="list-style-type: none"><li>• myMerlin™ mobile app overview</li><li>• Tools to identify disconnected monitors: Patient List filters, connectivity icons, Last Check Date vs. Last Direct Alerts Check</li><li>• Disconnected Transmitter Thresholds</li><li>• Tips and best practices to keep your patients connected</li></ul>
00:50-01:05	<b>Q&amp;A (15 min)</b>

# Diane Czaplicki, RN, BSN, CCDS

**CLINICAL DEVICE SPECIALIST**

**ATC CARDIOLOGY AT GRANDVIEW HEALTH**

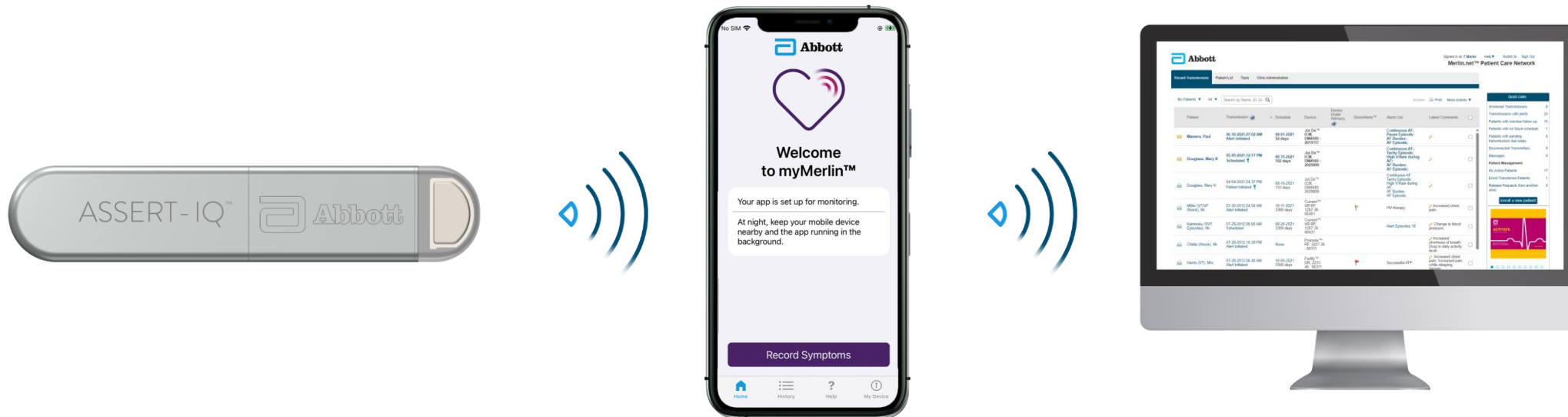
TOOLS & FEATURES FOR EFFICIENT PATIENT MANAGEMENT

# Merlin.net<sup>TM</sup> PCN Overview

## MERLIN.NET™ PCN OVERVIEW

# What is Merlin.net?

**Merlin.net™ Patient Care Network (PCN)** is a remote follow-up system that imports and manages cardiac information for patients who have Abbott implanted devices. The system uses seamless integration to let clinicians remotely upload and manage patient device data via web interface.



# Recent Transmissions Tab

THE RECENT TRANSMISSIONS TAB IS THE LANDING PAGE FOR MERLIN.NET PCN

It is the “inbox” for all recently transmitted device reports.

**Abbott** Signed in as **T Marks** Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

My Patients All Search by Name, ID, Device

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List	Latest Comments
Masters, Paul	06-10-2021, 07:02 AM Alert initiated	08-01-2021 52 days	Jot Dx™ ICM, DM4500 : 2019117		Continuous AF; Pause Episode; AF Burden; AF Episode;	
Douglass, Mary K	05-05-2021, 12:17 PM Scheduled	08-15-2021 102 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;	
Douglass, Mary K	04-04-2021, 04:37 PM Patient initiated	08-15-2021 133 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;	
Miller (VT/VF Shock), Mr.	07-30-2012, 04:50 AM Alert initiated	10-11-2021 3360 days	Current™ VR RF, 1207-36 : 60401		HV therapy;	Increased chest pain.
Kaminsky (SVT Episodes), Mr.	07-29-2012, 06:00 AM Scheduled	08-20-2021 3309 days	Current™ VR RF, 1207-36 : 60431		Alert Episodes: 18	Change in blood pressure.

Archive Print More Actions

**Quick Links**

- Unviewed Transmissions 8
- Transmissions with alerts 23
- Patients with overdue follow-up 15
- Patients with no future schedule 1
- Patients with pending transmissions due today 0
- Disconnected Transmitters 5
- Messages 0
- Patient Management**
- My Active Patients 17
- Enroll Transferred Patients 1
- Release Requests from another clinic 0
- Enroll a new patient

# Quick Links Navigation Bar

## ONE-CLICK NAVIGATION TO CLINICALLY RELEVANT INFORMATION

Signed in as **T Marks**
Help
Switch to
Sign Out

**Merlin.net™ Patient Care Network**

Recent Transmissions
Patient List
Tools
Clinic Administration

My Patients
All
Search by Name, ID, Dt
Archive
Print
More Actions

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List	Latest Comments	
Masters, Paul	06-10-2021,07:02 AM Alert initiated	08-01-2021 52 days	Jot Dx™ ICM, DM4500 : 2019117		Continuous AF; Pause Episode; AF Burden; AF Episode;		<input type="checkbox"/>
Douglass, Mary K	05-05-2021,12:17 PM Scheduled	08-15-2021 102 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;		<input type="checkbox"/>
Douglass, Mary K	04-04-2021,04:37 PM Patient initiated	08-15-2021 133 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;		<input type="checkbox"/>
Miller (VT/VF Shock), Mr.	07-30-2012,04:50 AM Alert initiated	10-11-2021 3360 days	Current™ VR RF, 1207-36 : 60401		HV therapy;	Increased chest pain.	<input type="checkbox"/>
Kaminsky (SVT Episodes), Mr.	07-29-2012,06:00 AM Scheduled	08-20-2021 3309 days	Current™ VR RF, 1207-36 : 60431		Alert Episodes:18	Change in blood pressure.	<input type="checkbox"/>

Quick Links

Unviewed Transmissions 8  
Transmissions with alerts 23  
Patients with overdue follow-up 15  
Patients with no future schedule 1  
Patients with pending transmissions due today 0  
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Messages 0  
**Patient Management**  
My Active Patients 17  
Enroll Transferred Patients 1  
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Quick Links

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**Patient Management**  
My Active Patients 17  
Enroll Transferred Patients 1  
Release Requests from another clinic 0  
Enroll a new patient



# Add or Remove Columns

## CUSTOMIZE WHAT YOU SEE

The columns can be customized to see what is most important to you by selecting “More Actions”.

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information (Signed in as T Marks, Help, Switch to, Sign Out) is on the right. Below the header, there's a navigation bar with tabs: Recent Transmissions (selected), Patient List, Tools, and Clinic Administration. A search bar labeled 'Search by Name, ID, D...' is present. The main content area shows a table of patient transmissions with columns: Patient, Transmission, Schedule, Device, DirectAlerts™, and Alerts List. The table lists several patients, including Masters, Paul; Douglass, Mary K; Douglass, Mary K; Miller (VT/VF Shock), Mr.; and Kaminsky (SVT Episodes), Mr. A 'More Actions' dropdown menu is open over the table, showing options for 'Selected Rows' (Mark as unviewed, Export Transmission, Send a DirectCall™, Copy transmission to disk) and 'Full List' (Print, Download Spreadsheet, Add or Remove Columns). The 'Add or Remove Columns' option is highlighted. On the right side, there's a 'Quick Links' section with various links and counts, and a 'Patient Management' section with links like 'My Active Patients', 'Enroll Transferred Patients', and 'Release Requests from another clinic'. An 'Enroll a new patient' button is at the bottom right.

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List
Masters, Paul	06-10-2021, 07:02 AM Alert initiated	08-01-2021 52 days	Jot Dx™ ICM, DM4500 : 2019117		Continuous AF; Pause Episode; AF Burden; AF Episode;
Douglass, Mary K	05-05-2021, 12:17 PM Scheduled	08-15-2021 102 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF Burden; AF Episode;
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Miller (VT/VF Shock), Mr.	07-30-2012, 04:50 AM Alert initiated	10-11-2021 3360 days	Current™ VR RF, 1207-36 : 60401	⚑	HV therapy;
Kaminsky (SVT Episodes), Mr.	07-29-2012, 06:00 AM Scheduled	08-20-2021 3309 days	Current™ VR RF, 1207-36 : 60431		Alert Episodes: 18

# Cardiac Monitor Filter

SELECTING THE “CARDIAC MONITORS” FILTER WILL SHOW ONLY ICM PATIENTS IN EITHER LIST

**Left Screenshot: Recent Transmissions Tab**

Signed in as **T Marks**  
Merlin.net™

Navigation: Recent Transmissions (selected), Patient List, Tools, Clinic Administration

My Patients ▾ All ▾ Search by Name, ID, Dt Q

**Show**

- All
- Cardiac Monitor**
- ICD/Pacemaker
- Unviewed Transmissions
- Transmissions with alerts

**Search By**

- Patient
- Physician Name/ID
- Device
- Device type
- Patient's Clinic Location

Patient	Pa Sta	AM	Schedule	Device
Masters, F	AM	08-01-2021	52 days	Jot I ICM, DM4 2019
Douglass,	PM	08-15-2021	102 days	Jot I ICM, DM4 2029
Douglass,	PM	08-15-2021	133 days	Jot I ICM, DM4 2029
Miller (VT) Mr.	IM	10-11-2021	3360 days	Curr RF, 6040
Kaminsky (Episodes), Mr.	IM	08-20-2021	3309 days	Curr RF, 6043

**Right Screenshot: Patient List Tab**

Signed in as **T Marks** Help ▾ Switch to Sign Out  
Merlin.net™ Patient Care Network

Navigation: Recent Transmissions, Patient List (selected), Tools, Clinic Administration

Active Clinic Patients ▾ All ▾ Search by Name, ID, Dt Q

Enroll a new patient More Actions ▾

Patient	Pa Sta	All Transmissions	Latest Transmission	Next Transmission	Connectivity	Last Transmitter Communication	Latest Comments	
Bennett Tony		0 Remote 0 In-clinic		09-22-2021 --	✓	10-23-2023		<input type="checkbox"/>
Bickford (AT/AF Episodes) Ms.		10 Remote 4 In-clinic	07-06-2012 04:23 AM	08-19-2021 3331 days	✓	10-23-2023		<input type="checkbox"/>
Freeman (lead extraction) Mrs.		3 Remote 2 In-clinic	07-26-2012 06:56 AM	08-03-2021 3295 days	✓	10-23-2023		<input type="checkbox"/>
Harris (VT) Mrs.		21 Remote 3 In-clinic	07-28-2012 06:40 AM	10-05-2021 3356 days	✓	10-23-2023	Increased chest pain, Increased pain while sleeping, Weight...	<input type="checkbox"/>
Jenkins Carl		0 Remote 0 In-clinic		08-09-2021 --	✓	10-23-2023		<input type="checkbox"/>
Miller (VT/VF Shock) Mr.		0 Remote 0 In-clinic		10-11-2021 --	✓	10-23-2023	Increased chest pain.	<input type="checkbox"/>
Nash (lead Imp) Mrs.		1 Remote 1 In-clinic	07-09-2012 05:00 AM	09-21-2021 3361 days	✓	10-23-2023		<input type="checkbox"/>
Rose Elizabeth		0 Remote 0 In-clinic		08-03-2021 --	✓	10-23-2023		<input type="checkbox"/>

# Patient List Tab

**THIS TAB IS YOUR DIRECTORY FOR ALL ACTIVE PATIENTS ENROLLED IN THE CLINIC**

Selecting “All” allows you to search your patient directory by different search criteria and filters like:

- Cardiac Monitors
- Patients with overdue follow-ups
- Patients with disconnected transmitters
- And many more!

The screenshot shows the Merlin.net Patient Care Network interface. The 'Patient List' tab is selected. A dropdown menu for the 'All' filter is open, showing search criteria such as 'Cardiac Monitor', 'ICD/Pacemaker', 'Patients with no future schedule', 'Patients with overdue follow-up', 'Patients with pending transmissions due today', 'Patients released for transfer', 'Release Requests from another clinic', 'Patients with disconnected transmitters', 'Cardiac Monitor', 'ICD/Pacemaker', 'Patients with snoozed disconnected transmitter reporting', and 'Patients ready for billing (Cardiac Monitors)'. The main table lists patients with columns for Patient, Status, All Transmissions, Latest Transmission, Next Transmission, Connectivity, Last Transmitter Communication, Latest Comments, and a checkbox. The table includes entries for Miller (VT/VF Shock) Mr., Bickford (AT/AF Episodes) Ms., Freeman (lead extraction) Mrs., Harris (VT) Mrs., Rose Elizabeth, Styer (Syncope) Mr., Nash (lead Imp) Mrs., Jenkins Carl, Sanchez Jessica, Bennett Tony, Henry (Innap Md Switch) Mrs., Craft (VT w/ ATP) Mr., Childs (Shock) Mr., and Smith John ID: Syncope.

# Tools Tab

## ALLOWS ACCESS TO FOUR FEATURES TO ASSIST WITH PATIENT CARE MANAGEMENT

The screenshot shows the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information 'Signed in as T Marks' with links for 'Help', 'Switch to', and 'Sign Out' is on the right. Below this is a navigation bar with four tabs: 'Recent Transmissions', 'Patient List', 'Tools' (highlighted with a yellow box), and 'Clinic Administration'. A dropdown menu for the 'Tools' tab is open, showing four options: 'Weekly glance' (highlighted), 'Messages', 'Import process', and 'Failed DirectCall™ messages'. The main content area is titled 'Weekly glance' and shows a table for the week of October 2, 2023, to October 8, 2023. The table has columns for each day of the week. The 'Tuesday 3' column contains three patient entries: Mary Douglass, Mr. Kaminsky (SVT Episodes), and Mr. Norton (silent AF).

Monday 2	Tuesday 3	Wednesday 4	Thursday 5	Friday 6	Saturday 7	Sunday 8
	Douglass, Mary 1 111 111 1111		Harris (VT), Mrs. 1 201 852 2587			
	Kaminsky (SVT Episodes), Mr. 1 415 854 7722					
	Norton (silent AF), Mr. 1 716 675 8789					

1. **“Weekly glance”** allows you to see what patients in your clinic are scheduled to transmit over the selected date range.
2. **“Messages”** provides updates from the system on Transmitter status, etc.
3. **“Import process”** allows import of a programmer session record.
4. **“Failed DirectCall™ messages”** indicates patients who didn’t receive the message and follow up is still required.

# Clinic Administration Tab

**THIS TAB WILL ONLY BE AVAILABLE TO CLINIC USERS WITH ADMIN PRIVILEGES**

Use the tabs on the left to select your clinic preferences and streamline patient management.

**Abbott** Signed in as **S US** Help ▼ Switch to Sign Out  
**Merlin.net™ Patient Care Network**

Recent Transmissions Patient List Tools **Clinic Administration**

**Administration**  
Clinic Profile  
Scheduling & Messaging  
Clinic hours / holidays  
**DirectAlerts™ settings**  
ICD/ CRT-D  
Merlin@home Transmitter  
Mobile App Transmitter  
Pacemaker/ CRT-P  
Cardiac Monitor  
**Clinic Settings**  
Report Settings  
Export Options  
Clinical Comments  
Clinic Users  
Clinic Locations

**Clinic Profile** Edit

**Clinic Details**

Clinic name: serc\_t3p\_admin Clinic location: Sylmar

Primary Administrator/ID: SERC, US

On-call Physician Contact: Email Email: ngqserc+oncall@gmail.com

Password expiration: Never expires

Password Complexity: High

**Clinic Address and Contact**

	Country Code	Area/City Code	Phone Number
Address 1: 15900 Valley View Cour			
Address 2:			
Address 3:			
City:			
State/Prov.:			
Country: USA			
Zip/Postal code: 91342			
Main phone:	1	513	578 9094
Secondary:	1	513	578 9094
Fax:	1		
Text message:			
Message and data rates may apply			
Email: icmserc@gmail.com			
Security Stamp: serc2239			

☒ Include unencrypted patient information in DirectAlert emails and text messages

TOOLS & FEATURES FOR EFFICIENT PATIENT MANAGEMENT

# Patient Enrollment

# Where Can I Find the Patient Enrollment Page?

## CHOOSE THE WORKFLOW THAT WORKS FOR YOU

The patient enrollment page can be accessed in a couple of ways.

One way is to access it from the Quick Links menu on the “**Recent Transmissions**” tab.

The screenshot shows the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as T Marks), and links for Help, Switch to, and Sign Out. The 'Recent Transmissions' tab is highlighted in the top navigation bar. Below the navigation bar, there is a search bar and a table of patient transmissions. The table has columns for Patient, Transmission, Schedule, Device, DirectAlerts, Alerts List, and Latest Comments. The 'Quick Links' sidebar on the right includes options like 'Unviewed Transmissions', 'Transmissions with alerts', 'Patients with overdue follow-up', 'Patients with no future schedule', 'Patients with pending transmissions due today', 'Disconnected Transmitters', 'Messages', 'Patient Management', 'My Active Patients', 'Enroll Transferred Patients', 'Release Requests from another clinic', and 'Enroll a new patient'.

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List	Latest Comments
Masters, Paul	06-10-2021, 07:02 AM Alert initiated	08-01-2021 52 days	Jot Dx™ ICM, DM4500 : 2019117		Continuous AF; Pause Episode; AF Burden; AF Episode;	
Douglass, Mary K	05-05-2021, 12:17 PM Scheduled	08-15-2021 102 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;	
Douglass, Mary K	04-04-2021, 04:37 PM Patient initiated	08-15-2021 133 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;	
Miller (VT/VF Shock), Mr.	07-30-2012, 04:50 AM Alert initiated	10-11-2021 3360 days	Current™ VR RF, 1207-36 : 60401		HV therapy;	Increased chest pain.
Kaminsky (SVT Episodes), Mr.	07-29-2012, 06:00 AM Scheduled	08-20-2021 3309 days	Current™ VR RF, 1207-36 : 60431		Alert Episodes: 18	Change in blood pressure.

# Where Can I Find the Patient Enrollment Page?

## CHOOSE THE WORKFLOW THAT WORKS FOR YOU

The patient enrollment page is also easily accessible on the top right when on the “**Patient List**” tab.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information (Signed in as T Marks, Help, Switch to, Sign Out) is on the right. Below the header, a navigation bar contains tabs: Recent Transmissions, Patient List (highlighted with a yellow box), Tools, and Clinic Administration. Below the navigation bar, there's a section for Active Clinic Patients with a dropdown menu (All) and a search bar (Search by Name, ID, Dr). To the right of this section are buttons for Enroll a new patient (highlighted with a yellow box) and More Actions. The main part of the interface is a table listing active clinic patients.

Patient	Patient Status	Device	Implant Date	Transmitter Software Version	All Transmissions	Latest Transmission	Next Transmission	Connectivity	Last Transmitter Communication	Latest Comments	
Bennett Tony		Ellipse™ DR, 2411-36:128810	10-10-2011	v8.2.2	0 Remote 0 In-clinic		09-22-2021 --	✓	10-12-2023		<input type="checkbox"/>
Bickford (AT/AF Episodes) Ms.		Accent™ DR RF, 2210:60421	06-03-2010	v8.2.2	10 Remote 4 In-clinic	07-06-2012 04:23 AM	08-19-2021 3331 days	✓	10-12-2023		<input type="checkbox"/>
Freeman (lead extraction) Mrs.		Fortify™ DR, 2231-40:60441	09-02-2010	v8.2.2	3 Remote 2 In-clinic	07-26-2012 06:56 AM	08-03-2021 3295 days	✓	10-12-2023		<input type="checkbox"/>
Harris (VT) Mrs.		Fortify™ DR, 2231-40:60371	07-27-2010	v8.2.2	21 Remote 3 In-clinic	07-28-2012 06:40 AM	10-05-2021 3356 days	✓	10-12-2023	Increased chest pain, Increased pain while sleeping, Weight...	<input type="checkbox"/>
Jenkins Carl		Allure Quadra™ RF, 3242:111111		v8.2.2	0 Remote 0 In-clinic		08-09-2021 --	✓	10-12-2023		<input type="checkbox"/>
Miller (VT/VF Shock) Mr.		Current™ VR RF, 1207-36:60401	09-01-2010	v8.2.2	0 Remote 0 In-clinic		10-11-2021 --	✓	10-12-2023	Increased chest pain.	<input type="checkbox"/>
Nash (lead Imp) Mrs.		Current™+ DR RF, 2211-36:60341	08-13-2009	v8.2.2	1 Remote 1 In-clinic	07-09-2012 05:00 AM	09-21-2021 3361 days	✓	10-12-2023		<input type="checkbox"/>
Rose Elizabeth		Fortify™ ST DR, 2241-40:60481	03-06-2002	v8.2.2	0 Remote 0 In-clinic		08-03-2021 --	✓	10-12-2023		<input type="checkbox"/>
Sanchez Jessica		Quadra Assura™, 3365-40:128810	10-10-2011	v8.2.2	0 Remote 0 In-clinic		none	✓	10-12-2023		<input type="checkbox"/>



# Patient Enrollment Page

## NEW PATIENTS VS. EXISTING PATIENTS

When enrolling a **New Patient** (new implant) on Merlin.net™ PCN, enroll by using the “**Enroll Manually**” option.

If you want to enroll an **Existing Patient** who is transferring to your clinic, enroll using the “**Enroll Patient by Device**” or the “**Enroll Patient by Merlin.net™ Number**” option.<sup>1</sup>

Enrolling patients via any method will walk through the same **STEP-BY-STEP PROCESS**.

<sup>1</sup> **Merlin.net Number** is a unique number assigned automatically to each patient at enrollment. It can be found under the “Patient & Device Data” tab of a patient’s profile.

**Abbott** Signed in as **T Marks** Help Switch to Sign Out  
**Merlin.net™ Patient Care Network**

Recent Transmissions **Patient List** Tools Clinic Administration

### Enroll a Patient

#### Enroll Patient by Device

Try this option first for auto enroll or transferring a patient

\* Device name:

\* Device Serial #:

\* Date of birth:

**Enroll**

#### Enroll Patient by Merlin.net™ Number

\* Merlin.net™ number:

**Enroll**

#### Enroll Manually

Use this option for manual enrollment.

**Enroll**

#### ▼ Enroll Patients Transferred to my clinic

The following patients were transferred to your clinic. Select a patient below to proceed with enrolling a patient in your clinic.

Patient	Released on	Date of Birth	Patient Address and Phone	Enrolled in
Jones, Mason	10-27-2017	01-01-1985	15900 Villa Road, Sylmar, CALIFORNIA, USA, 91342 Phone 1 818 5985633	Fontana Lake Heart Clinic (Treating) Phone 1 552 9628489

# Step-By-Step Enrollment Process

**CONSISTENT, STEP-BY-STEP PROCESS APPLIES TO ALL PATIENTS ENROLLED IN YOUR CLINIC**



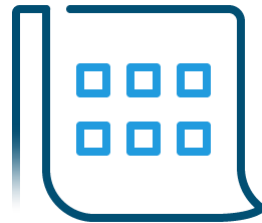
1

Enter Patient &  
Device Data



2

Verify  
Transmitter



3

Determine  
Follow-up  
Schedule



4

Confirm  
Directalerts™  
Notification  
Settings



5

Enter Baseline  
Clinical Data



6

Enrollment  
Complete

# Step-By-Step Enrollment Process

CONSISTENT, STEP-BY-STEP PROCESS APPLIES TO ALL PATIENTS ENROLLED IN YOUR CLINIC

The screenshot shows the Abbott Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information 'Signed in as T Marks' with links for 'Help', 'Switch to', and 'Sign Out' is on the right. Below this is a navigation bar with tabs: 'Recent Transmissions', 'Patient List' (which is active), 'Tools', and 'Clinic Administration'. The main heading is 'Enroll a Patient'. Below this is a process flow diagram with six steps: 'Patient & Device Data' (highlighted in yellow), 'Transmitter', 'Follow-up Schedule', 'DirectAlerts™ Notification', 'Baseline Clinical Data', and 'Enrollment Complete'. The form is divided into sections: 'Patient & Device Data' with fields for 'Device Data' (Serial #, Device name, Implant Date) and 'Transmitter' (radio buttons for 'Order transmitter' and 'Patient has transmitter'). 'Patient Details' includes fields for 'First name', 'Middle name', 'Last name', 'Date of birth', 'Patient ID', 'Merlin.net™ number', 'Clinic location' (a dropdown menu), 'Clinic enrollment', 'Race', 'Gender', and 'Patient language'. The 'Address and Contact' section has tabs for 'Address and Contact' and 'Emergency Contact', with fields for 'Address 1', 'Address 2', 'Address 3', 'City', 'State/Prov.', 'Zip/Postal code', 'Country' (a dropdown menu), 'Email', and 'Primary/Mobile phone' (with separate fields for Country Code, Area/City Code, and Phone Number).

**Tip:** You can streamline the patient enrollment process by setting clinic defaults for Transmitter, Scheduling, and DirectAlerts™ in the “**Clinic Administration**” tab.


# Transferring Patients

## REQUESTING A PATIENT PROFILE FROM ANOTHER CLINIC

Before an existing Merlin.net™ patient can be enrolled in your clinic, they must be released by the clinic under which they are currently enrolled.

**If the patient has been released,** you will be guided through the step-by-step enrollment process.

**If the patient has NOT been released,** a banner will appear with information about the clinic they are currently enrolled in. You can request the clinic to release their patient by selecting “**Request Transfer**”.



Signed in as **J St.** [Help](#) [Sign Out](#)

Merlin.net™ Patient Care Network

Recent Transmissions **Patient List** Tools

Enroll a Patient

The following patient is currently enrolled in Arrhythmia Clinic: 1-123-4567890. If you wish to request transfer of this patient to your clinic, please confirm below.

Request Transfer

Enroll Patient by Device

Try this option first for auto enroll or transferring a patient

\* Device name:

Assert-IQ™ 3 ICM, DM5000

\* Device Serial #:

123456789

\* Date of birth:

01/01/1901

Enroll

Enroll Patient by Merlin.net™ Number

\* Merlin.net™ number:

Enroll

Enroll Manually

Use this option for manual enrollment.

Enroll


# Transferring Patients

## PATIENT TRANSFER REQUESTS SENT BY MY CLINIC

A collapsible section at the bottom of the Patient Enrollment page will list all transfer requests sent by your clinic.

Once transfers are accepted, the request will disappear from this list and move into the “**Enroll Patients Transferred to my clinic**” section above it.

***Note:** Transfer requests can be canceled at any time.*


Signed in as **S STJ** [Help](#) [Switch to](#) [Sign Out](#)  
**Merlin.net™ Patient Care Network**

[Recent Transmissions](#)
[Patient List](#)
[Tools](#)

### Enroll a Patient

#### Enroll Patient by Device

Try this option first for auto enroll or transferring a patient

\* Device name:

\* Device Serial #:

\* Date of birth:

[Enroll](#)

#### Enroll Patient by Merlin.net™ Number

\* Merlin.net™ number:

[Enroll](#)

#### Enroll Manually

Use this option for manual enrollment.

[Enroll](#)

#### Enroll Patients Transferred to my clinic

▼ **Patient Transfer requests sent by my clinic**

The following patients are waiting to be transferred to your clinic.

Patient	Submitted on	Date of Birth	Patient Address and Phone	Enrolled in
CARDIA, BRADY	10-12-2023	08-15-1939	123 CRM Ave. Austin, TX 12345	Arrhythmia Clinic Phone: 1 123-456-7890

Showing 1 - 2 of 2

Show  per page


[Cancel Request](#)

# Transferring Patients

## ENROLL PATIENTS TRANSFERRED TO MY CLINIC

Patients who have been released to your clinic will appear in the list under the “**Enroll Patients Transferred to my clinic**” section.

Selecting the patient and clicking “**Enroll**” will guide you through the usual step-by-step enrollment process.



Signed in as *S STJ*   Help ▾   Switch to   Sign Out  
**Merlin.net™ Patient Care Network**

Recent Transmissions   **Patient List**   Tools

### Enroll a Patient

#### Enroll Patient by Device

Try this option first for auto enroll or transferring a patient

\* Device name:

Select ▾

\* Device Serial #:

\* Date of birth:

MM-DD-YYYY

Enroll

#### Enroll Patient by Merlin.net™ Number

\* Merlin.net™ number:

Enroll

#### Enroll Manually

Use this option for manual enrollment.

Enroll

▼ **Enroll Patients Transferred to my clinic**

The following patients were transferred to your clinic. Select a patient below to proceed with enrolling a patient in your clinic.

Patient	Submitted on	Date of Birth	Patient Address and Phone	Enrolled in	
CARDIA, BRADY	10-12-2023	08-15-1939	123 CRM Ave. Austin, TX 12345 Phone: 1 333-333-3333	Arrhythmia Clinic Phone: 1 123-456-7890	<input type="radio"/>

Showing 0 - 0 of 0

Show 10 ▾ per page

◀◀ 1 ▶▶

Enroll

> Patient Transfer requests sent by my clinic

| 22

## Releasing Patient Profiles

On Merlin.net™ you can release a patient in order to:

- Transfer a patient to another clinic
- Move a patient with an explanted device or who is no longer performing follow-ups to a database of inactive patients
- Indicate the patient has expired

To do so, select the **“Release Patient”** option on the patient’s profile, select the appropriate **“Reason for Release”**, and select **“Release”**.

**Note:** When releasing a patient from the Arrhythmia and Device Management Application, the patient will not be released from the Heart Failure Management Application.

Abbott

Signed in as S US Help Switch to Sign Out

Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator Patient ID: Assert-IQ™ EL+ ICM, DM5500 Patient List > Patient profile > Patient device data

Patient profile Patient & Device Data Edit Print Profile Release Patient More Actions ▼

Patient & Device Data

Transmitter

Follow-up Schedule

DirectAlerts™ Notification

Remote Programming

Baseline Clinical Data

Device Data

Serial #: 511001788

Device name: Assert-IQ™ EL+ ICM, DM5500

Implant Date: 04-13-2023

Implanting Physician: Hocker, Braden

Patient Details

First name: Fibrillator

Middle name:

Last name: Dee

Date of birth: 01-01-1958

Merlin.net™ PCN - Patient Profile

Release Patient

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

Patient	Unarchived transmissions
Fibrillator Dee	

\* Reason for Release

Transferred to another clinic

Explanted

Removed from Merlin.net™

Expired

\* Required field

Cancel Release

# Releasing Patient Profiles

## REASON FOR RELEASE: TRANSFERRED TO ANOTHER CLINIC

If a patient profile is released because they are transferring to another clinic, your clinic will continue to receive transmission data for this patient until they are enrolled in the new clinic.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information 'Signed in as S US' with links for 'Help', 'Switch to', and 'Sign Out' is on the right. Below this is a navigation bar with tabs: 'Recent Transmissions', 'Patient List' (selected), 'Tools', and 'Clinic Administration'. Under 'Patient List', there are sub-tabs: 'Patient profile' (selected), 'Transmission', 'All Transmissions', 'DirectTrend™ Viewer', 'Patient Summary', and 'Clinical Comments'. The main header area shows 'Dee Fibrillator' and 'Patient ID: Assert-IQ™ EL+ ICM, DM5500'. Below this, a breadcrumb trail reads 'Patient List > Patient profile > Patient device data'. The left sidebar under 'Patient profile' lists: 'Patient & Device Data' (selected), 'Transmitter', 'Follow-up Schedule', 'DirectAlerts™ Notification', 'Remote Programming', and 'Baseline Clinical Data'. The main content area is titled 'Patient & Device Data' with an 'Edit' button. It features a yellow alert box stating: 'Your patient(s) have been released. You will still receive transmission data for these patient(s) until they are enrolled in another clinic.' Below the alert, the 'Device Data' section lists: 'Serial #: 511001788', 'Device name: Assert-IQ™ EL+ ICM, DM5500', 'Implant Date: 04-13-2023', and 'Implanting Physician: Hocker, Braden'. The 'Patient Details' section at the bottom shows: 'First name: Fibrillator', 'Middle name:', 'Patient ID:', 'Merlin.net™ number: 785267162', 'Race:', and 'Gender:'.

Abbott

Signed in as S US Help Switch to Sign Out

Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator Patient ID: Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Patient device data

Patient profile

Patient & Device Data Edit

Print Profile Release Patient More Actions ▼

Patient & Device Data

- Your patient(s) have been released.

You will still receive transmission data for these patient(s) until they are enrolled in another clinic.

Device Data

Serial #: 511001788

Device name: Assert-IQ™ EL+ ICM, DM5500

Implant Date: 04-13-2023

Implanting Physician: Hocker, Braden

Patient Details

First name: Fibrillator Patient ID: Race:

Middle name: Merlin.net™ number: 785267162 Gender:



# Releasing Patient Profiles

## RE-ACTIVATING PATIENT PROFILES

Patient profiles that have been released can always be reactivated by selecting the “**More Actions**” dropdown menu on the patient’s profile.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US, Help, Switch to, Sign Out), and the network name (Merlin.net™ Patient Care Network). The main navigation bar shows tabs for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. The sub-navigation bar includes Patient profile (selected), Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The patient profile for 'Dee Fibrillator' is shown, with Patient ID: Assert-IQ™ EL+ ICM, DM5500 and a breadcrumb trail: Patient List > Patient profile > Patient device data. The left sidebar lists Patient profile options: Patient & Device Data (selected), Transmitter, Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, and Baseline Clinical Data. The main content area shows 'Patient & Device Data' with an 'Edit' button. A yellow banner states 'Your patient(s) have been released.' The 'Device Data' section includes Serial #: 511001788, Device name: Assert-IQ™ EL+ ICM, DM5500, Implant Date: 04-13-2023, and Implanting Physician: Hocker, Braden. The 'Patient Details' section includes First name: Fibrillator, Middle name: (empty), Patient ID: (empty), Merlin.net™ number: 785267162, Race: (empty), and Gender: (empty). The 'More Actions' dropdown menu is highlighted, showing the 'Re-activate Patient' option.

# Releasing Patient Profiles

## INACTIVE PATIENT DATABASE

Patients who have been released from your clinic due to an explanted device, removed from Merlin.net™, or expiration will be moved to an inactive patient database.

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information (Signed in as T Marks, Help, Switch to, Sign Out) is on the right. Below the header, a navigation bar includes 'Recent Transmissions', 'Patient List' (highlighted with a yellow box), 'Tools', and 'Clinic Administration'. A dropdown menu for 'Active Clinic Patients' is open, showing 'My Active Patients', 'Active Clinic Patients', and 'Inactive Patients' (highlighted with a yellow box). The main content area features a search bar and a table of patient data.

Device	Device Under Advisory	Implant Date	Transmitter Software Version	All Transmissions	Latest Transmission	Next Transmission	Connectivity	Last Transmitter Communication	Latest Comments	
Bennett Tony	Ellipse™ DR, 2411-36:128810	10-10-2011	v8.2.2	0 Remote 0 In-clinic		09-22-2021 --	✓	10-16-2023		<input type="checkbox"/>
Bickford (AT/AF Episodes) Ms.	Accent™ DR RF, 2210:60421	06-03-2010	v8.2.2	10 Remote 4 In-clinic	07-06-2012 04:23 AM	08-19-2021 3331 days	✓	10-16-2023		<input type="checkbox"/>
Freeman (lead extraction) Mrs.	Fortify™ DR, 2231-40:60441	09-02-2010	v8.2.2	3 Remote 2 In-clinic	07-26-2012 06:56 AM	08-03-2021 3295 days	✓	10-16-2023		<input type="checkbox"/>
Harris (VT) Mrs.	Fortify™ DR, 2231-40:60371	07-27-2010	v8.2.2	21 Remote 3 In-clinic	07-28-2012 06:40 AM	10-05-2021 3356 days	✓	10-16-2023	Increased chest pain, Increased pain while sleeping, Weight...	<input type="checkbox"/>

# Editing Patient Profiles

Patient & Device Data, Transmitter, Follow-Up Schedule, DirectAlerts™ Notifications, and Baseline Clinical Data information are all editable even after enrolling a patient!

To edit a profile, select the “**Edit**” button to unlock editing mode and begin making the desired changes.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US), and links for Help, Switch to, and Sign Out. Below this, a secondary navigation bar shows tabs for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A third navigation bar contains links for Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments.

The main content area is titled 'Dee Fibrillator' and includes a breadcrumb trail: Patient ID: Assert-IQ™ EL+ ICM, DM5500 > Patient List > Patient profile > Patient device data. On the left, a sidebar lists 'Patient profile' and 'Patient & Device Data' (selected). The 'Patient & Device Data' section contains links for Transmitter, Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, and Baseline Clinical Data.

The 'Patient & Device Data' section is highlighted with a yellow box and contains an 'Edit' button. Below this, the 'Device Data' section shows the following information:

- Serial #: 511001788
- Device name: Assert-IQ™ EL+ ICM, DM5500
- Implant Date: 04-13-2023
- Implanting Physician: Hocker, Braden

The 'Patient Details' section displays the following information:

- First name: Fibrillator
- Middle name:
- Last name: Dee
- Date of birth: 01-01-1958
- Patient ID:
- Merlin.net™ number: 785267162
- Clinic location: Sylmar
- Clinic enrollment: 04-13-2023
- Race:
- Gender:
- Patient language: English (US)

The 'Address and Contact' section displays the following information:

- Address 1: 1234 Merlin Ave
- Address 2:
- Address 3:
- City: Sylmar
- State/Prov.: CALIFORNIA
- Zip/Postal code: 91342
- Country: USA
- Primary/Mobile phone: 1 111 111 1111
- Email: dee.fib@abbott.com

## PATIENT ENROLLMENT

# Editing Patient Profiles

Do not forget to select **“Save”** to make the changes to the patient profile.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US, Help, Switch to, Sign Out), and the network name. The main navigation bar shows tabs for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. The Patient List tab is further divided into Patient profile (selected), Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments.

The patient profile for 'Dee Fibrillator' is shown. The Patient ID is Assert-IQ™ EL+ ICM, DM5500. The breadcrumb trail is Patient List > Patient profile > Patient device data. The left sidebar lists the Patient profile section with sub-items: Patient & Device Data (selected), Transmitter, Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, and Baseline Clinical Data.

The 'Patient & Device Data' section is active, showing the 'Device Data' tab. The 'Save' button is highlighted with a yellow box. The 'Device Data' section includes fields for Serial # (511001788), Device name (Assert-IQ™ EL+ ICM, DM5500), Implant Date (04-13-2023), and Implanting Physician (Physician, Implanting).

The 'Patient Details' section includes fields for First name (Fibrillator), Middle name, Last name (Dee), Date of birth (01-01-1958), Patient ID, Merlin.net™ number (785267162), Clinic location (Sylmar), Clinic enrollment (04-13-2023), Race, Gender, and Patient language (English (US)).

The 'Address and Contact' section includes fields for Address 1 (1234 Pacemaker Ave), Address 2, Address 3, City (Sylmar), State/Prov. (CALIFORNIA), Zip/Postal code (91342), Country (USA), Primary/Mobile phone (1 111 111 1111), and Email (dee.fib@abbott.com).

# Clinical Comments

Merlin.net™ PCN allows you to quickly add pre-set or free-text clinical comments to a patient's profile. Use clinical comments to:

- Highlight clinical information
- Prompt for patient review
- Communicate with other clinic staff

**“All Comments”** are available for review at the bottom of the page.

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and the user is signed in as 'T Marks' with options for Help, Switch to, and Sign Out. The main navigation bar includes 'Recent Transmissions', 'Patient List' (highlighted with a yellow box), 'Tools', and 'Clinic Administration'. Below this, a sub-navigation bar shows 'Patient profile', 'Transmission', 'All Transmissions', 'Patient Summary', and 'Clinical Comments' (highlighted with a yellow box). The patient's name 'Douglass Mary' is displayed, along with 'Patient ID: Jot Dx™ ICM, DM4500' and a link to 'Clinical Comments'. The 'Clinical comments' section is divided into 'Add comments' and 'Included Comments'. The 'Add comments' section lists several pre-set comments: 'Increased chest pain', 'Increased shortness of breath', 'Increased pain while sleeping', 'Weight gain', 'Change in blood pressure', and 'Drop in daily activity level', each with an 'Add' button. The 'Included Comments' section is currently empty. At the bottom, there is a 'Cancel' button and a 'Save' button. Below the 'Add comments' section, there is a dropdown menu labeled 'All Comments' and a table showing the history of comments.

Date Entered	Entered by	Comments
10-25-2023 11:19 PM	demo_us1	Weight gain.

# Clinical Comments

## LATEST COMMENTS

The most current clinical comments will be displayed on the “**Recent Transmissions**” and “**Patient List**” tabs.

**Abbott** Signed in as **T Marks** Help Switch to Sign Out  
**Merlin.net™ Patient Care Network**

Recent Transmissions Patient List Tools Clinic Administration

My Patients All Search by Name, ID, Device

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List	Latest Comments
Douglass, Mary K	04-04-2021, 04:37 PM Patient initiated	None	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;	Weight gain.
Kaminsky (SVT Episodes), Mr.	07-29-2012, 06:00 AM Scheduled	None	Current™ VR RF, 1207-36 : 60431		Alert Episodes: 18	Change in blood pressure.
Childs (Shock), Mr.	07-28-2012, 10:39 PM Alert initiated	None	Promote™ RF, 3207-36 : 60311			Increased shortness of breath, Drop in daily activity level.
Harris (VT), Mrs.	07-28-2012, 06:40 AM Alert initiated	None	Fortify™ DR, 2231-40 : 60371		Successful ATP;	Increased chest pain, Increased pain while sleeping, Weight...
Freeman (lead extraction), Mrs.	07-26-2012, 06:56 AM Scheduled	None	Fortify™ DR, 2231-40 : 60441			

Archive Print More Actions

**Quick Links**

- Unviewed Transmissions 4
- Transmissions with alerts 16
- Patients with overdue follow-up 16
- Patients with no future schedule 0
- Patients with pending transmissions due today 0
- Disconnected Transmitters 5
- Messages 0
- Patient Management**
- My Active Patients 18
- Enroll Transferred Patients 1
- Release Requests from another clinic 0

Enroll a new patient

# Clinical Comments

## CUSTOMIZE YOUR PRE-SET OPTIONS

Clinics can customize the list of pre-set clinical comments from the “**Clinic Administration**” tab.

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and the user is signed in as T Marks. The navigation bar includes tabs for Recent Transmissions, Patient List, Tools, and Clinic Administration (which is highlighted with a yellow box). The left sidebar shows the Administration menu, with Clinical Comments highlighted. The main content area is titled 'Clinical Comments' and includes a 'Cancel' button and a 'Save' button. It states, 'These are your overall clinic default settings for clinical comments'. There are two checked options: 'Allow free form text' and 'Allow pre-set comments'. Below this is a section for 'Add a New Pre-set Comment:' with a text input field containing 'Patient on anticoagulation' and an 'Add' button. At the bottom, there is a list of 'Pre-set Comments:' including 'Increased chest pain', 'Increased shortness of breath', 'Increased pain while sleeping', 'Weight gain', 'Change in blood pressure', and 'Drop in daily activity level'. To the right of this list are 'Remove', 'Up', and 'Down' buttons.

TOOLS & FEATURES FOR EFFICIENT PATIENT MANAGEMENT

# Scheduling Remote Transmissions



## SCHEDULING REMOTE TRANSMISSIONS

# Follow-up Schedule Page

## WHERE CAN I FIND THE TRANSMISSION SCHEDULING PAGE?

Remote transmissions can be scheduled during the patient enrollment process or under the patient's profile at any time.

The screenshot shows the 'Enroll a Patient' workflow in the Abbott Merlin.net Patient Care Network. The workflow steps are: Patient & Device Data, Transmitter, Follow-up Schedule (highlighted with a yellow box), DirectAlerts™ Notification, Baseline Clinical Data, and Enrollment Complete. Below the workflow, the 'Patient & Device Data' section includes fields for Device Data (Serial #, Device name, Implant Date) and Transmitter (Order transmitter, Patient has transmitter). The 'Patient Details' section includes fields for Patient name, Patient ID, Race, Gender, Clinic location, Patient language, and Date of birth. The 'Address and Contact' section includes fields for Address 1, Address 2, Address 3, City, State/Prov., Zip/Postal code, Country, Email, and Primary/Mobile phone.

The follow-up transmission schedule is programmable on the third step of the patient enrollment process.

The screenshot shows the 'Patient profile' page for a 'Dee Fibrillator' in the Abbott Merlin.net Patient Care Network. The 'Follow-up Schedule' tab is highlighted in a yellow box. The page displays the 'Follow-up Schedule' section with an 'Edit' button. The 'Schedule Type' section includes options for SmartSchedule™ calendar, Manual entry calendar, and None. The 'Permanent schedule' section includes fields for Starting on, transmit every, and for. The 'Switch to temporary schedule' section includes fields for Starting on, transmit every, and for, with a 'then revert to permanent schedule' option.

Follow-up schedule can always be accessed and edited from the Patient profile under the “**Follow-up Schedule**” tab.

# Follow-up Scheduling Options

## SCHEDULE TYPE

Clinics have options when scheduling follow-up transmissions:

1. SmartSchedule™ Calendar
2. Manual Entry Calendar
3. Temporary Schedule
4. None

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US, Help, Switch to, Sign Out), and the network name (Merlin.net™ Patient Care Network). Below this is a secondary navigation bar with tabs: Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A third navigation bar shows links: Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled 'Dee Fibrillator' and shows patient ID: Asser-IQ™ EL+ ICM, DM5500. The 'Follow-up Schedule' section is highlighted, showing the 'Schedule Type' as 'SmartSchedule™ calendar' (selected). The 'Permanent schedule' section is active, with 'Starting on' set to '10-24-2023'. The 'transmit every' is set to '31 Days' and 'for' is set to 'life'. There is a 'Switch to temporary schedule' checkbox and a 'View Schedule' link.

Abbott

Signed in as S US Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator Patient ID: Asser-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Follow-up Schedule

Patient profile Follow-up Schedule Edit Print Profile Release Patient More Actions ▼

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

**Schedule Type** ☒ SmartSchedule™ calendar ☐ Manual entry calendar ☐ None View Schedule

**Permanent schedule:**

Starting on ☒ 10-24-2023 ☐ the  of

☐ Switch to temporary schedule

Starting on: ☐  ☒ the  of

transmit every: 31 Days for: life

transmit every:  for:

then revert to permanent schedule:

# Follow-up Scheduling Options

## SMARTSCHEDULE™ CALENDAR

- Enables clinics to program permanent **automatic** patient transmission schedules
  - Allows clinics to select a start date and follow-up transmission frequency for a desired duration
  - Schedule can be a specific date or day of the month
- Supports 12-month perpetual calendar
- Schedule does not expire

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US), and links for Help, Switch to, and Sign Out. Below this, a secondary navigation bar shows tabs for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A third navigation bar contains links for Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled "Dee Fibrillator" and shows the patient ID: Asser-IQ™ EL+ ICM, DM5500. The "Follow-up Schedule" section is active, displaying a "Schedule Type" dropdown with "SmartSchedule™ calendar:" selected. Below this, the "Permanent schedule:" section is visible, showing a "Starting on" date of 10-24-2023 and a "transmit every" frequency of 31 Days for life. There is also a "Switch to temporary schedule" option with a "Starting on:" date of MM-DD-YYYY. The interface includes "Cancel" and "Save" buttons, and a "Print Profile" link.

# Follow-up Scheduling Options

## TEMPORARY SMARTSCHEDULE™ CALENDAR

Clinics can also program a **temporary schedule** before reverting to the permanent schedule.

Abbott

Signed in as **S US**

Help

Switch to

Sign Out

Merlin.net™ Patient Care Network

Recent Transmissions

**Patient List**

Tools

Clinic Administration

Patient profile

Transmission

All Transmissions

DirectTrend™ Viewer

Patient Summary

Clinical Comments

Dee Fibrillator

Patient ID:  
Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Follow-up Schedule

Patient profile

Patient & Device Data

Transmitter

**Follow-up Schedule**

DirectAlerts™ Notification

Remote Programming

Baseline Clinical Data

Follow-up Schedule

Cancel

Save

Print Profile

Schedule Type

☒ SmartSchedule™ calendar:

☐ Manual entry calendar:

☐ None:

[View Schedule](#)

Permanent schedule:

Starting on

☒ 10-24-2023

☐ the

of

transmit every

31 Days

for

life

☐ Switch to temporary schedule

Starting on:

☒ MM-DD-YYYY

☐ the

of

transmit every

for

then revert to permanent schedule:

| 36

# Follow-up Scheduling Options

## MANUAL ENTRY CALENDAR

- Allows clinics to **manually** schedule specific dates they want their patient(s) to transmit reports
- Limited to 12 months (cannot schedule a date beyond one year from the current date)
- Schedule expires after the last scheduled transmission and does not automatically renew

Abbott

Signed in as **S US**  
**Merlin.net™**

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

**Dee Fibrillator** Patient ID: Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Follow-up Schedule

Patient profile

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

Follow-up Schedule Cancel Save

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

Last Transmission:	Transmit on:	Interval:
06-09-2023	10-18-2023	131 days
	11-18-2023	31 days
	12-19-2023	31 days
	01-19-2024	31 days
	02-19-2024	31 days
	03-21-2024	31 days

# Follow-up Scheduling Options

## NONE

No scheduled transmissions will be sent to the clinic if this Schedule Type is selected. Patient Initiated and Alert Initiated transmissions will still be sent to Merlin.net™ PCN.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and the user is signed in as 'S US' with links for Help, Switch to, and Sign Out. The main navigation bar includes 'Recent Transmissions', 'Patient List' (which is active), 'Tools', and 'Clinic Administration'. Below this, a sub-navigation bar shows 'Patient profile' (active), 'Transmission', 'All Transmissions', 'DirectTrend™ Viewer', 'Patient Summary', and 'Clinical Comments'. The patient's name, 'Dee Fibrillator', is prominently displayed, along with the device information: 'Patient ID: Assert-IQ™ EL+ ICM, DM5500' and a breadcrumb trail 'Patient List > Patient profile > Follow-up Schedule'. On the left side, a 'Patient profile' sidebar lists 'Patient & Device Data', 'Transmitter', 'Follow-up Schedule' (selected), 'DirectAlerts™ Notification', 'Remote Programming', and 'Baseline Clinical Data'. The main content area is titled 'Follow-up Schedule' and contains a 'Cancel' button and a 'Save' button. Under the 'Schedule Type' section, there are three radio button options: 'SmartSchedule™ calendar:', 'Manual entry calendar:', and 'None:'. The 'None:' option is selected and highlighted with a yellow border. A 'View Schedule' link is positioned to the right of these options. At the bottom of the main content area, a message states: 'This patient does not currently have an automatic schedule. Please remind the patient to send any required transmissions.' A 'Print Profile' link is located in the top right corner of the main content area.

Abbott

Signed in as **S US** Help ▼ Switch to Sign Out

**Merlin.net™ Patient Care Network**

Recent Transmissions **Patient List** Tools Clinic Administration

Patient profile **Transmission** All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

**Dee Fibrillator** Patient ID: Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Follow-up Schedule

**Patient profile**

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

**Follow-up Schedule** Cancel Save

**Schedule Type**

☐ SmartSchedule™ calendar: ☐ Manual entry calendar: ☒ **None:** View Schedule

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

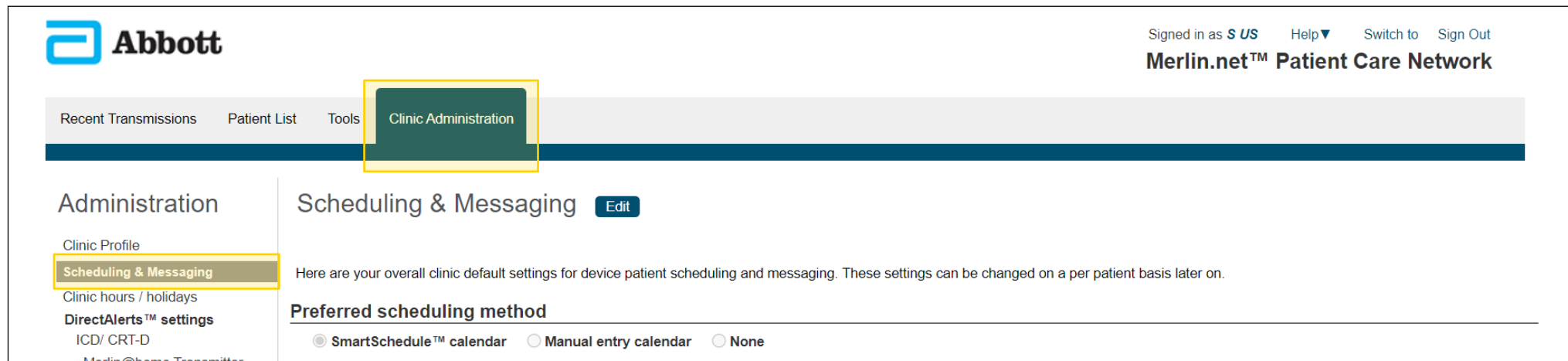
Print Profile

# Scheduling Preferences

## OPTIMIZE YOUR WORKFLOW BY SELECTING YOUR PREFERRED SCHEDULING METHOD

Your preferred Schedule Type is programmable under the “**Clinic Administrator**” tab (Please note that this tab will only be available for users with Administrator privileges).

Changes made to the follow-up schedule in the patient’s profile will override the clinic’s preferred settings.



# View Schedule

To view or print a list of a patient’s upcoming scheduled transmissions, select the “**View Schedule**” text at the top of the **Follow-up Schedule** page.

Abbott

Signed in as **US** Help Switch to S

Recent Transmissions

Patient List

Tools

Clinic Administration

Patient profile

Transmission

All Transmissions

DirectTrend™ Viewer

Patient Summary

Clinical Comments

Dee Fibrillator

Patient ID: Assert-IQ™ EL+ ICM, DM5500

Patient List > Patient profile > Follow-up Schedule

Patient profile

Transmitter

Follow-up Schedule

DirectAlerts™ Notification

Remote Programming

Baseline Clinical Data

Follow-up Schedule

Edit

Schedule Type

SmartSchedule™ calendar

Manual entry calendar

None

Last Transmission:

Transmit on:

Interval:

06-09-2023

10-18-2023

131 days

11-18-2023

31 days

12-19-2023

31 days

01-19-2024

31 days

02-19-2024

31 days

03-21-2024

31 days

Print Profile

Release Patient

More A

View Schedule

View Schedule

Follow-up Schedule for 36 Months Starting [ October 17, 2023 ]

Clinic:

Patient:

Name

serc\_t3p\_admin

Name

Dee, Fibrillator

Address

15900 Valley View Court

Patient ID

Phone Number

91342

Address

1234 Merlin Ave

Phone Number

1 513 578 9094

Phone Number

Sylmar, CALIFORNIA 91342

FAX

Phone Number

1 111 111 1111

Last Transmission

Friday, June 9, 2023

Follow-Up:

Date:

Remote Transmission Interval:

Remote

Wednesday, October 18, 2023

131 days

Remote

Saturday, November 18, 2023

31 days

Remote

Tuesday, December 19, 2023

31 days

Remote

Friday, January 19, 2024

31 days

Remote

Monday, February 19, 2024

31 days

Remote

Thursday, March 21, 2024

31 days

Notes:

Printed On: October 17, 2023

Close

Print



# Weekly Glance

## STAY AHEAD OF THE GAME BY PRINTING YOUR UPCOMING TRANSMISSION SCHEDULE

- The “**Weekly glance**” schedule can be found under the Tools tab
- This Merlin.net™ feature allows you to see what patients are scheduled to transmit follow-up date for the current or upcoming weeks
- You can filter by one week at a time (up to three weeks from the current date)

**Abbott** Signed in as **S US** Help Switch to Sign Out  
**Merlin.net™ Patient Care Network**

Recent Transmissions Patient List **Tools** Clinic Administration

**Tools**  
Weekly glance  
Messages  
Import process  
Failed DirectCall™ messages

### Weekly glance

Week: October 16, 2023 ~ October 22, 2023

Current week ▾

Monday 16	Tuesday 17	Wednesday 18	Thursday 19	Friday 20	Saturday 21	Sunday 22
Hart, Beet 1 888 888 8888		Dee, Fibrillator 1 111 111 1111	Abbott, Merlin 1 777 777 7777	Cardi, Ology 1 555 555 5555		
		Jane, Doe 1 444 444 4444		John, Smith 1 222 222 2222		
		Sara, Johnson 1 333 333 3333				

3 Print

## SCHEDULING REMOTE TRANSMISSIONS

# Clear Settings

## CLEAR DATA AFTER SCHEDULED TRANSMISSIONS

Selecting the “**Diagnostics and Episodes (Including Stored EGMs)**” box will clear ICM data after every scheduled transmission. Diagnostics, episodes, and stored EGMs will not be cleared with alert or patient-initiated transmissions.

**Clear** settings can be programmed under “**Follow-up Schedule**” of the Patient Profile or clinic-wide by selecting “**Scheduling and Messaging**” in the Clinic Administration tab.

Abbott Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Views Patient Summary Clinical Comments

Dee Fibrillator Patient ID: Assent-IQ™ EL+ ICM, DM5500 Patient List > Patient profile > Follow-up Schedule

Patient profile Follow-up Schedule Cancel Save Print Profile

Schedule Type SmartSchedule™ calendar Manual entry calendar None View Schedule

Permanent schedule: Starting on 10-24-2023 transmit every 31 Days for life

Switch to temporary schedule Starting on: MM-DD-YYYY transmit every for then revert to permanent schedule

Clear ☒ Diagnostics and Episodes (including Stored EGMs)

Override in effect for this patient

Abbott Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Administration Scheduling & Messaging Edit

Clinic Profile Scheduling & Messaging

Clinic hours / holidays DirectAlerts™ settings ICD/ CRT-D Merlin@home Transmitter Mobile App Transmitter Pacemaker/ CRT-P Cardiac Monitor Clinic Settings Report Settings Export Options Clinical Comments Clinic Users Clinic Locations

Here are your overall clinic default settings for device patient scheduling and messaging. These settings can be changed on a per patient basis later on.

Preferred scheduling method SmartSchedule™ calendar Manual entry calendar None

Automatically Clear:

Merlin@home Transmitter All devices ☒ Diagnostics ☒ Episodes ☒ Stored EGMs

Mobile App Transmitter ICD/ CRT-D ☒ Diagnostics ☒ Episodes (including Stored EGMs) Cardiac Monitor ☒ Diagnostics and Episodes (including Stored EGMs)

TOOLS & FEATURES FOR EFFICIENT PATIENT MANAGEMENT

# Keeping ICM Patients Connected

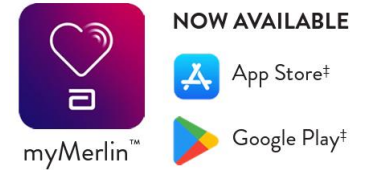
KEEPING ICM PATIENTS CONNECTED

# myMerlin™ Mobile App

**ENSURES PATIENTS ARE CONNECTED WHEN IT MATTERS THE MOST**

The myMerlin mobile app securely and proactively transmits diagnostics data and episode EGMs to Merlin.net™ PCN.

- **Simplified user interface and notifications** in the myMerlin mobile app encourage patient compliance with their implantable cardiac monitor
- Performs daily **DirectAlerts™ notification checks** and transmits a report to Merlin.net if clinically actionable alerts are found.
- Patients can send manual transmissions from their mobile device using the **“Record Symptoms”** button if they experience a heart-related symptom
- Mobile app is compatible with Confirm™ Rx, Jot™ Dx, and Assert-IQ™ ICM
- Keeping your patients connected to their mobile app optimizes patient care and clinic workflows



# Ensuring Patients Stay Connected

## FOLLOW THESE TIPS TO KEEP THE MYMERLIN™ APP CONNECTED:

- ❑ Keep the myMerlin app open and **running in the background**, do not force quit the app
- ❑ Keep your mobile device **connected to the internet** using Wi-Fi or cellular data
- ❑ Keep your **phone near you** overnight and as much as possible throughout the day (within 5 feet or 1.5 meters)
- ❑ Keep **Bluetooth® settings ON** on your mobile device
- ❑ **Allow notifications** from the myMerlin mobile app to your smartphone
- ❑ Keep your phone and the myMerlin mobile app updated to **the most recent software**

# Transmitter

## INCLUDES INFORMATION ABOUT THE PATIENT'S TRANSMITTER

The **Transmitter** tab can be found under every Patient Profile. This section of Merlin.net™ PCN provides:

- Details about the patient's transmitter
- Information about the transmitter's Last Connection
- Additional transmitter settings
  - Key Episodes
  - DailyAlert™ checks
- Thresholds for disconnected transmitter notifications

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information (Signed in as S US, Help, Switch to, Sign Out) is on the right. Below the header, a navigation bar includes tabs for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A secondary navigation bar shows Patient profile (selected), Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled 'Dee Fibrillator' and includes patient ID and device information. The 'Transmitter' tab is active, showing 'Transmitter Details' and 'Last Connection' sections. The 'Transmitter Details' section includes fields for Transmitter Model (myMerlin™ APP1000), Patient App Software Version (2.0.1), and Patient App Registration Date (04-15-2023). The 'Last Connection' section shows Communication Type (Mobile), Last Communication Date (06-09-2023), and Last DirectAlerts™ Check (06-09-2023). Below these are 'Settings' and 'Disconnected Transmitter Thresholds' sections. The 'Settings' section has checkboxes for 'Perform daily DirectAlert™ checks' and 'Identify Key Episodes'. The 'Disconnected Transmitter Thresholds' section includes checkboxes for monitoring transmitter communication status and DirectAlert™ check status, with associated notification periods (7 days) and a 'Snooze threshold notification until' field. A 'Connectivity Note' field is also present. At the bottom, there is an 'Override in effect for this patient' link.

# Transmitter Settings

## ACCESS ALL PROGRAMMABLE SETTINGS FOR THE TRANSMITTER

For Abbott's ICM devices, programmability includes:

- Performing Daily DirectAlert™ checks
- Enabling/Disabling Key Episodes
  - Only available for Jot™ Dx and Assert-IQ™ ICM

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US, Help, Switch to, Sign Out), and the network name. Below this is a secondary navigation bar with tabs for Recent Transmissions, Patient List, Tools, and Clinic Administration. The Patient List tab is active, showing a patient profile for Dee Fibrillator. The patient's ID is Assert-IQ™ EL+ ICM, DM5500, and the patient list path is Patient profile > Transmitter. The main content area is divided into two columns. The left column contains a sidebar with links for Patient profile, Patient & Device Data, Transmitter, Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, and Baseline Clinical Data. The right column is titled Transmitter and contains an Edit button. Below this is a section for Transmitter Details, which includes Transmitter Model (myMerlin™ APP1000), Patient App Software Version (2.0.1), and Patient App Registration Date (04-15-2023). To the right of this is a section for Last Connection, which includes Communication Type (Mobile), Last Communication Date (06-09-2023), and Last DirectAlerts™ Check (at last communication) (06-09-2023). Below these sections is a Settings section, which is highlighted with a yellow border. It contains two checkboxes: Perform daily DirectAlert™ checks (checked) and Identify Key Episodes (checked). Below the Settings section is a section for Disconnected Transmitter Thresholds, which includes thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report. This section contains two checkboxes: Monitor patient's transmitter communication status (checked) and Monitor patient's DirectAlert™ Check status (checked). The first checkbox has a notification period of 7 days and a snooze threshold notification until field. The second checkbox has a notification period of 7 days and a connectivity note field. At the bottom of the Disconnected Transmitter Thresholds section is a link to Override in effect for this patient.

Abbott

Signed in as S US Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator Patient ID: Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Transmitter

Patient profile Transmitter Edit Profile Release Patient More Actions ▼

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

**Transmitter Details**

This information populates once a patient's transmitter has had a successful connection to Merlin.net.

Transmitter Model: myMerlin™ APP1000  
Patient App Software Version: 2.0.1  
Patient App Registration Date: 04-15-2023

**Last Connection**

This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.

Communication Type: Mobile  
Last Communication Date: 06-09-2023  
Last DirectAlerts™ Check (at last communication): 06-09-2023

**Settings**

☒ Perform daily DirectAlert™ checks  
☒ Identify Key Episodes

**Disconnected Transmitter Thresholds**

Thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report.

☒ Monitor patient's transmitter communication status:  
Notify if transmitter does not communicate for: 7 days  
(Transmitters communicate with Merlin.net daily.) Snooze threshold notification until:

☒ Monitor patient's DirectAlert™ Check status:  
Notify if DirectAlert™ Checks are not performed for 7 days  
(DirectAlert™ Checks are performed daily. DirectAlert™ Check status information is based upon data provided from the last transmitter communication.) Connectivity Note:

Override in effect for this patient

# Disconnected Transmitter Thresholds

## PROGRAM WHEN CLINIC RECEIVES NOTIFICATIONS FOR DISCONNECTED TRANSMITTERS

Allows clinics to choose notification thresholds for disconnected transmitters and snooze disconnected transmitter notifications.

Add comments as needed for connectivity status updates.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US, Help, Switch to, Sign Out), and the network name. The main navigation menu has tabs for Recent Transmissions, Patient List, Tools, and Clinic Administration. The Patient List tab is active, showing a patient profile for Dee Fibrillator. The patient's ID is Assert-IQ™ EL+ ICM, DM5500, and the patient list path is Patient List > Patient profile > Transmitter. The Transmitter tab is selected, showing details for the Transmitter Model (myMerlin™ APP1000), Patient App Software Version (2.0.1), and Patient App Registration Date (04-15-2023). The Last Connection section shows the Communication Type (Mobile), Last Communication Date (06-09-2023), and Last DirectAlerts™ Check (at last communication) (06-09-2023). The Settings section includes checkboxes for Perform daily DirectAlert™ checks and Identify Key Episodes. The Disconnected Transmitter Thresholds section is highlighted in yellow and contains two checkboxes: Monitor patient's transmitter communication status (Notify if transmitter does not communicate for 7 days) and Monitor patient's DirectAlert™ Check status (Notify if DirectAlert™ Checks are not performed for 7 days). The Snooze threshold notification until and Connectivity Note fields are also visible.

Abbott

Signed in as S US Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator  
Patient ID:  
Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Transmitter

Patient profile Transmitter Edit Profile Release Patient More Actions ▼

Transmitter Details

This information populates once a patient's transmitter has had a successful connection to Merlin.net.

Transmitter Model: myMerlin™ APP1000  
Patient App Software Version: 2.0.1  
Patient App Registration Date: 04-15-2023

Last Connection

This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.

Communication Type: Mobile  
Last Communication Date: 06-09-2023  
Last DirectAlerts™ Check (at last communication): 06-09-2023

Settings

☒ Perform daily DirectAlert™ checks  
☒ Identify Key Episodes

Disconnected Transmitter Thresholds

Thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report.

☒ Monitor patient's transmitter communication status:  
Notify if transmitter does not communicate for:  
(Transmitters communicate with Merlin.net daily.) 7 days Snooze threshold notification until:

☒ Monitor patient's DirectAlert™ Check status:  
Notify if DirectAlert™ Checks are not performed for:  
(DirectAlert™ Checks are performed daily.  
DirectAlert™ Check status information is based upon data  
provided from the last transmitter communication.) 7 days Connectivity Note:

Override in effect for this patient



# Disconnected Transmitter Thresholds

## SNOOZING NOTIFICATIONS

Disconnected Transmitter Threshold notifications can be snoozed until the programmed date.

Clinics are encouraged to use the **Connectivity Note** box to add a reason for snoozing notification or any other details relevant to their programmed settings.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US, Help, Switch to, Sign Out), and the network name. Below this is a secondary navigation bar with tabs for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A third navigation bar shows tabs for Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled 'Dee Fibrillator' and includes patient ID and device information. The left sidebar lists various patient profile options, with 'Transmitter' selected. The main content area is divided into sections: Transmitter (with an Edit button), Transmitter Details (including Transmitter Model, Patient App Software Version, and Patient App Registration Date), Last Connection (including Communication Type and Last Communication Date), Settings (with checkboxes for daily checks and key episodes), and Disconnected Transmitter Thresholds. The Disconnected Transmitter Thresholds section includes checkboxes for monitoring communication status and DirectAlert™ checks, both set to 7 days. A yellow box highlights the 'Snooze threshold notification until' field and the 'Connectivity Note' text area. A link to 'Override in effect for this patient' is at the bottom.

Abbott

Signed in as S US Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator  
Patient ID:  
Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Transmitter

Patient profile Transmitter Edit Profile Release Patient More Actions ▼

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

**Transmitter Details**  
*This information populates once a patient's transmitter has had a successful connection to Merlin.net.*  
Transmitter Model: myMerlin™ APP1000  
Patient App Software Version: 2.0.1  
Patient App Registration Date: 04-15-2023

**Last Connection**  
*This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.*  
Communication Type: Mobile  
Last Communication Date: 06-09-2023  
Last DirectAlerts™ Check (at last communication): 06-09-2023

**Settings**  
☒ Perform daily DirectAlert™ checks  
☒ Identify Key Episodes

**Disconnected Transmitter Thresholds**  
Thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report.

☒ Monitor patient's transmitter communication status:  
Notify if transmitter does not communicate for: 7 days  
*(Transmitters communicate with Merlin.net daily.)*

☒ Monitor patient's DirectAlert™ Check status:  
Notify if DirectAlert™ Checks are not performed for 7 days  
*(DirectAlert™ Checks are performed daily. DirectAlert™ Check status information is based upon data provided from the last transmitter communication.)*

• Override in effect for this patient

Snooze threshold notification until: [Date Picker]

Connectivity Note: [Text Area]

# Transmitter Details

## FIND INFORMATION ABOUT A PATIENT'S REMOTE TRANSMITTER

The “**Transmitter Details**” section will automatically populate once an ICM has paired to the myMerlin™ mobile app and has communicated successfully with Merlin.net™ PCN.

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information (Signed in as S US, Help, Switch to, Sign Out) is on the right. Below the header, a navigation bar includes links for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A sub-navigation bar shows Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled 'Dee Fibrillator' and includes a Patient ID (Assert-IQ™ EL+ ICM, DM5500) and a link to Patient List > Patient profile > Transmitter. The left sidebar lists Patient profile, Patient & Device Data, Transmitter (selected), Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, and Baseline Clinical Data. The main content area is divided into sections: Transmitter (with an Edit button), Transmitter Details (highlighted with a yellow box), Last Connection, Settings, and Disconnected Transmitter Thresholds. The Transmitter Details section shows the Transmitter Model (myMerlin™ APP1000), Patient App Software Version (2.0.1), and Patient App Registration Date (04-15-2023). The Last Connection section shows the Communication Type (Mobile), Last Communication Date (06-09-2023), and Last DirectAlerts™ Check (at last communication) (06-09-2023). The Settings section includes checkboxes for Perform daily DirectAlert™ checks and Identify Key Episodes. The Disconnected Transmitter Thresholds section includes checkboxes for Monitor patient's transmitter communication status and Monitor patient's DirectAlert™ Check status, with associated notification thresholds and a Connectivity Note field.

Abbott

Signed in as S US Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator  
Patient ID:  
Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Transmitter

Patient profile Transmitter Edit

Transmitter Details

This information populates once a patient's transmitter has had a successful connection to Merlin.net.

Transmitter Model: myMerlin™ APP1000  
Patient App Software Version: 2.0.1  
Patient App Registration Date: 04-15-2023

Last Connection

This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.

Communication Type: Mobile  
Last Communication Date: 06-09-2023  
Last DirectAlerts™ Check (at last communication): 06-09-2023

Settings

☒ Perform daily DirectAlert™ checks  
☒ Identify Key Episodes

Disconnected Transmitter Thresholds

Thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report.

☒ Monitor patient's transmitter communication status:  
Notify if transmitter does not communicate for: 7 days  
(Transmitters communicate with Merlin.net daily.)  
Snooze threshold notification until:

☒ Monitor patient's DirectAlert™ Check status:  
Notify if DirectAlert™ Checks are not performed for 7 days  
(DirectAlert™ Checks are performed daily.  
DirectAlert™ Check status information is based upon data provided from the last transmitter communication.)  
Connectivity Note:

Override in effect for this patient

# Transmitter Details

## FIND INFORMATION ABOUT A PATIENT'S REMOTE TRANSMITTER

The “**Transmitter Details**” section will automatically populate once an ICM has paired to the myMerlin™ mobile app and has communicated successfully with Merlin.net™ PCN.

- **Transmitter Model:** All Abbott ICMs are monitored by the myMerlin mobile app

The screenshot displays the Abbott Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information (Signed in as S US, Help, Switch to, Sign Out) is on the right. Below the header, a navigation bar includes links for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A sub-navigation bar shows Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled 'Dee Fibrillator' and includes a Patient ID (Assert-IQ™ EL+ ICM, DM5500) and a link to Patient List > Patient profile > Transmitter. The left sidebar lists Patient profile, Patient & Device Data, Transmitter (selected), Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, and Baseline Clinical Data. The main content area is divided into sections: Transmitter (with an Edit button), Transmitter Details, Last Connection, Settings, and Disconnected Transmitter Thresholds. The Transmitter Details section shows the Transmitter Model as myMerlin™ APP1000, Patient App Software Version as 2.0.1, and Patient App Registration Date as 04-15-2023. The Last Connection section shows Communication Type as Mobile, Last Communication Date as 06-09-2023, and Last DirectAlerts™ Check (at last communication) as 06-09-2023. The Settings section includes checkboxes for Perform daily DirectAlert™ checks and Identify Key Episodes. The Disconnected Transmitter Thresholds section includes checkboxes for Monitor patient's transmitter communication status and Monitor patient's DirectAlert™ Check status, with associated notification thresholds and a Snooze threshold notification until field.

Abbott

Signed in as S US Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator  
Patient ID:  
Assert-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Transmitter

Patient profile Transmitter Edit Profile Release Patient More Actions ▼

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

**Transmitter Details**

This information populates once a patient's transmitter has had a successful connection to Merlin.net.

Transmitter Model: myMerlin™ APP1000

Patient App Software Version: 2.0.1

Patient App Registration Date: 04-15-2023

**Last Connection**

This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.

Communication Type: Mobile

Last Communication Date: 06-09-2023

Last DirectAlerts™ Check (at last communication): 06-09-2023

**Settings**

☒ Perform daily DirectAlert™ checks

☒ Identify Key Episodes

**Disconnected Transmitter Thresholds**

Thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report.

☒ Monitor patient's transmitter communication status:  
Notify if transmitter does not communicate for:  
(Transmitters communicate with Merlin.net daily) 7 days

Snooze threshold notification until:

☒ Monitor patient's DirectAlert™ Check status:  
Notify if DirectAlert™ Checks are not performed for  
(DirectAlert™ Checks are performed daily.  
DirectAlert™ Check status information is based upon data  
provided from the last transmitter communication.) 7 days

Connectivity Note:

Override in effect for this patient

# Transmitter Details

## FIND INFORMATION ABOUT A PATIENT'S REMOTE TRANSMITTER

The “**Transmitter Details**” section will automatically populate once an ICM has paired to the myMerlin™ mobile app and has communicated successfully with Merlin.net™ PCN.

- **Transmitter Model:** All Abbott ICMs are monitored by the myMerlin mobile app
- **Patient App Software Version:** Encourage patients to keep their mobile device and the myMerlin mobile app updated to the most recent software

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information (Signed in as S US, Help, Switch to, Sign Out) is on the right. Below the header is a navigation bar with tabs: Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. Under Patient List, there are sub-tabs: Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled 'Dee Fibrillator' with Patient ID: Asser-IQ™ EL+ ICM, DM5500. Below this, there's a 'Transmitter' section with an 'Edit' button. The 'Transmitter Details' section shows: Transmitter Model: myMerlin™ APP1000, Patient App Software Version: 2.0.1 (highlighted in yellow), and Patient App Registration Date: 04-15-2023. The 'Last Connection' section shows: Communication Type: Mobile, Last Communication Date: 06-09-2023, and Last DirectAlerts™ Check (at last communication): 06-09-2023. Below this is the 'Settings' section with checkboxes for 'Perform daily DirectAlert™ checks' and 'Identify Key Episodes'. The 'Disconnected Transmitter Thresholds' section includes checkboxes for monitoring communication status and DirectAlert™ check status, with notification thresholds set to 7 days. A 'Connectivity Note' field is also present.

# Transmitter Details

## FIND INFORMATION ABOUT A PATIENT'S REMOTE TRANSMITTER

The “**Transmitter Details**” section will automatically populate once an ICM has paired to the myMerlin™ mobile app and has communicated successfully with Merlin.net™ PCN.

- **Transmitter Model:** All Abbott ICMs are monitored by the myMerlin™ mobile app
- **Patient App Software Version:** Encourage patients to keep their mobile device and the myMerlin mobile app updated to the most recent software
- **Patient App Registration Date:** Date that the myMerlin mobile app was paired to the patient's ICM

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and user information (Signed in as S US, Help, Switch to, Sign Out) is on the right. Below the header, a navigation bar includes links for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A sub-navigation bar shows Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled 'Dee Fibrillator' and includes a Patient ID: Asser-IQ™ EL+ ICM, DM5500. The left sidebar lists Patient profile, Patient & Device Data, Transmitter (selected), Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, and Baseline Clinical Data. The main content area is divided into sections: Transmitter (with an Edit button), Transmitter Details, Last Connection, Settings, and Disconnected Transmitter Thresholds. The Transmitter Details section shows the Transmitter Model as myMerlin™ APP1000 and the Patient App Software Version as 2.0.1. The Patient App Registration Date is 04-15-2023, which is highlighted with a yellow box. The Last Connection section shows the Communication Type as Mobile and the Last Communication Date as 06-09-2023. The Settings section includes checkboxes for Perform daily DirectAlert™ checks and Identify Key Episodes. The Disconnected Transmitter Thresholds section includes checkboxes for Monitor patient's transmitter communication status and Monitor patient's DirectAlert™ Check status, with associated notification periods of 7 days.

Abbott

Signed in as S US Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator  
Patient ID: Asser-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Transmitter

Patient profile Transmitter Edit Profile Release Patient More Actions ▼

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

**Transmitter Details**  
*This information populates once a patient's transmitter has had a successful connection to Merlin.net.*

Transmitter Model: myMerlin™ APP1000  
Patient App Software Version: 2.0.1  
Patient App Registration Date: 04-15-2023

**Last Connection**  
*This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.*

Communication Type: Mobile  
Last Communication Date: 06-09-2023  
Last DirectAlerts™ Check (at last communication): 06-09-2023

**Settings**

☒ Perform daily DirectAlert™ checks  
☒ Identify Key Episodes

**Disconnected Transmitter Thresholds**  
Thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report.

☒ Monitor patient's transmitter communication status:  
Notify if transmitter does not communicate for: 7 days  
(Transmitters communicate with Merlin.net daily.) Snooze threshold notification until:

☒ Monitor patient's DirectAlert™ Check status:  
Notify if DirectAlert™ Checks are not performed for 7 days  
(DirectAlert™ Checks are performed daily. DirectAlert™ Check status information is based upon data provided from the last transmitter communication.) Connectivity Note:

Override in effect for this patient

# Last Connection

## FIND INFORMATION ABOUT THE CONNECTIVITY STATUS OF A TRANSMITTER

The “**Last Connection**” section will automatically populate once an ICM has paired to the myMerlin™ mobile app and has communicated successfully with Merlin.net™ PCN. The dates will automatically update daily if no communication issues are present.

The screenshot displays the Merlin.net Patient Care Network interface. At the top, the Abbott logo is on the left, and the user is signed in as 'S US' with options for Help, Switch to, and Sign Out. The main navigation bar includes 'Recent Transmissions', 'Patient List' (selected), 'Tools', and 'Clinic Administration'. Below this, a sub-navigation bar shows 'Patient profile', 'Transmission', 'All Transmissions', 'DirectTrend™ Viewer', 'Patient Summary', and 'Clinical Comments'. The patient's name, 'Dee Fibrillator', is prominently displayed, along with their ID and device information: 'Assert-IQ™ EL+ ICM, DM5500'. A breadcrumb trail indicates the path: 'Patient List > Patient profile > Transmitter'. The left sidebar lists various patient data sections: 'Patient & Device Data', 'Transmitter' (selected), 'Follow-up Schedule', 'DirectAlerts™ Notification', 'Remote Programming', and 'Baseline Clinical Data'. The main content area is divided into three sections: 'Transmitter' (with an 'Edit' button), 'Transmitter Details', and 'Settings'. The 'Transmitter Details' section includes fields for 'Transmitter Model' (myMerlin™ APP1000), 'Patient App Software Version' (2.0.1), and 'Patient App Registration Date' (04-15-2023). The 'Settings' section has checkboxes for 'Perform daily DirectAlert™ checks' and 'Identify Key Episodes'. Below this is the 'Disconnected Transmitter Thresholds' section, which includes checkboxes for monitoring communication status and DirectAlert™ check status, with associated notification periods (7 days) and a 'Snooze threshold notification until' field. A 'Connectivity Note' field is also present. The 'Last Connection' section is highlighted with a yellow border and contains the following information: 'Communication Type: Mobile', 'Last Communication Date: 06-09-2023', and 'Last DirectAlerts™ Check (at last communication): 06-09-2023'. A blue link at the bottom of the settings section reads 'Override in effect for this patient'.

# Last Connection

## FIND INFORMATION ABOUT THE CONNECTIVITY STATUS OF A TRANSMITTER

The “**Last Connection**” section will automatically populate once an ICM has paired to the myMerlin™ mobile app and has communicated successfully with Merlin.net™ PCN. The dates will automatically update daily if no communication issues are present.

- **Communication Type:** Shows how the transmitter is communicating to Merlin.net PCN. All mobile app transmitters will read “Mobile” when connected to Wi-Fi or cellular data.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as S US, Help, Switch to, Sign Out), and the network name (Merlin.net™ Patient Care Network). Below this is a secondary navigation bar with tabs: Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A third navigation bar shows: Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is titled 'Dee Fibrillator' and includes patient ID (Assert-IQ™ EL+ ICM, DM5500) and a breadcrumb trail (Patient List > Patient profile > Transmitter). The left sidebar lists 'Patient profile' with sub-items: Patient & Device Data, Transmitter (selected), Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, and Baseline Clinical Data. The main content is divided into three sections: 'Transmitter' (with an 'Edit' button), 'Transmitter Details', and 'Last Connection'. The 'Transmitter Details' section includes a note about successful connection, Transmitter Model (myMerlin™ APP1000), Patient App Software Version (2.0.1), and Patient App Registration Date (04-15-2023). The 'Last Connection' section includes a note about successful connection, a highlighted 'Communication Type: Mobile' box, Last Communication Date (06-09-2023), and Last DirectAlerts™ Check (06-09-2023). Below these are 'Settings' (Perform daily DirectAlert™ checks, Identify Key Episodes) and 'Disconnected Transmitter Thresholds' (Monitor patient's transmitter communication status, Monitor patient's DirectAlert™ Check status). The 'Disconnected Transmitter Thresholds' section includes checkboxes for monitoring communication status and DirectAlert checks, with associated notification periods (7 days) and a 'Snooze threshold notification until:' field. A 'Connectivity Note' field is also present. At the bottom, there is a link to 'Override in effect for this patient'.

# Last Connection

## FIND INFORMATION ABOUT THE CONNECTIVITY STATUS OF A TRANSMITTER

The “**Last Connection**” section will automatically populate once an ICM has paired to the myMerlin™ mobile app and has communicated successfully with Merlin.net™ PCN. The dates will automatically update daily if no communication issues are present.

- **Communication Type:** Shows how the transmitter is communicating to Merlin.net PCN. All mobile app transmitters will read “Mobile” when connected to Wi-Fi or cellular data.
- **Last Communication Date:** This is the last time that the transmitter communicated with Merlin.net PCN

The screenshot displays the Merlin.net Patient Care Network interface for a patient named Dee Fibrillator. The interface includes a top navigation bar with the Abbott logo and user information (Signed in as S US, Help, Switch to, Sign Out). Below this is a secondary navigation bar with tabs for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A third navigation bar shows tabs for Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is divided into two columns. The left column contains the Patient profile section with a sidebar menu (Patient & Device Data, Transmitter, Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, Baseline Clinical Data) and a Transmitter Details section. The right column contains the Last Connection section. The Transmitter Details section shows the Transmitter Model (myMerlin™ APP1000), Patient App Software Version (2.0.1), and Patient App Registration Date (04-15-2023). The Last Connection section shows the Communication Type (Mobile) and the Last Communication Date (06-09-2023). Below these sections are Settings and Disconnected Transmitter Thresholds. The Settings section includes checkboxes for Perform daily DirectAlert™ checks and Identify Key Episodes. The Disconnected Transmitter Thresholds section includes checkboxes for Monitor patient's transmitter communication status and Monitor patient's DirectAlert™ Check status, with associated notification periods (7 days) and a Snooze threshold notification until field. A Connectivity Note field is also present.

Abbott

Signed in as S US Help Switch to Sign Out

Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator

Patient ID: Asser-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Transmitter

Patient profile Transmitter Edit Profile Release Patient More Actions ▼

Transmitter Details

This information populates once a patient's transmitter has had a successful connection to Merlin.net.

Transmitter Model: myMerlin™ APP1000  
Patient App Software Version: 2.0.1  
Patient App Registration Date: 04-15-2023

Last Connection

This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.

Communication Type: Mobile  
Last Communication Date: 06-09-2023  
Last DirectAlerts™ Check (at last communication): 06-09-2023

Settings

☒ Perform daily DirectAlert™ checks  
☒ Identify Key Episodes

Disconnected Transmitter Thresholds

Thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report.

☒ Monitor patient's transmitter communication status:  
Notify if transmitter does not communicate for:  
(Transmitters communicate with Merlin.net daily.) 7 days  
Snooze threshold notification until:

☒ Monitor patient's DirectAlert™ Check status:  
Notify if DirectAlert™ Checks are not performed for:  
(DirectAlert™ Checks are performed daily.  
DirectAlert™ Check status information is based upon data provided from the last transmitter communication.) 7 days  
Connectivity Note:

Override in effect for this patient



# Last Connection

## FIND INFORMATION ABOUT THE CONNECTIVITY STATUS OF A TRANSMITTER

The “**Last Connection**” section will automatically populate once an ICM has paired to the myMerlin™ mobile app and has communicated successfully with Merlin.net™ PCN. The dates will automatically update daily if no communication issues are present.

- **Communication Type:** Shows how the transmitter is communicating to Merlin.net PCN. All mobile app transmitters will read “Mobile” when connected to Wi-Fi or cellular data.
- **Last Communication Date:** This is the last time that the transmitter communicated with Merlin.net PCN.
- **Last DirectAlerts™ Check:** This is the last time that the transmitter communicated with the ICM.

The screenshot displays the Merlin.net Patient Care Network interface for a patient named Dee Fibrillator. The interface includes a top navigation bar with the Abbott logo and user information (Signed in as S US, Help, Switch to, Sign Out). Below this is a secondary navigation bar with tabs for Recent Transmissions, Patient List (selected), Tools, and Clinic Administration. A third navigation bar shows tabs for Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Patient Summary, and Clinical Comments. The main content area is divided into two columns. The left column contains the Patient profile section with a sidebar menu (Patient & Device Data, Transmitter (selected), Follow-up Schedule, DirectAlerts™ Notification, Remote Programming, Baseline Clinical Data) and a Transmitter section with an Edit button. The right column contains the Transmitter Details section, which includes a note about successful connection information, Transmitter Model (myMerlin™ APP1000), Patient App Software Version (2.0.1), Patient App Registration Date (04-15-2023), and a Last Connection section. The Last Connection section displays the Communication Type (Mobile), Last Communication Date (06-09-2023), and the Last DirectAlerts™ Check (at last communication) (06-09-2023), which is highlighted in a yellow box. Below this is the Settings section with checkboxes for Perform daily DirectAlert™ checks and Identify Key Episodes. The Disconnected Transmitter Thresholds section includes checkboxes for monitoring transmitter communication status and DirectAlert™ Check status, with associated notification thresholds (7 days) and a Snooze threshold notification until field. A Connectivity Note field is also present.

Abbott

Signed in as S US Help Switch to Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions Patient List Tools Clinic Administration

Patient profile Transmission All Transmissions DirectTrend™ Viewer Patient Summary Clinical Comments

Dee Fibrillator  
Patient ID: Asser-IQ™ EL+ ICM, DM5500  
Patient List > Patient profile > Transmitter

Patient profile Transmitter Edit Profile Release Patient More Actions ▼

Transmitter Details

This information populates once a patient's transmitter has had a successful connection to Merlin.net.

Transmitter Model: myMerlin™ APP1000  
Patient App Software Version: 2.0.1  
Patient App Registration Date: 04-15-2023

Last Connection

This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.

Communication Type: Mobile  
Last Communication Date: 06-09-2023  
Last DirectAlerts™ Check (at last communication): 06-09-2023

Settings

☒ Perform daily DirectAlert™ checks  
☒ Identify Key Episodes

Disconnected Transmitter Thresholds

Thresholds for receiving Disconnected Transmitter notifications on the website and Compliance Report.

☒ Monitor patient's transmitter communication status:  
Notify if transmitter does not communicate for: 7 days  
(Transmitters communicate with Merlin.net daily.) Snooze threshold notification until:

☒ Monitor patient's DirectAlert™ Check status:  
Notify if DirectAlert™ Checks are not performed for 7 days  
(DirectAlert™ Checks are performed daily. DirectAlert™ Check status information is based upon data provided from the last transmitter communication.) Connectivity Note:

Override in effect for this patient

# Troubleshooting Disconnected Transmitters

## COMPARE THE LAST COMMUNICATION DATE AND LAST DIRECTALERTS™ CHECK DATE

**If the dates do not match**, it is most likely that the transmitter cannot communicate with the Merlin.net™ PCN. Common causes for this include:

- Mobile device is not connected to Wi-Fi or cellular data
- The mobile app was force closed and is not running in the background
- The mobile device is not on or is out of battery
- Mobile app or mobile device is not updated to the latest software version

**If the dates do not match**, it is most likely that the transmitter cannot communicate with the patient's ICM.

- Bluetooth® is not enabled on the mobile device
- The mobile device is not within a 5-ft or 1.5-meter radius of the patient

### Last Connection

*This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.*

Communication Type: Mobile

Last Communication Date: 06-04-2023

Last DirectAlerts™ Check (at last communication): 06-09-2023

Dates do NOT match

### Last Connection

*This information populates once a patient's transmitter has had a successful connection to Merlin.net. The date updates every day if the transmitter is not experiencing connection issues.*

Communication Type: Mobile

Last Communication Date: 06-09-2023

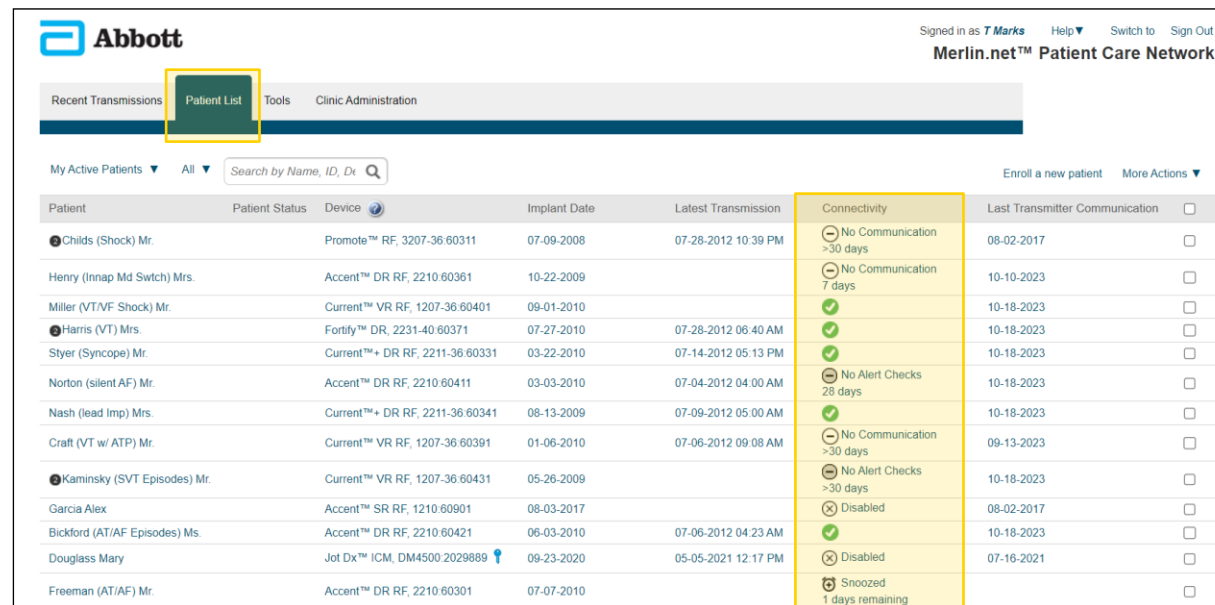
Last DirectAlerts™ Check (at last communication): 06-04-2023

Dates do NOT match

# Troubleshooting Disconnected Transmitters

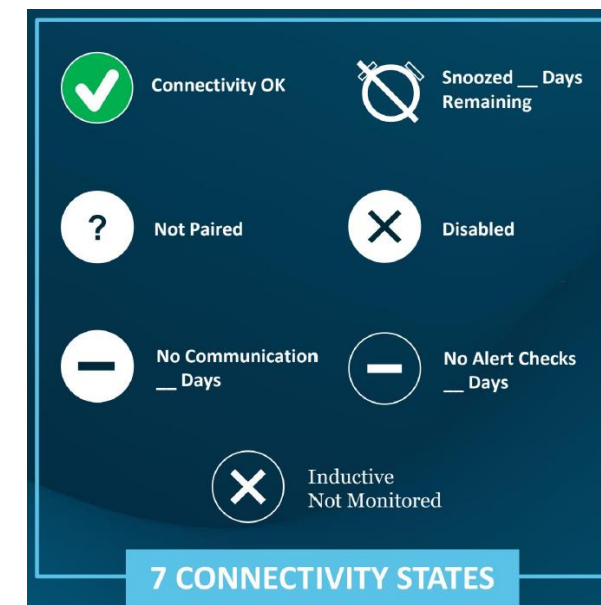
## 7 CONNECTIVITY ICONS

A “**Connectivity**” column in the **Patient List** tab allows you to quickly view the connectivity status for your clinic patients. Seven different icons are used to denote different connectivity statuses.



The screenshot shows the Merlin.net Patient Care Network interface. The 'Patient List' tab is selected. A table lists patients with columns for Patient, Patient Status, Device, Implant Date, Latest Transmission, Connectivity, Last Transmitter Communication, and a checkbox. The 'Connectivity' column is highlighted with a yellow box. The table contains 15 rows of patient data with various connectivity statuses.

Patient	Patient Status	Device	Implant Date	Latest Transmission	Connectivity	Last Transmitter Communication	
Childs (Shock) Mr.		Promote™ RF, 3207-36 60311	07-09-2008	07-28-2012 10:39 PM	No Communication >30 days	08-02-2017	<input type="checkbox"/>
Henry (Innap Md Switch) Mrs.		Accent™ DR RF, 2210-60361	10-22-2009		No Communication 7 days	10-10-2023	<input type="checkbox"/>
Miller (VT/VF Shock) Mr.		Current™ VR RF, 1207-36 60401	09-01-2010		✓	10-18-2023	<input type="checkbox"/>
Harris (VT) Mrs.		Fortify™ DR, 2231-40 60371	07-27-2010	07-28-2012 06:40 AM	✓	10-18-2023	<input type="checkbox"/>
Styer (Syncope) Mr.		Current™+ DR RF, 2211-36 60331	03-22-2010	07-14-2012 05:13 PM	✓	10-18-2023	<input type="checkbox"/>
Norton (silent AF) Mr.		Accent™ DR RF, 2210-60411	03-03-2010	07-04-2012 04:00 AM	No Alert Checks 28 days	10-18-2023	<input type="checkbox"/>
Nash (lead Imp) Mrs.		Current™+ DR RF, 2211-36 60341	08-13-2009	07-09-2012 05:00 AM	✓	10-18-2023	<input type="checkbox"/>
Craft (VT w/ ATP) Mr.		Current™ VR RF, 1207-36 60391	01-06-2010	07-06-2012 09:08 AM	No Communication >30 days	09-13-2023	<input type="checkbox"/>
Kaminsky (SVT Episodes) Mr.		Current™ VR RF, 1207-36 60431	05-26-2009		No Alert Checks >30 days	10-18-2023	<input type="checkbox"/>
Garcia Alex		Accent™ SR RF, 1210-60901	08-03-2017		✗ Disabled	08-02-2017	<input type="checkbox"/>
Bickford (AT/AF Episodes) Ms.		Accent™ DR RF, 2210-60421	06-03-2010	07-06-2012 04:23 AM	✓	10-18-2023	<input type="checkbox"/>
Douglass Mary		Jot Dx™ ICM, DM4500 2029889	09-23-2020	05-05-2021 12:17 PM	✗ Disabled	07-16-2021	<input type="checkbox"/>
Freeman (AT/AF) Mr.		Accent™ DR RF, 2210-60301	07-07-2010		Snoozed 1 days remaining		<input type="checkbox"/>



**Tip:** If you cannot see the Connectivity column, select “More Actions” at the top right to “Add and Remove Columns”.

# Troubleshooting Disconnected Transmitters

## QUICK LINKS SHORTCUT

The “**Quick Links**” menu on the **Recent Transmissions** page includes a shortcut to access the list of patients who have “**Disconnected Transmitters**” in your clinic.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as T Marks), and links for Help, Switch to, and Sign Out. Below the navigation bar, the 'Recent Transmissions' page is active, with a yellow box highlighting the 'Recent Transmissions' menu item. The main content area shows a table of patient transmissions with columns for Patient, Transmission, Schedule, Device, DirectAlerts™, Alerts List, and Latest Comments. The table lists five patients: Masters, Paul; Douglass, Mary K; Douglass, Mary K; Miller (VT/VF Shock), Mr.; and Kaminsky (SVT Episodes), Mr. The right sidebar contains a 'Quick Links' section with a list of links and counts. The 'Disconnected Transmitters' link is highlighted in yellow, showing a count of 5. Other links include Unviewed Transmissions (5), Transmissions with alerts (23), Patients with overdue follow-up (15), Patients with no future schedule (1), Patients with pending transmissions due today (0), Messages (0), Patient Management, My Active Patients (17), Enroll Transferred Patients (1), and Release Requests from another clinic (0). At the bottom of the sidebar is a button labeled 'Enroll a new patient'.

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List	Latest Comments
Masters, Paul	06-10-2021, 07:02 AM Alert initiated	08-01-2021 52 days	Jot Dx™ ICM, DM4500 : 2019117		Continuous AF; Pause Episode; AF Burden; AF Episode;	
Douglass, Mary K	05-05-2021, 12:17 PM Scheduled	08-15-2021 102 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;	
Douglass, Mary K	04-04-2021, 04:37 PM Patient initiated	08-15-2021 133 days	Jot Dx™ ICM, DM4500 : 2029889		Continuous AF; Tachy Episode; High V.Rate during AF; AF Burden; AF Episode;	
Miller (VT/VF Shock), Mr.	07-30-2012, 04:50 AM Alert initiated	10-11-2021 3360 days	Current™ VR RF, 1207-36 : 60401		HV therapy;	Increased chest pain.
Kaminsky (SVT Episodes), Mr.	07-29-2012, 06:00 AM Scheduled	08-20-2021 3309 days	Current™ VR RF, 1207-36 : 60401		Alert Episodes:18	Change in blood pressure.

Quick Links	
Unviewed Transmissions	5
Transmissions with alerts	23
Patients with overdue follow-up	15
Patients with no future schedule	1
Patients with pending transmissions due today	0
Disconnected Transmitters	5
Messages	0
<b>Patient Management</b>	
My Active Patients	17
Enroll Transferred Patients	1
Release Requests from another clinic	0
<a href="#">Enroll a new patient</a>	

# Troubleshooting Disconnected Transmitters

## PATIENT LIST FILTER

The “**Patient List**” can be filtered by “**Patients with disconnected transmitters**” to access a list of disconnected patients.

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, user information (Signed in as T Marks), and links for Help, Switch to, and Sign Out. Below the navigation bar, the 'Patient List' tab is highlighted in a yellow box. A dropdown menu is open under the 'All' filter, showing various patient categories. The 'Patients with disconnected transmitters' option is highlighted in a yellow box. The main table displays patient data with columns for Patient, Implant Date, Latest Transmission, Connectivity, and Last Transmitter Communication. The table lists several patients, including Miller (VT/VF Shock) Mr., Bickford (AT/AF Episode), Freeman (lead extract) Mrs., Harris (VT) Mrs., Styer (Syncope) Mr., Nash (lead Imp) Mrs., Henry (Innap Md Switch), Childs (Shock) Mr., Craft (VT w/ ATP) Mr., Norton (silent AF) Mr., and Kaminsky (SVT Episode).

Patient	Implant Date	Latest Transmission	Connectivity	Last Transmitter Communication
Miller (VT/VF Shock) Mr.	09-01-2010		✓	10-18-2023
Bickford (AT/AF Episode)	06-03-2010	07-06-2012 04:23 AM	✓	10-18-2023
Freeman (lead extract) Mrs.	09-02-2010	07-26-2012 06:56 AM	✓	10-18-2023
Harris (VT) Mrs.	07-27-2010	07-28-2012 06:40 AM	✓	10-18-2023
Styer (Syncope) Mr.	03-22-2010	07-14-2012 05:13 PM	✓	10-18-2023
Nash (lead Imp) Mrs.	08-13-2009	07-09-2012 05:00 AM	✓	10-18-2023
Henry (Innap Md Switch)	10-22-2009		⊖ No Communication 7 days	10-10-2023
Childs (Shock) Mr.	07-09-2008	07-28-2012 10:39 PM	⊖ No Communication >30 days	08-02-2017
Craft (VT w/ ATP) Mr.	01-06-2010	07-06-2012 09:08 AM	⊖ No Communication >30 days	09-13-2023
Norton (silent AF) Mr.	03-03-2010	07-04-2012 04:00 AM	⊖ No Alert Checks 28 days	10-18-2023
Kaminsky (SVT Episode)	05-26-2009		⊖ No Alert Checks >30 days	10-18-2023

# Q & A

# IMPORTANT SAFETY INFORMATION

**Abbott**  
15900 Valley View Court, Sylmar, CA 91342  
Tel: +1 818 362 6822  
Abbott.com

**Merlin.net™ Patient Care Network (PCN)**  
Remote Care Technical Support: 1-877-MyMerlin (1-877-696-3754)  
[mymerlin@abbott.com](mailto:mymerlin@abbott.com)

## INDICATIONS, SAFETY & WARNINGS

**Merlin.net™ Patient Care Network (PCN)**  
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. This product is intended for use by or under the direction of a physician.

™ Indicates a trademark of the Abbott group of companies.  
‡ Indicates a third party trademark, which is property of its respective owner.

**Assert-IQ™ Insertable Cardiac Monitor  
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.

Indications for Use: The Assert-IQ™ ICM is indicated for the monitoring and diagnostic evaluation of patients who experience unexplained symptoms that may be cardiac-related such as: dizziness, palpitations, chest pain, syncope, and shortness of breath, as well as patients who are at risk for cardiac arrhythmias such as bradycardia, tachycardia, and sinus pauses.

The Assert-IQ ICM is also indicated for patients who have been previously diagnosed with atrial fibrillation (AF) or who are susceptible to developing AF. The Assert-IQ ICM is intended to be inserted subcutaneously in the left pectoral region, also described as the left anterior chest wall. The Assert-IQ ICM has not been specifically tested for pediatric use.

Intended Use: The Assert-IQ ICM is intended to help physicians and clinicians monitor, diagnose and document the heart rhythm in patients who are susceptible to cardiac arrhythmias and unexplained symptoms by detecting arrhythmias and transmitting data for review.

Contraindications: There are no known contraindications for the insertion of the Assert-IQ ICM. However, the patient’s particular medical condition may dictate whether or not a subcutaneous, chronically inserted device can be tolerated.

Potential Adverse Events: Possible adverse events (in alphabetical order) associated with the device, include the following: allergic reaction, bleeding, chronic nerve damage, erosion, excessive fibrotic tissue growth, extrusion, formation of hematomas or cysts, infection, keloid formation and migration.

Refer to the User’s Manual for detailed indications for use, contraindications, warnings, precautions and potential adverse events. An Abbott mobile transmitter is available for patients without their own compatible mobile device. ™ Indicates a trademark of the Abbott group of companies.

‡ Indicates a third-party trademark, which is property of its respective owner.  
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