



FAQs

Merlin.net™ Patient Care Network (PCN) Heart Failure (HF) Portal Cloud Platform

FREQUENTLY ASKED QUESTIONS (FAQs)

Why is a new Merlin.net™ PCN HF Portal cloud platform being rolled out?

Abbott is committed to providing innovative and secure solutions for remote patient monitoring worldwide.

The new Merlin.net™ PCN HF Portal cloud platform leverages the Microsoft[‡] Azure[‡] cloud data storage solution. The new cloud infrastructure will ensure your patients' data is available when you need it. It will enable workflow efficiency with optimized site speed and will keep your data safe and secure with state-of-the-art cybersecurity.

What can I expect from the new cloud platform?

With the Merlin.net PCN HF Portal cloud platform, we are updating the overall user experience by optimizing site speed so you can access the information you need efficiently. In addition to this, we are making some cosmetic changes to our platform, giving it a new, more modern look and feel. These changes should not affect your critical workflow. Lastly, we are making some fields on the patient profile mandatory so that we can continue to serve you and your patients. We are taking all the steps to ensure this transition is seamless and that your data continues to remain safe, secure and in compliance with current data privacy policies and regulations.

How will this rollout take place?

Abbott is committed to developing products that meet the highest standards for quality and reliability. Abbott undergoes a thorough product life cycle process from research and development to global commercialization of life-changing technologies. Part of the process may include, but is not limited to, market research, investigative trials, formative user testing, customer reviews and limited market releases (LMRs).

The Merlin.net PCN HF Portal cloud platform will be rolled out to all customers end of September 2024. This update is leveraging the Microsoft Azure infrastructure with backup locations in the United States. This means that all Merlin.net PCN data for CardioMEMS™ HF System devices used in the United States will be stored in the United States.

Is my patients' data safe?

Yes. The move to a cloud platform for Merlin.net™ PCN was designed to comply with data privacy regulations while continuing to keep patient data safe and secure on the Microsoft‡ Azure‡ platform.

How do I get answers to my technical questions about the cloud platform?

You may contact your local Abbott representative or Remote Care Technical Support to answer your technical questions.

Abbott Remote Care Technical Support: +1-844-692-6367

Does this rollout impact both the Merlin.net™ PCN Arrhythmia and Device Management and HF portals?

As of April 20, 2024, data from Abbott cardiac rhythm management devices will only be viewable from the Arrhythmia and Device Management portal of the Merlin.net PCN. Patient data from the CardioMEMS™ HF System will continue to be viewable from the HF portal of the Merlin.net PCN.

Beginning September 30, all customers will access the portal from www.HF.G1.Merlin.net.

How do I access the new cloud platform?

All customers in the U.S. will use a new URL www.HF.G1.Merlin.net. When a user accesses the new platform for the first time, they will be asked to complete a two-factor authentication.

Will this change interrupt the service of remote monitoring?

Abbott has taken steps to ensure your connection with your patients' data is not interrupted during the migration of data to the cloud platform. While your remote monitoring service is not expected to be interrupted during the cloud migration, we will notify you if the service goes down temporarily.

The myCardioMEMS app will be temporarily discontinued beginning September 27th as a result of this transition. Abbott will inform you when the new app is available. In the meantime, work with your patients during this time to develop alternate methods of communicating.

How will I know when the change to the cloud platform becomes effective?

We are committed to providing you with the necessary support every step of the way. We have designed an informational webpage, Cardiovascular.Abbott/HFCloud, to communicate all future notifications and updates. Be sure to bookmark this website and check back frequently for updates.

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Cardiovascular.Abbott/CardioMEMS

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.

CardioMEMS™ HF System Indications and Usage: The CardioMEMS™ HF System is indicated for wirelessly measuring and monitoring pulmonary artery pressure and heart rate in NYHA Class II or III heart failure patients who either have been hospitalized for heart failure in the previous year and/or have elevated natriuretic peptides. The hemodynamic data are used by physicians for heart failure management with the goal of controlling pulmonary artery pressures and reducing heart failure hospitalizations.

CardioMEMS™ HF System Contraindications: The CardioMEMS HF System is contraindicated for patients with an inability to take dual antiplatelet or anticoagulants for one month post implant.

CardioMEMS™ HF System Potential Adverse Events: Potential adverse events associated with the implantation procedure include, but are not limited to, the following: air embolism, allergic reaction, infection, delayed wound healing, arrhythmias, bleeding, hemoptysis, hematoma,

nausea, cerebrovascular accident, thrombus, cardiovascular injury, myocardial infarction, death, embolization, thermal burn, cardiac perforation, pneumothorax, thoracic duct injury and hemothorax.

myCardioMEMS™ Mobile App Limitations: Patients must use their own Apple® or Android® mobile device to receive and transmit information to the myCardioMEMS™ Mobile App. To do so the device must be powered on, app must be installed and data coverage (cellular or Wi-Fi) available. The myCardioMEMS™ App can provide notification of medication adjustments and reminders, requests for lab work and acknowledgement that the PA pressure readings have been received. However there are many internal and external factors that can hinder, delay, or prevent acquisition and delivery of the notifications and patient information as intended by the clinician. These factors include: patient environment, data services, mobile device operating system and settings, clinic environment, schedule/configuration changes, or data processing.

™ 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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