



# FAQs

MERLIN.NET™  
PATIENT CARE NETWORK (PCN)  
EHRDIRECT™ EXPORT

## WHAT YOU NEED TO KNOW ABOUT EHR INTEGRATION WITH MERLIN.NET™ PATIENT CARE NETWORK (PCN)

### **I have a customer who is interested in integration. How do we get started?**

Complete a Merlin.net PCN EHR Integration Interest Form, have it signed by a clinic administrator user of the Merlin.net PCN account (not by an Abbott Representative or the EHR vendor), and submit it to [MerlinEHR@abbott.com](mailto:MerlinEHR@abbott.com). Your Abbott Representative or local Remote Care Technical Services Team can help you get started with enrollment.

### **How much does it cost to complete an EHR integration?**

Abbott does not charge any fees for completing the EHR integration. However, it is recommended that customers check with their EHR vendor for any charges or fees that may apply before starting the integration process.

### **How long does a full integration take?**

Abbott's integration process is the same irrespective of the EHR vendor chosen by the customer. The time required to complete the integration process typically ranges from 1 to 2 weeks. However, the duration may vary depending on several factors, such as EHR vendor, IT resource availability, customizations, and development time.

### **I have multiple clinics that use the same IT. Can I submit one integration form for all of them?**

If you have multiple clinics that use the same IT, you will need to complete and submit a separate interest form for each Merlin.net PCN account. However, if the clinics are all under the same Merlin.net PCN account, but are separated within the account by location (Service Provider or SP2 clinics), then only one interest form is required.

### **Where should we install the Cloverleaf™ Secure Courier (CSC) client?**

The CSC client software is typically installed on the same server as the EHR or integration system. After completing the EHR Integration Interest Form, the Merlin.net PCN EHR Team will provide instructions on how to install the CSC client on any compatible server or desktop PC that meets the minimum requirements.

### **How do we map the data to the right patient in our EHR system?**

To map the data to the right patient in your EHR system, you can use any combination of patient name, date of birth, device serial number, and/or device model number. Alternatively, Merlin.net PCN provides a free-text Patient ID field that clinics typically use to enter a patient's Medical Record Number (MRN) for easy matching of the patient to the EHR.

### **What data is available for export from Merlin.net PCN?**

Merlin.net PCN allows you to export device data, measurements, settings, statistics, and episodes information in discrete data form. Additionally, all reports, including EGMs, can be exported in PDF format.

## Can data be exported automatically from Merlin.net™ PCN to the EHR?

Yes, it is possible for data to be exported automatically or manually.

## Our clinic uses the Clinical Comments feature in Merlin.net PCN. Can these be exported?

Yes, clinical comments can be exported. They can be exported as part of the notes and comments NTE segment in HL7™ messages.

## Which EHR vendors are compatible for integration with Merlin.net PCN?

Merlin.net PCN is compatible with any vendor that can install the CSC client and interpret HL7 v2.5 messages.

**Note:** *If a vendor has not previously integrated with Merlin.net PCN, an integration agreement with the vendor will need to be completed before beginning the integration.*

## Can you change EHRDirect™ Export to a different external vendor?

Yes, you can change the external vendor for EHRDirect Export. To do so, you need to complete a new Merlin.net PCN EHR Integration Interest Form with updated information and have it signed by a clinic administrator user of the Merlin.net PCN account. Once completed, submit the form to the Merlin.net PCN EHR Team at [MerlinEHR@abbott.com](mailto:MerlinEHR@abbott.com).

For additional help or questions, contact the Merlin.net PCN EHR Team at [MerlinEHR@abbott.com](mailto:MerlinEHR@abbott.com).

For Technical Support call or email, + 1-818-362-6822 | + 1-800-722-3774 (toll-free within North America) | + 46-8-474-4147 (Sweden) | + 61-2-9936-1200 (Australia) | + 86 21 2306 7509 (China) | + 852 2996 7615 (Hong Kong) | + 91 40 4460 0102 (India) | + 60 4888 7997 (Malaysia) | + 64 0800 785 833 (New Zealand) | + 65 6914 8090 (Singapore) | + 886 2 87522241 (Taiwan) | CRMTechnicalServices@abbott.com (North and South America) | CRMTechnicalSupport@abbott.com (EMEA) | CRMAPAC.TechSupport@abbott.com (APAC)

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### Rx Only

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

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