



CRM EDUCATION PRESENTS

# Merlin.net™ Patient Care Network (PCN) Overview

# Introduction and Overview

A Web Application used to **REMOTELY MONITOR AND MANAGE PATIENTS** with Abbott Cardiac Rhythm Management (CRM) And CardioMEMS™ Devices

- Clinician use only. Patients are not granted access
- Web site URL: [www.merlin.net](http://www.merlin.net)
- Demo Site: [www.demo.merlin.net](http://www.demo.merlin.net)
  - User ID\*: demo\_us1 (demo\_us2, demo\_us3, demo\_us4, demo\_us5)
  - Password: WeCareForHearts!

## AGENDA

# Merlin.net™ Patient Care Network (PCN)

GETTING STARTED

BASIC NAVIGATION

PATIENT MANAGEMENT

EXCLUSIVE FEATURES

Merlin.net™ Patient Care Network



Welcome to Merlin.net™

User ID

Password

[Sign in](#)

[Forgot user ID or password](#)

MERLIN.NET™ PATIENT CARE NETWORK

# Getting Started

## GETTING STARTED

# Verify Your Log-In



## DO YOU HAVE ACCESS?

- Passwords expire every 90 days (nominally)
- Keep your email address updated in Merlin.net™ PCN User Profile
- Confirm clinic contact information is accurate

Abbott

Recent Transmissions Patient List Tools Clinic Administration

Administration

Clinic Profile

Scheduling & Messaging

Clinic hours / holidays

DirectAlerts™ settings

ICD/ CRT-D

Merlin@home Transmitter

Pacemaker/ CRT-P

Cardiac Monitor

Clinic Settings

Report Settings

Export Options

Clinical Comments

Clinic Users

Clinic Locations

Clinic Profile Cancel Save

Clinic Details

\* Clinic name: Fontana Lake Heart Clir

Primary Administrator/ID: Cameran, Gallagher

On-call Physician Contact: Email

Password expiration: Never expires (selected)

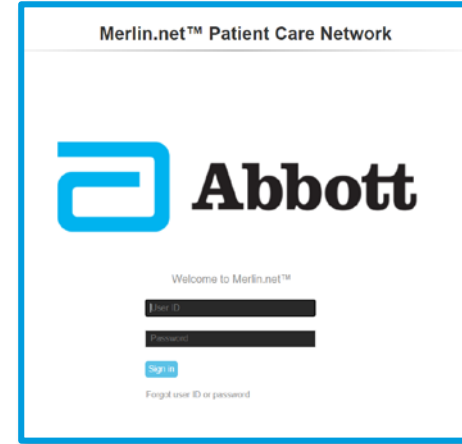
Password Complexity: Never expires

Clinic Address and Contact

Address 1: 4376 Fames St.

Address 2:

Address 3:



**TIP:** Change the Clinic password setting to **NEVER EXPIRE** (requires Admin privileges)

## GETTING STARTED

# Determine Who Needs Access



## ADMINISTRATIVE ACCESS & USER TYPES

Admins have total access

- Add/delete Users
- Modify Clinic Level settings

Non-administrative users have restricted access and/or different views

- Ex: Assistant users have view-only rights

The screenshot shows a web interface for managing user profiles. On the left is a sidebar with navigation options: 'Export Options', 'Clinical Comments', 'Clinic Users' (highlighted), and 'Clinic Locations'. The main content area is titled 'User Profile' and contains the following fields:

- First name:** Emerson
- Middle:** (empty)
- Last name:** Cunningham
- User ID:** demo\_us2
- Password:** (masked with dots)
- Confirm password:** (masked with dots)
- Credentials:** MD
- User type:** A dropdown menu is open, showing options: Physician (selected), Allied Professional, and Assistant.
- Department:** (empty)
- Administrative Access:** A checkbox labeled 'Administrator' is checked.

Below the profile information is a section for 'User contact information' with fields for 'Address 1' (5044 Integer Street), 'Country Code', 'Area/City Code', and 'Phone Number'.

## GETTING STARTED

# Administrators Can Add/Delete/Modify Users

**Administration**

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

**Clinic Users**

All User Types

User Name	User type	Telephone No.	Department
Cunningham, Emerson MD	Physician	1 698 162 9464	Cardiology
Gallagher, Cameron MD	Allied Professional	1 378 450 3071	Cardiology
Marks, Tanisha MD	Physician	1 202 751 4714	
Nichols, Tyler MD	Physician	1 453 360 7120	Intensive Care

Showing 1 - 5 of 5      Show 25 per page

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**User Profile**

\* First name:       User ID: demo\_us2      Credentials:

Middle:

\* Password:       \* User type:

\* Confirm password:       Department:

Administrator

---

**User contact information**

Address 1:       Country:       City:       State/Prov.:       Zip/Postal code:

Country Code:       Area/City Code:       Phone Number:

\* Main phone:       \* Security Stamp:

Secondary:       After hours contact:

Fax:       \*Phone:

Text message:

\* Email:       Message and data rates may apply

← SELECT AN EXISTING USER  
or  
“ADD A NEW USER”

## GETTING STARTED

# Clinic-Level Preferences

**DO YOU PREFER THE SMARTSCHEDULE™ CALENDAR** or Manual scheduling when you enroll patients?

**WHICH ALERTS DO YOU TYPICALLY WANT TO SEE?**

Alerts can be customized for each device type

- ICD/CRT-Ds With Merlin@home™ Transmitters (Implantable Cardiac Defibrillators/Cardiac Resynchronization Devices)
- Pacemakers/CRT-Ps
- Cardiac Monitors

**WHEN & HOW DO YOU WANT TO BE NOTIFIED?**

- During the daily check or only at scheduled/routine follow-ups?
- Phone Call, Text, Email, Fax

**WHICH REPORTS DO YOU TYPICALLY PRINT?**

## Administration

### Clinic Profile

Scheduling & Messaging

Clinic hours / holidays

### DirectAlerts™ settings

ICD/ CRT-D

Merlin@home Transmitter

Pacemaker/ CRT-P

Cardiac Monitor

### Clinic Settings

Report Settings

Export Options

Clinical Comments

Clinic Users

Clinic Locations



## GETTING STARTED

# Become Familiar With Patient-Level Settings

## GET COMFORTABLE NAVIGATING TO INDIVIDUAL PATIENT PROFILES

to modify settings, verify connectivity, etc.

- Patient Profiles can be used to customize settings to those different than your Clinic-Level preferences
- Leverage common workflow examples or develop your own



## QUESTIONS? PROBLEMS WITH THEIR HOME MONITOR?

- Call Remote Care Technical Support 1-877-696-3754

MERLIN.NET™ PATIENT CARE NETWORK

# Basic Navigation

## BASIC NAVIGATION

# “Recent Transmissions” Tab (Landing Page)

## THE “INBOX” FOR RECENTLY TRANSMITTED DEVICE REPORTS

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The top navigation bar includes the Abbott logo, the user name 'Signed in as E Cunningham', and links for 'Help', 'Switch to', and 'Sign Out'. Below the navigation bar, the 'Recent Transmissions' tab is selected, with other tabs for 'Patient List', 'Tools', and 'Clinic Administration'. A search bar is located above the table, and a table of patient transmissions is displayed below. The table has columns for Patient, Transmission, Schedule, Device, DirectAlerts™, and Alerts List. A 'Quick Links' sidebar is visible on the right, containing various links and counts. An arrow points to the 'Quick Links' section.

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List
Craft (VT w/ ATP), Mr.	07-06-2012, 09:08 AM Patient initiated	09-17-2012 73 days	Current™ VR RF, 1207-36 : 60391	🚩	Successful ATP, Alert Episodes 2
Aybar (AT/AF burden), Mr.	07-06-2012, 06:16 AM Scheduled	05-21-2014 684 days	Accent™ DR RF, 2210 : 60351	🚩	AT/AF burden, PMT detection,
Craft (VT w/ ATP), Mr.	07-06-2012, 02:40 AM	09-17-2012 73 days	Current™ VR RF, 1207-36 : 60391	🚩	Successful ATP, Alert Episodes 2
Harris (VT), Mrs.	07-28-2012, 06:40 AM Alert initiated	10-16-2012 80 days	Fortify™ DR, 2231-40 : 60371	🚩	Successful ATP,
Harris (VT), Mrs.	07-24-2012, 06:00 AM	10-16-2012 84 days	Fortify™ DR, 2231-40 : 60371	🚩	Successful ATP,
Harris (VT), Mrs.	07-21-2012, 06:38 AM	10-16-2012 87 days	Fortify™ DR, 2231-40 : 60371	🚩	Successful ATP,
Miller (VT/VF Shock), Mr.	07-30-2012, 04:50 AM Alert initiated	10-22-2012 84 days	Current™ VR RF, 1207-36 : 60401	🚩	HV therapy,

**Quick Links**

- Unviewed Transmissions: 6
- Transmissions with alerts: 20
- Patients with overdue follow-up: 0
- Patients with no future schedule: 1
- Patients with pending transmissions due today: 0
- Disconnected Transmitters: 5
- Messages: 0
- Patient Management**
- My Active Patients: 13
- Enroll Transferred Patients: 1
- Release Requests from another clinic: 0

Enroll a new patient

NOTICE THE “QUICK LINKS” SECTION



## BASIC NAVIGATION

# Quick Links Navigation Bar

## ONE-CLICK NAVIGATION TO CLINICALLY RELEVANT INFORMATION

The screenshot displays the Abbott Merlin.net Patient Care Network interface. The main area shows a table of patient transmissions with columns for Patient, Transmission, Structure, Location, Device, Device UP/DN history, Discontinuity, Alerts List, and Latest Comments. A 'Quick Links' sidebar is overlaid on the right, listing various navigation options with corresponding counts.

Patient	Transmission	Structure	Location	Device	Device UP/DN history	Discontinuity	Alerts List	Latest Comments
Toni Andrus, Anthony R	02-14-2020,08:20 PM Alert initiated	Home	Wibawer USA	Fairly™ MS, E21- 65109	ICD Battery		Upgrade available, Tachy Zone off.	
Edwards, Eia	05-17-2020,09:02 PM Patient initiated	55-58-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	
Edwards, Eia	05-16-2020,11:20 PM Patient initiated	55-58-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	
Edwards, Eia	05-06-2020,08:41 PM Patient initiated	55-58-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	
Shaw, Rex	05-10-2020,03:43 PM Patient initiated	55-24-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	
Shaw, Rex	05-06-2020,08:51 PM Patient initiated	55-24-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	Wait Hello Bev, Heppy Julia.
Shaw, Rex	05-06-2020,08:29 PM Patient initiated	55-24-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	Wait Hello Bev, Heppy Julia.
Shaw, Rex	12-31-2019,03:13 PM Patient initiated	55-24-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	Wait Hello Bev, Heppy Julia.
Shaw, Rex	12-16-2019,08:54 PM Patient initiated	55-24-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	Wait Hello Bev, Heppy Julia.
Shaw, Rex	12-17-2019,04:54 PM Patient initiated	55-24-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Place Escudo, Note highlight, Application of defibrillator.	Wait Hello Bev, Heppy Julia.
Shaw, Rex	04-20-2020,08:03 AM Scheduled	55-24-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Note highlight, Place Escudo.	Wait Hello Bev, Heppy Julia.
Shaw, Rex	05-20-2020,08:54 AM Scheduled	55-24-3050	Sydney	Corflex Duo™,CDE D80000 2189113			Note highlight, Place Escudo.	Wait Hello Bev, Heppy Julia.

The 'Quick Links' sidebar provides one-click navigation to various clinical and administrative tasks. The links and their counts are as follows:

- Unviewed Transmissions: 7
- Transmissions with alerts: 20
- Patients with overdue follow-up: 0
- Patients with no future schedule: 1
- Patients with pending transmissions due today: 0
- Disconnected Transmitters: 5
- Messages: 0
- Patient Management
  - My Active Patients: 15
  - Enroll Transferred Patients: 1
  - Release Requests from another clinic: 0
- Enroll a new patient

## BASIC NAVIGATION

# “Patient List” Tab

## DISPLAYS ALL ACTIVE PATIENTS enrolled in the Clinic

- Patient Name
- Device Information
- Implant Date
- Number of Transmissions
- Date & Time Of Most Recent Report
- Next Scheduled Transmission
- Clinical Comments

The screenshot shows the Abbott Merlin.net Patient Care Network interface. The 'Patient List' tab is selected, displaying a table of active clinic patients. The table columns include Patient, Patient Status, Device, Implant Date, Transmitter Software Version, All Transmissions, Latest Transmission, Next Transmission, Connectivity, Last Transmitter Communication, and Latest Comments. The first row is highlighted in yellow and shows a patient named Aybar (AT/AF burden) Mr. with an Accent® DR RF device implanted on 12-04-2009. The table also shows other patients like Baur Jake, Bennett Tony, Bickford (AT/AF Episodes) Mrs., Childs (Shock) Mr., Freeman (AT/AF) Mr., Freeman (lead extraction) Mrs., and Garcia Alex.

Patient	Patient Status	Device	Implant Date	Transmitter Software Version	All Transmissions	Latest Transmission	Next Transmission	Connectivity	Last Transmitter Communication	Latest Comments
Aybar (AT/AF burden) Mr.		Accent® DR RF, 2210 60351	12-04-2009		0 Remote 0 In-clinic		05-21-2014 --	⊗ Inductive Not monitored	07-29-2017	👉 On vacation until September 20th and leaving transmitter at ...
Baur Jake		Promote Quadra®, 3237-40 204400			0 Remote 0 In-clinic		none	🕒 Not Paired		👉
Bennett Tony		Ellipse™ DR, 2411-36 128810	10-10-2011	v8.2.2	0 Remote 0 In-clinic		04-02-2014 --	✅	06-23-2020	👉
Bickford (AT/AF Episodes) Mrs.		Accent® DR RF, 2210 60421	06-03-2010	v8.2.2	10 Remote 4 In-clinic	07-06-2012 04:23 AM	09-30-2012 55 days	✅	06-23-2020	👉
Childs (Shock) Mr.		Promote® RF, 5207-36 80311	07-09-2008		3 Remote 1 In-clinic	07-28-2012 10:39 PM	03-28-2014 608 days	⊖ No Communication >30 days	08-02-2017	👉 Increased shortness of breath, Drop in daily activity level.
Freeman (AT/AF) Mr.		Accent® DR RF, 2210 60301	07-07-2010	v8.2.2	0 Remote 0 In-clinic		08-26-2012 --	🕒 Snoozed 1 days remaining		👉
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	08-14-2012 19 days	✅	06-23-2020	👉
Garcia Alex		Accent® SR RF, 1210 60901	08-03-2017		0 Remote 0 In-clinic		08-24-2017 --	⊗ Disabled	08-02-2017	👉

## BASIC NAVIGATION

# “Tools” Tab

NAVIGATE BETWEEN TOOLS by clicking tabs on the left hand side

The screenshot displays the Abbott Merlin.net Patient Care Network interface. At the top left is the Abbott logo. On the top right, it shows the user is signed in as E Cunningham, with links for Help, Switch to, and Sign Out. Below the header is a navigation bar with tabs for Recent Transmissions, Patient List, Tools (which is highlighted with a blue bar), and Clinic Administration. A dropdown menu for the Tools tab is open, listing: Weekly glance (highlighted), Messages, Import process, and Failed DirectCall™ messages. The main content area shows the 'Weekly glance' tool for the week of May 25, 2020, to May 31, 2020. A 'Current week' dropdown is set to 'Current week'. Below this is a table with columns for each day of the week: Monday 25, Tuesday 26, Wednesday 27, Thursday 28, Friday 29, Saturday 30, and Sunday 31. A 'Print' icon is visible in the top right corner of the content area.

- **WEEKLY GLANCE** allows you to see who's scheduled to transmit
- **MESSAGES** provide updates from the system on Transmitter status, etc
- **IMPORT PROCESS** allows import of a programmer session record
- **FAILED DIRECTCALL™ MESSAGES** indicates patients who didn't receive the message and follow up is still required

## BASIC NAVIGATION

# “Clinic Administration” Tab

## ONLY SHOWN FOR THOSE WITH ADMIN PRIVILEGES

- Global preferences for your clinic can be set from each of the **TABS ON THE LEFT**
- Streamlines Patient Management

The screenshot displays the Abbott Merlin.net Patient Care Network interface. At the top left is the Abbott logo. The top right shows the user is signed in as 'T Marks' with links for Help, Switch to, and Sign Out. Below the header is a navigation bar with tabs for Recent Transmissions, Patient List, Tools, and Clinic Administration (which is highlighted in blue). The main content area is divided into two sections: Administration and Clinic Profile. The Administration section on the left contains a list of sub-tabs: Clinic Profile (highlighted with a blue border), Scheduling & Messaging, Clinic hours / holidays, DirectAlerts™ settings (with sub-items ICD/ CRT-D and Merlin@home Transmitter), Pacemaker/ CRT-P, Cardiac Monitor, Clinic Settings (with sub-items Report Settings and Export Options), Clinical Comments, Clinic Users, and Clinic Locations. The Clinic Profile section on the right is titled 'Clinic Profile' with an 'Edit' button. It contains three main sections: Clinic Details, Clinic Address and Contact, and a table for Clinic Locations. The Clinic Details section includes fields for Clinic name (Fontana Lake Heart Clir), Clinic location (Waycross), Primary Administrator/ID (Cameron, GallagherMD), On-call Physician Contact (Email), Email (fontana@clinic.com), Password expiration (Never expires), and Password Complexity (High). The Clinic Address and Contact section includes Address 1 (4376 Farnes St.) and Address 2. The Clinic Locations table has columns for Country Code, Area/City Code, and Phone Number, with one row showing Country Code 1, Area/City Code 552, and Phone Number 962 8489.

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

Recent Transmissions Patient List Tools **Clinic Administration**

**Administration** Clinic Profile [Edit](#)

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

**Clinic Details**

**Clinic name:** Fontana Lake Heart Clir **Clinic location:** Waycross

**Primary Administrator/ID:** Cameron, GallagherMD

**On-call Physician Contact:** Email **Email:** fontana@clinic.com

**Password expiration:** Never expires

**Password Complexity:** High

**Clinic Address and Contact**

Address	Country Code	Area/City Code	Phone Number
<b>Address 1:</b> 4376 Farnes St.	1	552	962 8489
<b>Address 2:</b>			

MERLIN.NET™ PATIENT CARE NETWORK

# Patient Management



# Patient Management

## **4 BASIC OPERATIONS** of Remote Monitoring

1. Patient Enrollment
2. Scheduling
3. Verifying Connectivity
4. Customizing Alerts & Notifications

PATIENT MANAGEMENT

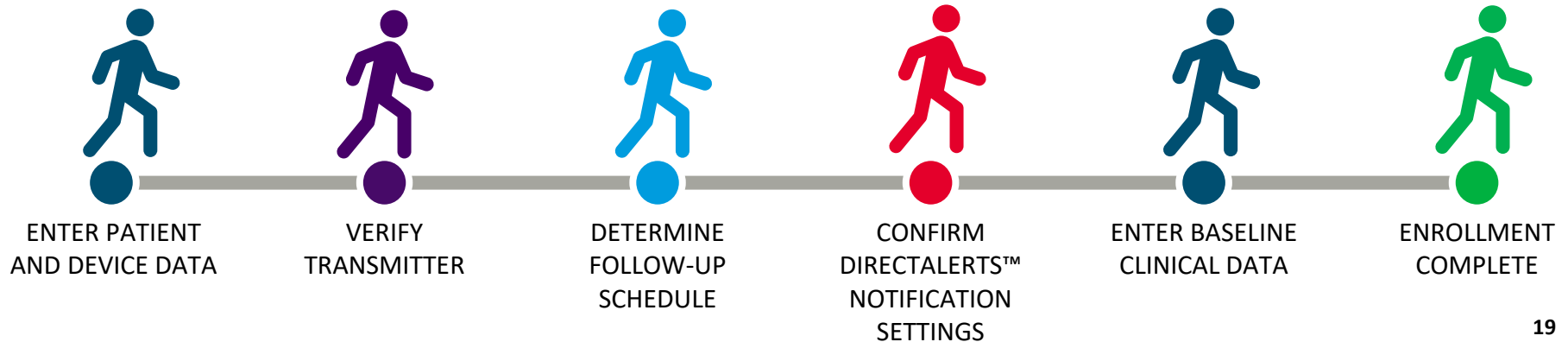
# #1: Patient Enrollment

# The Patient Enrollment Process

**CONSISTENT, STEP-BY-STEP PROCESS** applies to all patients enrolled in your clinic

- New Patients (New Implants)
- Transferring Existing Patients To Your Clinic

**ENROLLING PATIENTS VIA ANY METHOD** will walk through this process



## PATIENT MANAGEMENT

# Patient Enrollment

## EASILY ACCESSIBLE FROM QUICK LINKS MENU

Signed in as E. Cunningham | Help | Switch to | Sign Out  
Merlin.net™ Patient Care Network

Recent Transmissions | Patient List | Tools | Clinic Administration

My Patients | All | Search by Name, ID, etc. | Active | Print | More Actions

Patient	Transmission	Schedule	Device	DirectAlerts™	Alerts List
Craft (VT w/ ATP) Mr.	07-06-2012 09:08 AM Patient initiated	06-17-2012 73 days	Current™ VR RF: 1207-39 69391	🚩	Successful ATP: Alert Episodes 2
Aylae (ATIAF burden) Mr.	07-06-2012 06:16 AM Scheduled	05-21-2014 684 days	Accert™ DR RF: 2210 60351	🚩	ATIAF burden: PMT detection
Craft (VT w/ ATP) Mr.	07-06-2012 02:40 AM	06-17-2012 73 days	Current™ VR RF: 1207-39 69391	🚩	Successful ATP: Alert episodes 2
Harris (VT) Mrs.	07-26-2012 06:40 AM Alert initiated	10-16-2012 80 days	Fortly™ DR 2231-43 00371	🚩	Successful ATP
Harris (VT) Mrs.	07-24-2012 06:00 AM	10-16-2012 84 days	Fortly™ DR 2231-43 00371	🚩	Successful ATP
Harris (VT) Mrs.	07-21-2012 06:38 AM	10-16-2012 87 days	Fortly™ DR 2231-43 00371	🚩	Successful ATP
Müller (VT/VR Shock) Mr.	07-30-2012 04:50 AM Alert initiated	10-22-2012 84 days	Current™ VR RF: 1207-39 : 66401	🚩	

**ENROLL NEW PATIENT**

**Quick Links**

- Unviewed Transmissions: 8
- Transmissions with alerts: 20
- Patients with overdue follow-up: 1
- Patients with no future schedule: 1
- Patients with pending transmissions due today: 0
- Disconnected Transmitters: 5
- Messages: 0
- Patient Management**
- My Active Patients: 14
- Enroll Transferred Patients: 0
- Release Requests from another clinic: 0

[Enroll a new patient](#)

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](#)

PATIENT MANAGEMENT

# #2: Scheduling

# Scheduling Patients



## ✓ BUILD A SCHEDULE

- When was the last time the Patient was interrogated? → Start there
- Use the SmartSchedule™ Calendar to schedule device check intervals (ex: Every 91 days for life)

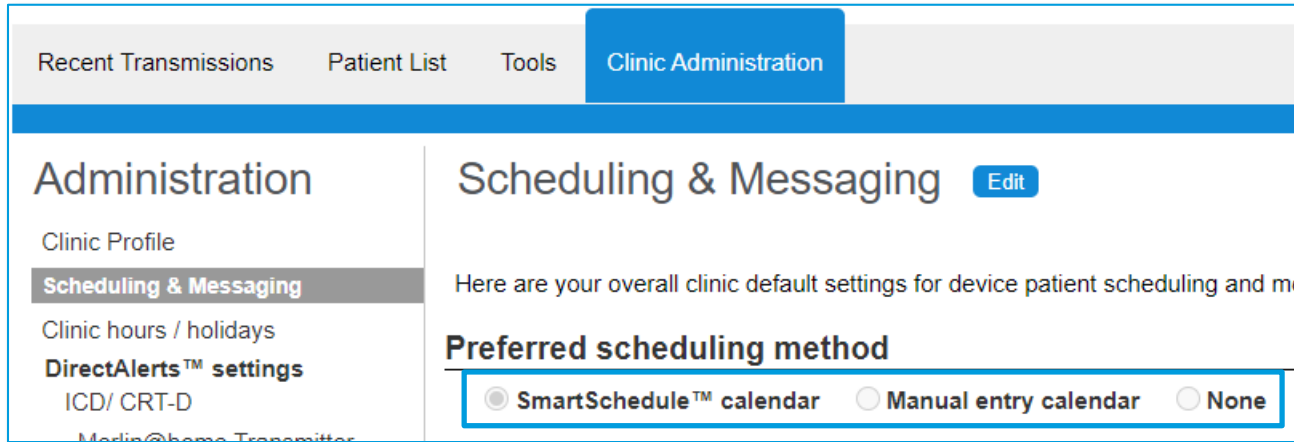


## DO YOU WANT THEIR HOME MONITOR TO “BEEP?”

- Some do, some don't.
- This can be managed via the volume setting during the enrollment process, or in the Patient Profile at any time.

# Scheduling Options

**ADMINISTRATORS CAN PROGRAM A PREFERRED SCHEDULING METHOD**  
for enrolling all patients



# Scheduling Options

## MANUAL SCHEDULE

- **MUST GO IN AND UPDATE SCHEDULE ONCE IT EXPIRES**
- Manually schedule the dates you want to transmit reports
- Limited to 12 months (can't schedule a date beyond 1 year from the current date)

Schedule Type  SmartSchedule™ calendar:  Manual entry calendar:  None:

Last Transmission:	Transmit on:	Interval:
07-06-2012	06-26-2020	2912 days
	09-25-2020	91 days
	MM-DD-YYYY	---
	MM-DD-YYYY	---
	MM-DD-YYYY	---
	MM-DD-YYYY	---

## SMARTSCHEDULE™ CALENDAR

- **AUTOMATICALLY UPDATES**
- Pick the dates you want
- Example: Every 91 days for life

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

Permanent schedule:

Starting on: 08-30-2012

transmit every: 12 Weeks (91 days) for: 12 Months

then bring the patient in-clinic and repeat cycle.

Switch to temporary schedule

Starting on: MM-DD-YYYY

transmit every: for:

then revert to permanent schedule:



PATIENT MANAGEMENT






# #3: Verify Connectivity

# Is The Transmitter Working Properly?

## THIS CAN BE INVESTIGATED BEFORE CALLING THE PATIENT

### WHAT TYPE OF CONNECTION DO THEY HAVE?

- Merlin@home™ transmitter displays
  - Landline
  - Cellular (for Cell Adapter)
  - Wi-Fi<sup>‡</sup> (for Broadband Kit)
- Mobile App displays
  - “Mobile” for Wi-Fi<sup>‡</sup> or Cellular

Connectivity	Telephone No.	Last Transmitter Communication	Connection	Connectivity Note
⊖ No Communication >30 days	+1 111 111 1111	11-03-2017	Mobile	
⊖ No Communication >30 days	+1 240 422 9474	11-03-2017	Mobile	
⊖ No Communication 7 days	+1 656 352 3561	06-17-2020	Landline	
⊖ No Alert Checks >30 days	+1 415 854 7722	06-25-2020	Landline	
⊖ No Alert Checks 28 days	+1 716 675 8789	06-25-2020	Landline	

### WHEN WAS THE LAST COMMUNICATION DATE?

- This is the last time the transmitter communicated with Merlin.net™ PCN

### WHEN WAS THE LAST DIRECTALERTS™ NOTIFICATION FEATURE CHECK?

- This is the last time the Merlin@home™ transmitter communicated with the implanted device

## PATIENT MANAGEMENT: VERIFY CONNECTIVITY

# Connectivity Columns Provide Information At-A-Glance

The screenshot shows the 'Patient List' tab in the Merlin.net Patient Care Network. A table lists active clinic patients with columns for Patient, Patient Status, Device, Implant Date, Transmitter Software Version, All Transmissions, Latest Transmission, Next Transmission, Connectivity, Last Transmitter Communication, and Latest Comments. The 'Connectivity' and 'Last Transmitter Communication' columns are highlighted with a blue box. The 'Connectivity' column shows icons for 'Inductive Not monitored', 'Not Placed', 'No Communication >10 days', 'Snoozed 1 days remaining', and 'Disabled'. The 'Last Transmitter Communication' column shows dates and times, such as '07-25-2017' and '08-02-2017'.

Patient	Patient Status	Device	Implant Date	Transmitter Software Version	All Transmissions	Latest Transmission	Next Transmission	Connectivity	Last Transmitter Communication	Latest Comments
Alyar (ATAF) Burdon (A)		Accort® DR RF, 2210 60301	12-04-2009		0 Remote 0 In-clinic		05-21-2014	Inductive Not monitored	07-25-2017	On vacation until September 20th and leaving transmitter at...
Hour Jake		Pronote Quadra® 5237-40 20440			0 Remote 0 In-clinic		none	Not Placed		
Bennett Tony		Ellpac® DR, 2411 36 12810	10-10-2011	v8.2.2	0 Remote 0 In-clinic		04-02-2014		06-23-2020	
Birksted (ATAF) Eppstein Ms.		Accort® DR RF, 2210 60421	08-03-2010	v8.2.2	10 Remote 4 In-clinic	07-06-2017 04-23 AM	06-30-2017 55 days		06-23-2020	
Chicks (Shook) Sr.		Pronote® RF, 5037-39 60211	07-09-2008		3 Remote 1 In-clinic	07-28-2013 10:28 PM	03-28-2014 508 days	No Communication >10 days	08-02-2017	Increased Snoreness of breath, Drop in daily activity level
Freeman (ATAF) Sr.		Accort® DR RF, 2210 60301	07-07-2010	v8.2.2	0 Remote 0 In-clinic		05-26-2012	Snoozed 1 days remaining		
Hosman (Karl) Anderson Ms.		Forty® DR, 2211-40 60441	08-02-2010	v8.2.2	3 Remote 2 In-clinic	07-26-2012 09:56 AM	08-14-2012 19 days		06-23-2020	
Garcia Alex		Accort® DR RF, 1210 60001	08-03-2017		0 Remote 0 In-clinic		08-24-2017	Disabled	08-02-2017	

The screenshot shows the patient profile for Bennett Tony. The 'Transmitter' tab is selected, displaying 'Transmitter Setup Preference' and 'Last Transmitter Communication'. The 'Transmitter Setup Preference' section includes fields for Transmitter Serial # (2001951), Transmitter Model (EX1150-RF), and a note about the patient's Merlin.net enrollment. The 'Last Transmitter Communication' section shows the Communication Type (Landing) and Last Communication Date (06-24-2020). A blue box highlights the 'Last Transmitter Communication' section.

**Bennett Tony** Patient ID: Ellpac DR, 2411 36  
Patient List > Patient profile > Transmitter

**Transmitter Setup Preference**

Transmitter Serial #: 2001951  
Transmitter Model: EX1150-RF

**Last Transmitter Communication**

Communication Type: Landing  
Last Communication Date: 06-24-2020

GLANCE AT CONNECTIVITY COLUMNS  
from Patient List tab

MORE DETAIL AVAILABLE  
on Patient Profile

## PATIENT MANAGEMENT: VERIFY CONNECTIVITY

# Investigating Disconnected Transmitters

**COMPARING DATES** on the Connectivity Columns helps troubleshoot whether the connectivity issue is between the device and the transmitter or the transmitter and Merlin.net™ PCN

Quick Links	
Unviewed Transmissions	6
Transmissions with alerts	20
Patients with overdue follow-up	0
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	13
Enroll Transferred Patients	1
Release Requests from another clinic	0
<a href="#">Enroll a new patient</a>	



Active Clinic Patients	Patients with disconnected transmitters	Search by Name, ID, Dx	More Actions					
Patient	Device	Implant Date	Connectivity	Telephone No.	Last Transmitter Communication	Connection	Connectivity Note	
Childs (Shock) Mr.	Promote® RF, 3207-36 60311	07-09-2008	No Communication >30 days	+1 809 787 1254	08-02-2017			
Smith John ID: Syncope	Confirm Rx™ ICM, 3500 8001001	09-01-2016	No Communication >30 days	+1 111 111 1111	11-03-2017	Mobile		
Doe Jane ID: Post_Ablation	Confirm Rx™ ICM, 3500 8009001	09-01-2016	No Communication >30 days	+1 111 111 1111	11-03-2017	Mobile		
Johnson Emma	Confirm Rx™ ICM, 3500 8000343	10-27-2017	No Communication >30 days	+1 240 422 9474	11-03-2017	Mobile		
Craft (VT w/ ATP) Mr.	Current® VR RF, 1207-36 60391	01-06-2010	No Communication >30 days	+1 312 343 4547	05-21-2020	Landline		
Henry (Innap Md Switch) Mrs.	Accent® DR RF, 2210 60361	10-22-2009	No Communication 7 days	+1 656 352 3561	06-17-2020	Landline		
Kaminsky (SVT Episodes) Mr.	Current® VR RF, 1207-36 60431	05-26-2009	No Alert Checks >30 days	+1 415 854 7722	06-25-2020	Landline		
Norton (silent AF) Mr.	Accent® DR RF, 2210 60411	03-03-2010	No Alert Checks 28 days	+1 716 675 8769	05-25-2020	Landline		

# Investigating Disconnected Transmitters

**IF THE DATES MATCH** then it's likely **THE TRANSMITTER** causing the lack of communication.

- The transmitter may have simply been unplugged, turned off, or there is a problem with cell adapter/phone line.
- Example here showing 9 days ago was June 15<sup>th</sup>, etc.

If the dates **DO NOT MATCH** then the transmitter is plugged in, turned on and communicating with Merlin.net™ PCN, but the **PATIENT IS TOO FAR FROM THE MONITOR.**

- The transmitter is likely not in the correct room, too far from the patient at night, or the mobile app is not running in the background, or maybe the Patient has been traveling away from home.
- Example showing today's date as June 24<sup>th</sup>

⊖ No Communication 9 days	06-15-2020
⊖ No Communication 15 days	06-09-2020
⊖ No Communication 7 days	06-17-2020
⊖ No Communication >30 days	12-14-2019

✓	06-19-2020
⊖ No Alert Checks 24 days	06-24-2020
✓	06-19-2020

## Is the Transmitter Working?



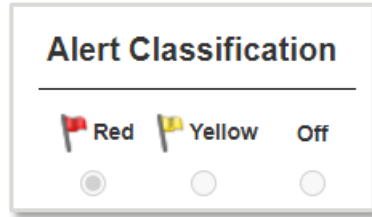
### → IF NOT, CALL THE PATIENT

- Where is the transmitter? Is it plugged in?
- Is it close to where you sleep at night (when the Daily Check is performed)?
  - Is it facing where you sleep?
  - Level with the bed/recliner?
  - Close to it?
- What type of service do they have?
  - Cell phone, Landline, Wi-Fi<sup>†</sup>?
- If not, where do they go that might have service?

PATIENT MANAGEMENT

# #4: Customizing Alerts & Notifications

## Choose WHEN Alert Transmissions Are Sent



**RED/YELLOW = SEND A TRANSMISSION** when you see this alert  
**OFF = DO NOT SEND A TRANSMISSION** for this alert

**“OFF”** means the alert **WILL NOT BE THE REASON FOR A TRANSMISSION**

- These alerts will still appear if a transmission sends for another reason (scheduled, another alert is triggered, etc).



# Choose HOW Alert Transmissions Are Sent

## HOW DO YOU WANT TO BE NOTIFIED when a transmission with alerts is received?

- Email
- Fax
- Phone
- Text

DirectAlerts™ Settings for ICD/CRT-D patients with Merlin@Home [Edit](#) [Show Devices](#)

You may wish to handle Red and Yellow Alerts using different distribution methods during the week. Please tell me how and when you'd like to distribute your patient alerts.

Red Alerts	Yellow Alerts	Medical Team
Send Red Alerts during Office Hours to: Email	Send Yellow Alerts during Office Hours to: None	Send Alerts after Office Hours to Medical Team for: Off
Send Red Alerts after Office Hours to: Email	Send Yellow Alerts After Office Hours To: None	On-call Physician Contact: <a href="#">?</a>



DirectAlerts™ Settings for ICD/CRT-D patients with Merlin@Home [Cancel](#) [Save](#) [Show Devices](#)

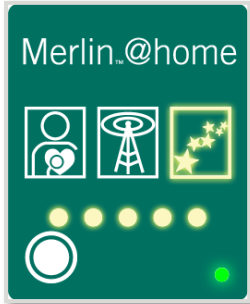
You may wish to handle Red and Yellow Alerts using different distribution methods during the week. Please tell me how and when you'd like to distribute your patient alerts.

Red Alerts	Yellow Alerts	Medical Team
Send Red Alerts during Office Hours to: <input type="text" value="Email"/>	Send Yellow Alerts during Office Hours to: <input type="text" value="None"/>	Send Alerts after Office Hours to Medical Team for: <input type="text" value="Off"/>
Send Red Alerts after Office Hours to: <input type="text" value="Email"/>	Send Yellow Alerts After Office Hours To: <input type="text" value="Email"/>	On-call Physician Contact: <a href="#">?</a>
		*Email: <input type="text" value="fontana@clinic.com"/>

# Merlin@home™ Transmitter

Checking the option for **"INFORM PATIENT"** prompts the Patient home monitor to display the **"CALL CLINIC" MESSAGE** shown below when the alert is found.

Alert Type	Alert Classification	Inform Patient 
	 Red  Yellow   Off	<input type="checkbox"/>
Device at ERI	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input checked="" type="checkbox"/>

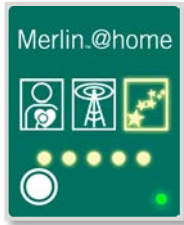


## **"CALL CLINIC" MESSAGE**

If the **STARS ICON IS LIT** and **ALL FIVE PROGRESS LIGHTS ARE FLASHING** on the Merlin@home transmitter, this indicates that the patient should **CALL THEIR CLINIC**

- Press the Start button to stop flashing lights and beeping sounds

# Option to Inform Patient



**THE “CALL CLINIC” NOTIFICATION** on the patient’s Merlin™@home transmitter will only be used during the defined hours under the Patient Profile

- It will not beep at night or if Volume is “Off”

Select **TRANSMITTER** from the Patient’s Profile

1 ➔

Recent Transmissions Patient List Tools Clinic Administration

Patient profile: Transmission All Transmissions DirectTrend™ Viewer Clinical Comments

**Baur Jake** Patient ID: Promote Quadra®, 3237-40 Patient List > Patient profile > Transmitter

Patient profile

Patient & Device Data

**Transmitter**

Follow-up Schedule

DirectAlerts™ Notification

Baseline Clinical Data

Transmitter **Edit** 2 Select “Edit”

**Transmitter Setup Preference**

Fill in a transmitter model and serial if you would like a transmitter to directly pair to this patient’s Merlin.net profile without first attempting to read the patient’s device.

Transmitter Serial #:

Transmitter Model:

Note: If the patient’s Merlin.net enrollment information is incorrect and a transmitter’s model and serial is put into these fields, the transmitter will pair to the device which the patient does not have. If this happens, the patient will not be followed remotely.

**Settings**

Perform daily DirectAlert™ checks

Lockout unscheduled transmissions

Lockout unscheduled DirectAlerts™ checks

Collect DirectTrend™ Viewer Diagnostics

Volume: Low

Transmitter Cancel Save 4 Click “Save”

**Transmitter Setup Preference**

Fill in a transmitter model and serial if you would like a transmitter to directly pair to this patient’s Merlin.net profile without first attempting to read the patient’s device.

Transmitter Serial #:

Transmitter Model:

Note: If the patient’s Merlin.net enrollment information is incorrect and a transmitter’s model and serial is put into these fields, the transmitter will pair to the device which the patient does not have. If this happens, the patient will not be followed remotely.

**Settings**

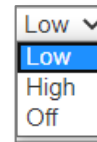
Perform daily DirectAlert™ checks

Lockout unscheduled transmissions

Lockout unscheduled DirectAlerts™ checks

Collect DirectTrend™ Viewer Diagnostics

3 ➔ Volume: Low



## PATIENT MANAGEMENT: ALERTS & NOTIFICATIONS

# Alert Preferences Can Be Set At The Clinic Level By Device Type

### PACEMAKERS/CRT-PS

**Patient profile**

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

**DirectAlerts™ Notification** Edit

Alert Type	Alert Classification
	<span style="color: red;">🚩</span> Red <span style="color: yellow;">🚩</span> Yellow                        Off
Device Programmed to Emergency Pacing Values	<div style="background-color: yellow; padding: 5px; display: inline-block;"> <b>CHECKED DAILY</b>                      Will prompt a transmission during daily check                 </div>
Device Reset	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Backup VVI or AAI	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Device at ERI	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Atrial Pacing Lead Impedance Out of Range	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
RV Pacing Lead Impedance Out of Range	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
*AT/AF Episode Duration > Threshold	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
*AT/AF Burden > Threshold	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
*Average Ventricular Rate during AT/AF > Threshold	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
High Ventricular Rate detected	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off

OFF Will not be the reason for a transmission

### ICDs/CRT-Ds

**Patient profile**

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

**DirectAlerts™ Notification** Edit

Alert Type	Alert Classification
	<span style="color: red;">🚩</span> Red <span style="color: yellow;">🚩</span> Yellow                        Off
Tachy Therapy Disabled	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Device Programmed to Emergency Pacing Values	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Charge Time Limit Reached	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Possible HV Circuit Damage	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Longevity Analysis (requires Tech Services support)	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Device Reset	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Backup VVI or AAI	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Device at ERI	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Atrial Pacing Lead Impedance Out of Range	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
LV Pacing Lead Impedance Out of Range	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
<input checked="" type="checkbox"/> LeadAssurance™ Alert <span style="font-size: 0.8em;"> ⓘ</span>	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
VT/VF episode occurred	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Non-sustained VT Episode Occurred	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Non-sustained VF Episode Occurred	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
*AT/AF Episode Duration > Threshold	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
*AT/AF Burden > Threshold	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
*Average Ventricular Rate during AT/AF > Threshold	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
High Voltage Therapy Delivered	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Successful ATP Pacing delivered	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
Therapy Accelerated Rhythm	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
*RV Percent Pacing Greater Than Limit	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off
*BV Percent Pacing Less Than Limit	<input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Off

Your list for available DirectAlerts™ Notifications may appear different depending on jurisdiction or device

36

# Alert Preferences Can Be Set At The Clinic Level For Each Device Type

## CARDIAC MONITORS

Alert Type	Alert Classification		
	Red	Yellow	Off
<b>Device Alerts</b>			
Battery Low	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parameter Errors	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitor at End Of Service	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Device Reset	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring Disabled	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Clinical Alerts</b>			
AF Episode	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuous AF	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
AF Burden	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
V. Rate during AF	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tachy Episode	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brady Episode	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pause Episode	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Symptom Alert	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Record Symptom using Patient App	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

ALL alerts can always be seen in Recent Transmissions.

**CHECKED DAILY**  
Send me a transmission for these alerts when you check the device each day.

Send me a transmission **IMMEDIATELY** if this happens.

**OFF**  
I do not want this to be the reason a transmission is sent.

Make sure this is checked if the patient will be recording symptoms!

MERLIN.NET™ PATIENT CARE NETWORK

# Exclusive Features & Benefits

**MERLIN.NET™ PCN**

# **Exclusive Features**

**CONTACT A COLLEAGUE**

**DIRECTCALL™ MESSAGES & DIRECTALERTS™ NOTIFICATIONS**

**CONNECTIVITY COLUMN**

**WEEKLY GLANCE**

## Exclusive Features & Benefits

**CONTACT A COLLEAGUE** – Securely share reports with Reps or others from Merlin.net™ PCN

**DIRECTCALL™ MESSAGES & DIRECTALERTS™ NOTIFICATIONS** – Notify patients about scheduled transmissions (or missed transmissions) with an pre-recorded phone call or voicemail; automatic or manual options

**CONNECTIVITY COLUMN** – Quickly see the status of any patient's home monitor

**WEEKLY GLANCE** – Provides a printable list of who's scheduled to transmit



## Contact A Colleague



### EMAILING REPORTS IS VERY USEFUL!

- Select & share Device Reports via email
- Add comments, notes
- Securely email other physicians or Reps for their review

### EXAMPLES INCLUDE:

- Patient with chemo treatment
- Clearance for surgery
- Patient calls on their way to ER
- Patient calls you from work



# Send a DirectCall™ Message (Automatic Reminder)



**DIRECTCALL™ MESSAGING** allows manual or *automatic* phone calls, voicemails & text messages

**AUTOMATIC OPTIONS** are available under the Patient Profile

- Triggered automatically based on the schedule set in the Patient's Profile

**DirectCall™ Messaging**

You (the Clinic) must obtain the express consent of the patient prior to enabling the Messaging feature and before sending calls or text messages to cellular or home telephones. You must also honor any patient's withdrawal of consent. Record messages in the patient's medical record as appropriate.

DirectCall™ Automated follow-up reminders

DirectCall™ Automated overdue messages

Notify Patient **Between:** 09:00 AM

**and:** 04:00 PM

DirectCall™ method: Call Primary/Mobile phone

**AUTOMATED FOLLOW-UP REMINDERS** remind Patients about upcoming scheduled transmissions

**AUTOMATED OVERDUE MESSAGE** reminds Patients about transmissions they missed and asks them to send their data

# Send a DirectCall™ Message (Manual Reminder)



**MANUAL OPTIONS** can be chosen at any time upon reviewing the Recent Transmissions or Patient List tab and noticing something they want to contact **one or multiple patients at once.**

3 ➔

The screenshot displays the Merlin.net interface. A 'Send a DirectCall™' dialog box is open in the foreground, showing a table with columns for Patient, Alerts, Call Clinic, Send Again, Keep next appointment, and No message. The patient listed is 'Craft (VT w/ ATP), Mr.' with 2 Alerts and 2 Alert Episodes. The dialog has 'Cancel' and 'Send' buttons.

In the background, the 'Recent Transmissions' tab is active, showing a table of patient records. A 'More Actions' dropdown menu is open for the selected row, with 'Send a DirectCall™' highlighted. The table columns include Schedule, Device, DirectAlerts™, and Actions.

Patient	Alerts	Call Clinic	Send Again	Keep next appointment	No message
Craft (VT w/ ATP), Mr.	2 Alert Types 2 Alert Episodes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Schedule	Device	DirectAlerts™	Actions
09-17-2012 73 days	Current™ VH RF: 1207-36 60391	🚩	Selected Rows Mark as unviewed Export Transmission Send a DirectCall™ Copy transmission to disk
05-21-2014 684 days	Accent™ DR RF: 2210 60351	🚩	Full List Print Download Spreadsheet Add or Remove Columns
09-17-2012 73 days	Current™ VR RF: 1207-36 60391	🚩	
10-16-2012 80 days	Fortify™ DR, 2231-40 : 60371	🚩	
10-16-2012 84 days	Fortify™ DR, 2231-40 : 60371	🚩	
10-16-2012 87 days	Fortify™ DR, 2231-40 : 60371	🚩	Successful ATP;
10-22-2012 84 days	Current™ VR RF: 1207-36 60401	🚩	HV therapy;
10-02-2012 99 days	Accent™ DR RF: 2210 : 60411	🚩	Long AT/AF; AT/AF burden;

2

1

# DirectCall™ Pre-Recorded Messages



## **FOLLOW-UP REMINDER (AUTOMATED)**

“Hello. This is your cardiac device clinic calling to remind you about your scheduled follow-up appointment. Please send your data any time tomorrow.”

## **OVERDUE MESSAGE (AUTOMATED)**

“Hello. This is your cardiac device clinic calling. It seems you’ve missed your scheduled home follow-up appointment. We’d like to remind you to please send your data as soon as possible.”

## **CALL CLINIC**

“Hello. This is your cardiac device clinic calling. Please call us during office hours for important information.”

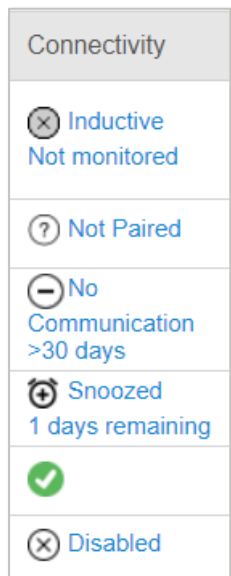
## **SEND AGAIN**

“Hello. This is your cardiac device clinic calling. We would like to confirm your last follow-up data. Please re-send data as soon as possible.”

## **KEEP NEXT APPOINTMENT**

“Hello. This is your cardiac device clinic calling to let you know we received your follow-up data and it looks normal. We look forward to your next follow-up

# MERLIN.NET™ PCN EXCLUSIVE Connectivity Column



**QUICKLY VIEW  
CONNECTIVITY STATUS**  
for all Patients from  
Patient List page



Connectivity OK



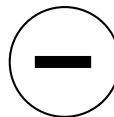
Snoozed \_\_\_ Days  
Remaining



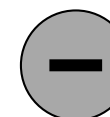
Not Paired



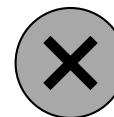
Disabled



No Communication  
\_\_\_ Days



No Alert Checks  
\_\_\_ Days



Inductive  
Not Monitored

**7 CONNECTIVITY STATES**

# Adding Connectivity and Last Transmitter Communication Columns

1 → Patient List

2 ← More Actions ▾

3 ← Add or Remove Columns

4 → CHECK THESE BOXES

### Add or Remove Columns

Visible Columns

- Patient Status
- Device
- Advisory:  
- Premature Battery Depletion (ICD Battery)
- Implant Date
- Transmitter Software Version
- All Transmissions
- Latest Transmission
- Next Transmission
- Connectivity
- Last Transmitter Communication
- Latest Comments

Cancel Done

Enroll a new patient More Actions ▾

**Selected Rows**

- Release Patient
- Re-activate Patient
- Mass change process
- Send a DirectCall™

**Full List**

- Print
- Download Spreadsheet
- Add or Remove Columns

# Weekly Glance



**STAY AHEAD OF THE GAME** by printing the upcoming schedule

- See **EXACTLY** who's scheduled to transmit
- Filter one week at a time (up to 3 weeks from the current date)

The screenshot shows the Abbott Merlin.net Patient Care Network interface. At the top left is the Abbott logo. On the right, it says "Signed in as E Cunningham" with links for "Help", "Switch to", and "Sign Out". Below this is the text "Merlin.net™ Patient Care Network". A navigation bar contains "Recent Transmissions", "Patient List", "Tools" (highlighted in blue), and "Clinic Administration". On the left, a "Tools" sidebar lists "Weekly glance" (highlighted), "Messages", "Import process", and "Failed DirectCall™ messages". The main content area is titled "Weekly glance" and shows "Week: May 25, 2020 ~ May 31, 2020". A dropdown menu is set to "Current week". Below this is a table with columns for days of the week: Monday 25, Tuesday 26, Wednesday 27, Thursday 28, Friday 29, Saturday 30, and Sunday 31. A "Print" icon is visible in the top right corner of the main content area.

Monday 25	Tuesday 26	Wednesday 27	Thursday 28	Friday 29	Saturday 30	Sunday 31

# Device Check Follow-Up Schedule

## SMARTSCHEDULE™ CALENDAR - Program device check intervals for life!

- Supports 12-month rotating perpetual (revolving) calendar
- Schedule does not expire

## AUTOMATIC SCHEDULE CAN BE BASED ON:

- Date of the month, or
- Day of a specific week

The screenshot displays the 'Follow-up Schedule' configuration page for a patient named Bickford (AT/AF Episodes) Ms. The page is divided into several sections:

- Navigation:** Patient profile, Transmission, All Transmissions, DirectTrend™ Viewer, Clinical Comments.
- Header:** Bickford (AT/AF Episodes) Ms. Patient ID: Accent® DR RF: 2210. Patient List > Patient profile > Follow-up Schedule.
- Left Sidebar:** Patient profile, Patient & Device Data, Transmitter, Follow-up Schedule (selected), DirectAlerts™ Notification, Baseline Clinical Data.
- Main Content:**
  - Schedule Type:**  SmartSchedule™ calendar,  Manual entry calendar,  None. [View Schedule](#)
  - Permanent schedule:**
    - Starting on:**  (labeled **START DATE**)
    - the  of
    - Switch to temporary schedule
    - Starting on:**
    - the  of
  - FREQUENCY:** transmit every:  for:  (labeled **FREQUENCY**)
  - DURATION:** then bring the patient in-clinic and repeat (labeled **DURATION**)
  - DURATION:** transmit every:  for:  (labeled **DURATION**)
  - DURATION:** then revert to permanent schedule:



MERLIN.NET™ PATIENT CARE NETWORK

# Best Practices

# Best Practices



## ✓ CHECK IT REGULARLY

- The more you log-in, the easier it gets
  - Your eyes will teach you what needs to be addressed



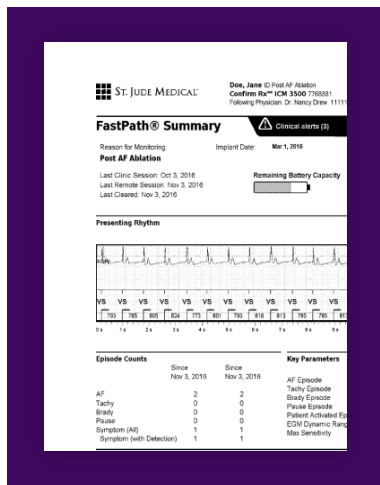
## TRAIN PATIENTS TO DOWNLOAD BEFORE CALLING THE CLINIC

- Empowers them to take an active role in their care
- Saves time with them on the phone
- Allows clinic to speak intelligently about their device when they call

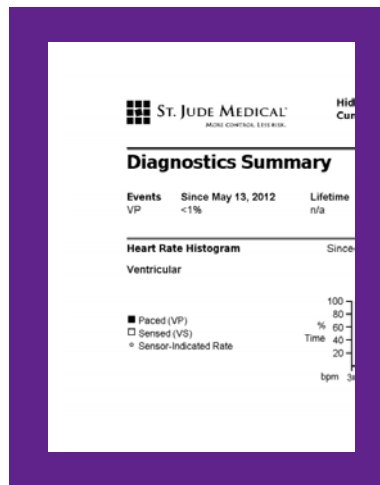
# BEST PRACTICES: FREQUENTLY PRINTED REPORTS

## Sharing Clinically Relevant Data

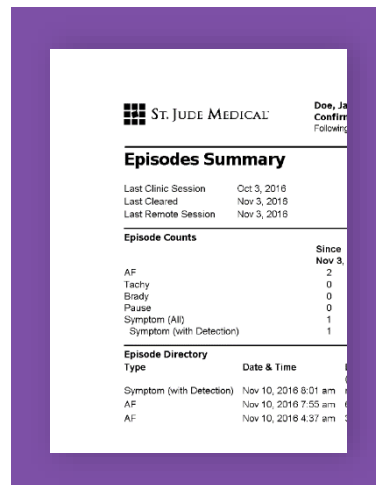
### 1 FastPath



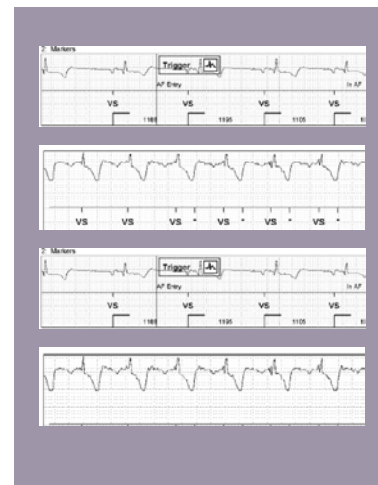
### 2 Diagnostics Summary



### 3 Episode Summary



### 4 EGMs to support any Alerts





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INDICATIONS, SAFETY & WARNINGS

Merlin.net™ Patient Care Network (PCN)

Remote Care Technical Support: 1-877-MyMerlin (1-877-696-3754) mymerlin@abbott.com

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. Brief Summary: This product is intended for use by or under the direction of a physician. 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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