

Event and Telemetry Workflow for Clients

This document will walk you through the process of enrolling, hooking up, patient expectations and retrieving Event and Telemetry Studies.

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Device and Supplies

If an account keeps their equipment in house, they will already have everything they need to hook up their patients there in the office.

For Mail Out Accounts, each enrolled patient will receive the supplies below:

- Device Case with the following contents:
 - Mini RX1 Patch Recorder
 - Wall Charger
 - Hookup Instructions and Patient Expectations
- Electrodes
 - 1 pack of 50 electrodes
- Shipping Supplies to return items after the study has ended

Enrolling a Patient for an Event or Telemetry Study

Go to www.cognitoforms.com/FirstCallMedicalInc/securepatientauthorizationform

Complete this enrollment form to register your patient and have a device deployed, if applicable.

- Monitor Information
 - Service – select Patch Wireless Event or Patch Mobile Cardiac Telemetry
 - Monitor Applied in Office
 - **For in-office applications**, select Yes then provide the serial number of the device you will be using along with the hookup date and time.
 - **For mail-out services to the patient**, select No
 - **For mail-out services to your office**, select No. Then in the Special Notes section at the bottom you will request to ship the equipment to your office and indicate the address you want it shipped to. Make sure to include departments, suites, attention to, etc.
- Provider Information
 - Fill in all fields that have an asterisk as they are mandatory.
- Patient Information
 - Fill in all fields that have an asterisk as they are mandatory.
 - Special Notes can be used for details about the patient or other instructions.
 - If you want the device mailed to anywhere other than the patients address, indicate the shipping instructions here.

- **Billing Arrangements**
 - If you have a Fee-for-Service or Subscription setup then select No.
 - If you have a Split Billing setup then select Yes, even though First Call Medical is not billing for this test, CMS is and will need this information completed.
- **Patient Authorization Statement**
 - You can leave the Signature box blank
 - Please indicate who completed this form and their email, they will receive an email confirmation of the enrollment
- Select Submit, you will be given a confirmation page.

Mail-Out Requests When the order is submitted, a text message will automatically be sent to the patient to confirm and schedule the delivery, or we will call them. A monitor will be shipped to the patient, and they will be instructed to wear it for the requested duration. Once the study is over, the patient will mail the monitor back to First Call Medical with the return envelope that was provided.

In-Office Application After the enrollment has been submitted, apply the monitor to the patient and ensure all four electrodes are placed firmly on the skin. Push and hold down the red button until the monitor vibrates. Wait 1-2 minutes and hold down the red button again until the monitor vibrates for a second time. Make sure the light above the battery and the heart icon are flashing green by pressing the red button quickly and releasing. This ensures that the monitor is charged and recording EKG data.

Monitor Returns Once the study has ended, the patient will return the monitor to your office or mail it back to First Call Medical. If the patient returns the monitor to your office, please provide the patient's name and the monitor serial number in an email to the following distribution email: clinicsupport@fcminc.com this will trigger the team to work on the End of Study Report.

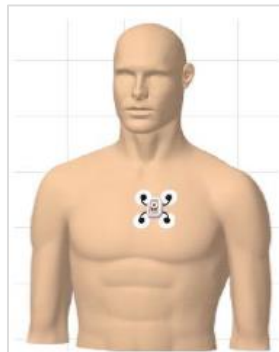
Patient Hookup Instructions

Instructional video: www.YouTube.com/FirstCallMedical or, scan the QR code below:



To ensure proper activation of your Mini Patch Monitor, please follow these steps:

- Snap 4 new electrode patches onto the 4 lead wires and place the patch monitor on your chest according to the diagram below. Please be sure to clean the skin prior to applying. It is also advised to shave your chest if you have hair in the region where the electrodes will be placed.



- Press the Red button on the patch monitor for until you feel a slight buzzing sensation from the monitor. Please wait 5 minutes and press the Red button again for 5 seconds until you feel a slight buzzing sensation from the monitor. The monitor will start recording immediately after pressing the Red button a second time.
- To confirm that the monitor is recording after the setup, briefly press the Red button (less than 1 second). The heart icon will blink green in groups of three.

RX Mini Patch Monitor

Useful Tips for Patients and Charging Instructions

Caring for the Patch Monitor

- The Mini Patch Monitor is water resistant. We recommend that you charge the patch monitor when you take it off to shower, swim, or bathe.
- A fully charged monitor will last several days, though we recommend the patient charge it for a half hour every day to maintain 75% battery. The battery icon will blink amber when Patch Monitor must be charged. It will take 1 hour to fully charge the battery for the device. The monitor must be removed from your chest prior to plugging it in to charge!
- When the monitor is charging, the battery icon will flash green once per 3 seconds until it is fully charged. When fully charged, the battery icon will glow green continuously while the patch monitor is plugged in to the charger.
- After the battery is charged, disconnect the monitor from the charger and reattach the ECG leads to the electrodes. The monitor will sense that the leads are reconnected, and monitoring will resume.

Changing Electrodes

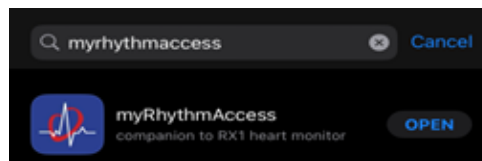
- Please throw away used electrodes. Snap 4 new electrodes into the ECG leads on the Patch Monitor, remove the backing of the electrodes to expose the adhesive and re-apply the monitor to your chest. We recommend adjusting the placement slightly to avoid skin irritation. The patch only needs to be placed in the general region as shown on the stop sign diagram.

My Rhythm Access – Phone App for Patients to indicate symptoms during their study

When a patient utilizes the My Rhythm Access app on their phone, they can indicate what they were doing at the time of an event and what they experienced. The data links to the tapped event and will populate on the patients report.

This is not mandatory but encouraged for the benefit of seeing exactly what the patient was experiencing.

- Patients can press the red button on the device to indicate they've had an event, they will hold the button for up to 4 seconds and feel a vibration from the device.
- Patient can download the myRhythmAccess App in iPhone or Android App Store

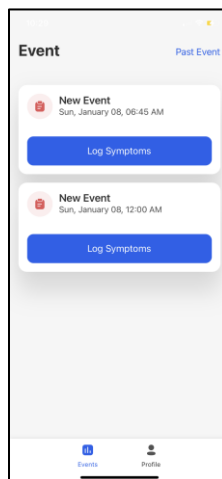


- Once App has been downloaded, Open app and select Sign-In

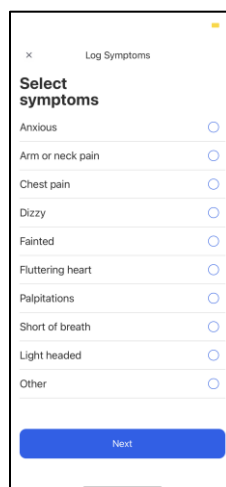


- Have patient enter in their cell phone number and select next

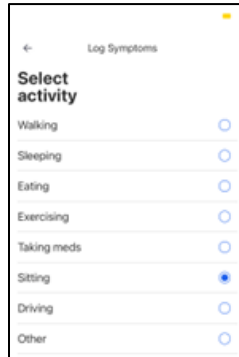
- This will then take you to a page where the patient will need to enter in the device serial number.
- Once the patient has triggered an event, they may need to wait a few minutes for the event to populate on the app. If they are in an area with little to no cell reception, they will not see these events until the device is able to transmit.
- Once event populates the app, select Log Symptoms



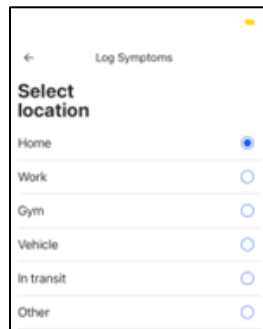
- Select Symptom, Select Next



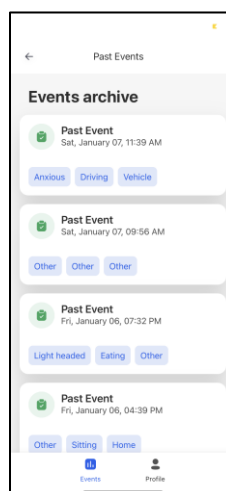
- Select Activity, Select Next



- Select Location, Select Log Symptoms



- All logged events can be seen by selecting the Past Events page on the main screen



Troubleshooting Guide

Alert	Possible Cause	Solution
Battery icon flashes amber	Battery is dead	Charge the monitor
No icons light up after tapping the Red button for 1-second	Battery is dead	Charge the monitor
Heart icon flashes amber every 10 seconds	An electrode is loose, or lead is unsnapped from an electrode	Check electrodes Reconnect monitor to the electrodes
All icons flash amber and monitor vibrates every second	Monitor is connected to charger while being worn	Disconnect monitor from electrodes
Other problems		Call us! 800-274-5399

Accessing Event and Telemetry Reports

- Go to www.access.rhythmexpressecg.com/login
- Sign in using your username and password.
- Select All at the top of your Worklist, this will display all your patients.
- Click on the patients name you are looking to review
 - **Events** – shows all strips set aside throughout the study
 - You can see the list of dates/times on the right side. Click on these to display the strips from these events.
 - **Reports** – displays all reports posted
 - You can see the list of dates/times on the right side.
 - **Study** – displays the patients demographic and study information
- To print or save your report, click the Download Report option located above the pdf.

Interpreting Reports

- Click on the patient name you are looking to review.
- Select Reports at the top of the screen.
- You will see a Final Interpretation box at the top of the screen, this remains at the top as you scroll through the report.
- Once you are done with the interpretation, select Sign and Save at the top right corner.
- To print or download the final interpreted report, go into the patients Report and click the Download Report option located above the pdf.

Report Key

Baseline Report –A baseline report is uploaded to alert you that the patient has started the monitoring period and will contain the first strips of data that were recorded.

Event Report –Event reports are created when an auto-trigger threshold is met or when the patient is symptomatic and triggers an event on the monitor.

Stat Report –Stat reports are uploaded after a verbal notification has been made according to the clinic's specifications. These reports are frequently emailed to the clinic as they typically contain critical findings and are handled immediately.

Summary Report –Summary reports are created after the monitor has been returned and will have all events recorded throughout the enrollment.

If you have questions or need assistance, please call 800-274-5399.

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