

CARDIONET
MOBILE CARDIAC OUTPATIENT TELEMETRY™

Patient Education Guide

CardioNet Ambulatory ECG System and Arrhythmia Detector
Manufactured by CardioNet Inc.
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San Diego, CA 92101

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I N T R O D U C T I O N

In this Chapter:

- How the CardioNet Service Works
- Your CardioNet Monitoring Supplies
- Your Rights as a Patient
- Your Responsibilities as a Patient
- Who to Call with Questions
- In the Case of an Emergency
- What to Do When your Monitoring is Over

How the CardioNet Service Works

1

Sensor detects and analyses heartbeats



When you're using the CardioNet service, you'll wear a small, lightweight sensor on your chest. The sensor detects and analyses each heartbeat and sends data to the portable CardioNet monitor.

2

Monitor transmits events



The CardioNet monitor can be tucked away in a pocket or purse. When the sensor detects an event, or when you report an event using the touch screen on the monitor, it transmits the data to the CardioNet Monitoring Center.

How the CardioNet Service Works

3

CardioNet reports to your physician

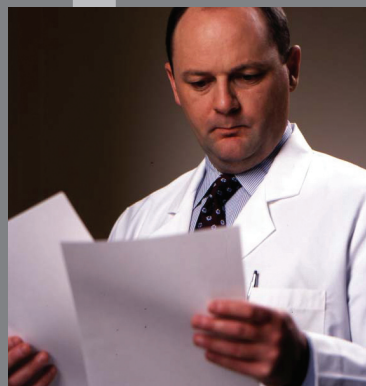


4

Your physician reviews your results



The CardioNet Monitoring Center operates 24 hours a day, 7 days a week. At the Center, specially trained cardiac technicians analyze your heart rhythms and report results to your physician.



Your physician reviews the report, discusses results with you and prescribes or adjusts treatment as needed.

Your CardioNet Monitoring Supplies

The CardioNet Kit

The CardioNet Kit contains the supplies you will need while you are on the CardioNet Monitoring Service. If any items are missing or broken, or if you have any questions about how to use them, please call CardioNet at 1-866-426-4401.

When service is ended, follow the detailed instructions in *What to Do When Your Monitoring is Over* located in this chapter and please return the equipment promptly to the CardioNet Monitoring Center.

<i>Picture</i>	<i>Item and Description</i>
Kit Photo Here	CARDIONET SHIPPING KIT The CardioNet shipping kit contains all the items you will need during your monitoring service. You can also reference the inside lid of the kit for information on where each item is located in the kit.
	CARDIONET SENSOR The sensor can be worn around the neck or on a belt. It detects each heartbeat and sends data to the CardioNet monitor. To communicate with the monitor, the sensor must remain close to the monitor. Walls and other obstructions can interfere with the communications between the sensor and the monitor. If you go out of communications range, the sensor and monitor will beep to alert you.
	CARDIONET Monitor The monitor constantly analyzes data from the sensor and sends events to the CardioNet Monitoring Center. The monitor uses wireless communication when not in the base and uses the regular phone system when the monitor is placed in the base. You will not be charged by the telephone company for calls made by your monitor.
	CARDIONET BASE The base recharges the CardioNet monitor and allows the monitor to communicate with the Monitoring Center using your home phone system. The bases are connected to your phone line and plugged into electrical outlets in your bedroom and another room in your home.

Your CardioNet Monitoring Supplies

Picture	Item and Description
	ELECTRODES Electrodes are disposable sticky pads that snap onto the three colored lead wires on the CardioNet sensor. You remove the backing and stick them to clean, dry, hairless skin. If you need more electrodes call CardioNet at 1-866-426-4401.
	AA BATTERIES The AA batteries provide power to the CardioNet sensor. The battery must be replaced each day. Please use only CardioNet-supplied AA batteries. If you need more batteries call CardioNet at 1-866-426-4401.
	SENSOR NECK STRAP & BELT CLIP Use the neck strap if you prefer to wear the sensor around your neck. Use the belt clip if you prefer to wear the sensor on your belt.
	POWER PLUG & TELEPHONE CORD Use the black power plug to connect the CardioNet base station to an electrical outlet. Use the telephone cord to connect your CardioNet base station into the telephone wall jack. Detailed information on how to install your base is provided in Chapter 2: <i>How to Install the CardioNet Base</i>.
	PATIENT EDUCATION GUIDE & VIDEO The Patient Education Guide and Patient Information Video contain helpful information about the CardioNet service and important contact numbers.
	UPS SHIPPING LABEL Put the kit in the white plastic bag, seal it and stick the UPS pre-paid shipping label to the white plastic bag to return the kit after monitoring is finished.

Your Rights as a Patient

1. You have the right to be treated with dignity, courtesy and respect.
2. You have the right to high quality service.
3. You have the right to excellent training on how to use the CardioNet technology and service.
4. You have the right to receive high-quality service regardless of race, religion, political belief, sex, sexual preference or source of payment.
5. You have the right to complain or suggest improvements in service without worrying that CardioNet will stop providing service or provide a poorer quality of service.
6. You have the right to refuse service.

Your Responsibilities as a Patient

1. Use the CardioNet equipment with care.
2. Return equipment to CardioNet immediately, when monitoring is completed.
3. Provide CardioNet with the information CardioNet needs to provide you with quality care.
4. Treat CardioNet employees with respect.

Who to Call with Questions

If you have any questions about your monitoring service or billing, please call one of our toll free numbers. Customer service is available 24 hours a day, 7 days a week.

Customer Service: 1-866-426-4401

Monitoring Questions: 1-866-426-4401

Billing Questions: 1-866-426-4402

In the Case of an Emergency

CardioNet is not an emergency response service.

If you experience symptoms that concern you, seek medical help.

In the course of monitoring your heart, CardioNet may detect cardiac events which are potentially life-threatening and were not anticipated by your physician. As directed in the physician notification criteria, if CardioNet detects such an event, CardioNet will attempt to contact you and your physician as soon as possible.

However, CardioNet's ability to obtain information regarding a cardiac event and to contact you or your physician in a timely manner is limited by a number of factors, including:

- Transmission of information about a cardiac event to CardioNet's monitoring center is potentially limited by the availability of standard telephone lines and/or cellular phone coverage.
- There is an inherent time delay from the time that an event is detected to when the events are analyzed and confirmed by a Certified Cardiac Technician (CCT).
- There is an inherent time delay from when the event is analyzed and confirmed by the CCT to when CardioNet is able to make contact with you or your physician.
- If you or your physician are not accessible by telephone, CardioNet will not succeed in making contact with you or your physician.

When CardioNet does detect a potentially serious cardiac event as defined by your physician, CardioNet will attempt to contact your physician for direction. CardioNet will also attempt to contact you and inform you of any cardiac event that has been received that may require evaluation in the emergency room, per your physician's notification criteria. You may decide to seek medical help by calling your Emergency Medical Services (EMS) directly or you may ask that CardioNet assist you in contacting EMS.

The CardioNet system was designed to help physicians diagnose and treat heart rhythm problems. There are other serious heart conditions that may not be detected by the system. Because of this, and because of the limitations of the CardioNet system described above, you should not delay seeking medical help if you experience symptoms that concern you. Also, you should not rely on CardioNet as an emergency response service.

What to Do When your Monitoring is Over

When your prescription is over and CardioNet has received data for the number of days your physician has requested, the monitor will be deactivated in the middle of the night. You may hear the monitor beep. If in the morning the screen on your monitor states that your prescription has ended, turn the monitor off and remove the battery in the sensor. Remove the electrodes from your body.

Pack items in the kit by following the instructions on the inside of the kit lid. Before you close the kit, complete the Patient Satisfaction Survey and place it with the Patient Education Guide, laminated reminder card and Pocket Guide on the top of the contents of the kit. If you have not returned the Patient Enrollment Form, include a signed copy with these items as well. After everything is in the kit, close the lid and put the kit in the white plastic bag that was included in the kit contents. Seal the white bag. Stick the UPS pre-paid mailing label on the outside of the white plastic bag.

The kit is now ready to return and you can choose one of 3 ways to return it to CardioNet:

1. You can call UPS 1-800-742-5877 and UPS will pick it up. If you call UPS you will need to explain that it's a pre-paid 2nd Day Air package. You will not be charged anything.
2. You can drop off the kit at Staples, the UPS Store, or another location with UPS drop-off.
3. You, or a family member, can bring it to your work if they have daily UPS pick-up.

If you do not return the kit CardioNet will bill you for the contents.

Please return the kit as soon as you can so other patients can use the equipment.



GETTING STARTED

In this Chapter:

- Connecting from Home
 - How to Install the CardioNet Base
 - About the CardioNet Base
 - How to Activate the CardioNet Sensor
 - Tips for Wearing the CardioNet Sensor
 - How to Activate the CardioNet Monitor
-

Connecting from Home

This chapter describes the steps you will need to take in order to set up the CardioNet monitoring system and begin monitoring. You may want to ask for assistance from a family member if you are not comfortable doing these steps on your own.

The first step you (or a family member) needs to do is to install the base. The instructions on the next few pages will assist you in completing the installation. The base needs to be installed in the room where you sleep. When setting up a base, you will need a phone jack and an electrical outlet. When your monitor is on the base, your sensor will still be able to communicate with the monitor as long as they are within range of each other. If you go out of communications range, the monitor and sensor will beep to alert you. To ensure good communication, stay close to the monitor while it is in the base or simply take the monitor out of the base and bring it with you when you leave the room. You can go about your normal daily activities - just wear your sensor and bring your monitor with you wherever you go.

At night keep the monitor in the base near your bed. The monitor will recharge and it will also transmit your heart data to CardioNet's Monitoring Center. As you sleep, you can remove the sensor from the neck strap or belt clip and lay it on the bed next to you on the same side of the bed as your monitor. The sensor will move with you as you move. Try not to lie on top of the sensor. The monitor and sensor can not communicate with one another through bodies (your own body, your partner's, your child's, your pet's, etc.) If the monitor beeps at night, sometimes just repositioning the sensor near the monitor will stop the beeping. If the beeping continues, it might be for another reason, like "lead disconnected." You can read the message on the screen for information on how to resolve the problem.

After the base is installed, connect yourself to the sensor using the instructions in this chapter. After you are wearing the sensor, you will need to activate your monitor. Activating the monitor will require a password which you can obtain by calling CardioNet at 1-866-426-4401.

How to Install the CardioNet Base

The table below will help you gather all the items you will need to install each CardioNet base. All items are located in your CardioNet kit.

Items You'll Need for Base Installation		
Item and Quantity	Picture of Item	Kit Location
1 CardioNet Base		Place shipper kit image here
1 Telephone Cord		Place shipper kit image here
1 Power Plug		Place shipper kit image here