BodyGuardian®
HEART
Patient Instruction Manual
Ordering additional supplies
Phone: 888.500.3522 (press 1, 1, 3)
Hours: 7:30 a.m. - 5:00 p.m. CST

Returning your monitor
Phone: 888.500.3522 (press 1, 5)
Hours: 7:30 a.m. - 7:00 p.m. CST

Issues with the monitor
Phone: 888.500.3522 (press 1, 1, 4)
Hours: 24 hours a day, 7 days a week

Monitoring Center
Phone: 888.500.3522 (press 1, 1, 1)
Hours: 24 hours a day, 7 days a week

Billing assistance
Phone: 888.400.3522
Hours: 8:00 a.m. - 5:00 p.m. CST

Email: inventory@preventice.com
Email: monitorrecovery@preventice.com
Email: monitortroubleshooting@preventice.com
Email: lab@preventice.com
Email: reimbursementinfo@preventice.com

General information
Phone: 888.747.1442
Hours: 8:00 a.m. - 5:00 p.m. CST

Web: www.preventicesolutions.com/patients.html

Return your monitor to UPS on: _____ / _____ / _____
Patient financial obligations and billing information

On behalf of your physician, you are being provided with a heart monitor from Preventice Services. This test will be billed in two parts:

1. Your medical professional will bill your insurance for the in-office hook-up and the final reading of the test results.
2. Preventice Services will bill your insurance for the use of the monitor along with providing the physician with 24/7 monitoring center service and all requested data and reports.

Your insurance company will usually send you an Explanation Of Benefits (EOB) describing the amount paid and the amount you owe Preventice. An EOB is not a bill.

Our goal is to help your physician diagnose your heart condition without delay or concerns about billing. We offer patient-friendly payment options, including a discounted rate at the time of service or a reduced rate when your insurance indicates a large fee payable by you for our services or the physician’s services.

All equipment is the sole property of Preventice Services. To avoid financial liability and to ensure that you do not receive a bill for the value of the equipment in your possession (up to $2,400), please return the equipment immediately after your service ends. Any request for an extension of your study beyond your prescribed study needs to come from your physician through a new order sent to Preventice Services. Be aware that the second study may not be covered by all insurance providers and you may be responsible for those charges.

Our Notice of Privacy Practices is available for your review at www.preventicesolutions.com
Your physician has prescribed you the **BodyGuardian Heart Remote Monitoring System** and monitoring center service provided by **Preventice Services** to detect irregular heart rhythms. You must wear the monitor for the length of time your doctor has prescribed.

**Important**

Preventice Services is not an emergency response service. Contact your doctor immediately if your symptoms worsen. **If you are experiencing a medical emergency, dial 911.**

The BodyGuardian Connect smartphone cannot be used to make phone calls, including calls to 911, or perform other smartphone functions. Viewing the smartphone is prohibited while driving, operating heavy machinery or in situations that may jeopardize your safety.

The monitor cannot be worn while traveling on an aircraft. This monitor does not operate outside the United States. Contact the Monitoring Center if you plan to travel outside the United States.

**Resources and assistance**

If you are receiving the monitor at home and require assistance, call Preventice Services at: **888.500.3522**

For the manufacturer’s Instructions for Use, visit: [www.preventicesolutions.com/docs/BGH-IFU.pdf](http://www.preventicesolutions.com/docs/BGH-IFU.pdf)

Instructional videos with subtitles and online help are available on BodyGuardian Heart smartphone to help you use your monitor. From the **Home** screen, tap **Help and Settings → Videos.**

For additional resources, visit: [www.preventicesolutions.com/patients.html](http://www.preventicesolutions.com/patients.html)

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Caution: Federal law (USA) restricts this device to sale by or on the order of a physician.
Equipment

Ensure that the following equipment is included in the box.

**BodyGuardian Heart monitors (2)**
The 1 and 2 stickers help to distinguish the monitors from one another. Do not place stickers on the bottom of the monitor. Your monitors may be white or black. Both versions operate identically.

- **monitor charging cradle**
- **power cord with adapter**

**BodyGuardian Connect smartphone**

**BodyGuardian Strip(s)**

There are two types of Strips: green and blue. You have received the Strip requested by your doctor.

**Note** Your equipment may vary from the components pictured. Preventice reserves the right to modify, change, or discontinue products or accessories at any time.
GETTING STARTED

1. **Charge the smartphone**
   Plug the charger into the smartphone and a wall outlet. The smartphone is fully charged when the battery indicator on the screen is solid green.

   Charging the smartphone can take up to 4 hours.

2. **Charge one of the monitors**
   With one monitor firmly snapped into the charging cradle, plug the charging cradle into a wall outlet. All monitor lights will go out when the monitor is fully charged.
1. If hair is present, remove the hair where you will place the Strip.
2. Thoroughly clean the area with soap and water. Dry the area completely.
3. Do not apply lotions, oils, or perfumes.

⚠️ Warning

Do not apply BodyGuardian Heart over open wounds, lesions, infected or inflamed areas. Apply the Strip only to intact, clean skin.

Patients with known skin allergies or hypersensitivities to adhesives should consult their doctor to select the most appropriate option for their needs.

To request additional or alternative Strips:
PHONE: 888.500.3522 (press 1, 1, 3)
EMAIL: inventory@preventice.com
GETTING STARTED

1. Line up snaps

2. Align logos

3. Connect snaps

4. Snap the charged monitor to a Strip for the first time

1. Line up the snaps on the monitor and the Strip.
2. The snaps aren’t evenly spaced. To make sure the snaps are lined up, the orientation of the logo on both the monitor and the Strip must be the same.
3. Press firmly to securely connect all four snaps one by one.
4. Firmly snap the second monitor into the plugged-in charging cradle so it is charged and ready when you switch monitors.

- The amber battery light on the monitor will come on while it is charging.
- All monitor lights will go out when the monitor is fully charged.
5 Attach BodyGuardian Heart to your chest

Warning
Do not apply BodyGuardian Heart over open wounds, lesions, infected or inflamed areas. Apply the Strip only to intact, clean skin.

1. Peel away the Strip’s adhesive backing.
2. Place the Strip and monitor on your chest in one of the locations shown. Make sure one of the two arrows on the Strip is pointing up.
   
   **Note:** Wear one of the two monitors at a time. One monitor should be in the charging cradle while you wear the other on your chest.

3. Apply pressure on the gel pads of the Strip to ensure good contact with the skin. The gel pads are the portion of the Strip that are responsible for conducting the heart signal to the monitor.
GETTING STARTED

6. **Turn on monitor**

Press and release the center button on the monitor. Do not hold the button down.

The green center light on the monitor will remain lit or blinking once it has powered on.

7. **Turn on smartphone**

1. Press and hold the power key.
2. Once the smartphone is powered on, it will automatically connect to the monitor.
3. Stay within 3 feet of the smartphone, remain still, and watch the smartphone for Strip contact errors. If you receive a *Poor Contact* message, see p.16 of this manual.

Congratulations

Once you see the Monitoring Status on the smartphone change to *Monitoring*, you have successfully set up your monitor.
**DAILY USAGE**

**Keep the smartphone within 10 feet of the monitor at all times**

Keep the smartphone with you. However, if (1) you get separated from the smartphone, (2) the smartphone battery depletes or (3) you go out of cellular network range, the monitor will continue to collect data and automatically send it when the smartphone is back in range.

**Charge the smartphone nightly**

Ensure the smartphone is within 10 feet of the location where you sleep. Leave the smartphone turned on and plug it into the smartphone charger and into a wall power outlet.

The smartphone is fully charged when the battery indicator on the screen is completely solid green.

**Note:** If you don’t want to be disturbed by alerts while sleeping or while at an event, tap **Do Not Disturb** on the smartphone.

**Tip** The smartphone supports multiple languages. Tap **Help and Settings → Settings → Change Language**.
Switching monitors with green Strips

Wear one of the monitors while the other one remains in the charging cradle. Switch the monitor on your chest first thing in the morning and at night before you go to sleep, or at any time if the battery is low.

The green BodyGuardian Strips are repositionable. They can be removed from your chest, then reapplied back onto your chest when switching monitors, for example.

1. Unsnap the monitor from the Strip on your chest. Then firmly snap the monitor into the plugged-in charging cradle.
   **Do not pause or power off the monitor.** The monitor will automatically power off when it is done transferring data.

2. Slowly peel the Strip from your chest. Then snap the other, fully-charged monitor onto the Strip.

3. Place the Strip and monitor back onto your chest.

4. Power on the monitor by pressing and releasing the center button. Do not hold the button down.
   **Remain near the phone. The phone will automatically detect the new monitor.**

- If you need to put the Strip down after removing and before reapplying to your chest, be sure to place the Strip on a clean, dry surface.
- Use a new Strip every three days OR when it no longer adheres to your skin. Strips are disposable.
Switching monitors with blue Strips

Wear one of the monitors while the other one remains in the charging cradle. Switch the monitor on your chest first thing in the morning and at night before you go to sleep, or at any time if the battery is low.

The blue BodyGuardian Strips cannot be reapplied to your chest after removal. You can switch monitors without removing the blue Strip from your body.

Removing the monitor
1. Hold the Strip against your skin.
2. Lift one side of the monitor until the snaps release.
3. Repeat on the other side, then snap the monitor into the plugged-in charging cradle.

⚠️ Do not pause or power off the monitor. The monitor will automatically power off when it is done transferring data.

Attaching the charged monitor
1. Snap the fully-charged monitor to the Strip.
2. Power on the monitor by pressing and releasing the center button. Do not hold the button down.
3. The phone will automatically detect the new monitor.

⚠️ Remain near the phone when attaching the fully-charged monitor.

- Use a new Strip every three days OR when it no longer adheres to your skin. Strips are disposable.
**Recording your symptoms**

If you begin to feel symptoms related to the reason your monitor was prescribed such as **dizziness**, **chest pain** or **shortness of breath**, you can manually record these events.

1. Press and release the center button on the monitor.
2. Hold as still as possible for 60 seconds.
3. On the smartphone, select the symptoms you are feeling. You may select up to 3 symptoms.
4. Tap **Save**.

You must scroll to see the full list of symptoms.
Showering, bathing, swimming, air travel, or MRI

⚠️ Pause the monitor and remove it from the Strip only when you shower, swim, travel on an airplane, or undergo an MRI.

1. On the smartphone, tap Pause. Then tap Yes to confirm.
2. Remove the monitor from the Strip. The monitor is NOT waterproof, but the Strip is.
3. Dry off your skin and the Strip completely. Then snap the monitor back onto the Strip.
4. On the smartphone, tap OK to resume monitoring.

Replacing the Strip

Change the Strip every three days OR when it no longer adheres to the skin. Strips are disposable. Remove the Strip while showering or use a warm, damp cloth to blot while removing. Slowly peel back and roll the adhesive away from your chest, continually blotting with water.

⚠️ Do not rip or tear off the Strip quickly. Improper removal may cause skin irritation.
Poor Contact message appears on the smartphone

CAUSE
This message indicates poor contact between your skin, the monitor and Strip. It is NOT related to the Bluetooth or cellular connection of the smartphone.

RESOLUTIONS

1. **Tap OK**
   Tap OK on the smartphone to dismiss the message.

2. **Check the monitor snaps**
   Ensure all four snaps are securely fastened between the monitor and the Strip.

3. **Check the chest application**
   a. **Skin preparation**
      Ensure that the skin on the placement location on your chest has been prepared appropriately:
      - Remove hair, excess oils, lotions, perfumes, etc. The placement location should be clean and dry.
      - Wash the placement location with soap and water. Use alcohol if soap and water are not available.
b. **Chest placement location**

Ensure that BodyGuardian Heart is positioned properly on the chest in one of the locations shown on the left.

Ensure one of two arrows on the Strip is pointing up.

**Tip:** For the horizontal position, some patients acquire a better signal when BodyGuardian Heart is placed higher up on the chest, closer to the collarbone, to avoid fleshy tissue areas. BodyGuardian Heart receives a higher quality signal when placed over firmer areas.

c. **Strip-to-skin adhesion**

Ensure that the Strip is securely adhered to the skin without wrinkles or bubbles. If the Strip is not securely adhered or loose edges, wrinkles, bubbles exist, replace the Strip. When applying the Strip, apply pressure on the gel pads to ensure good contact with the skin.

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4 **Replace the Strip**

1. Ensure that the chest placement location is properly prepared. See 3a. *Skin preparation*.
2. When applying the new Strip, allow the Strip to conform to your body. This can take as long as 2 minutes.

⚠️ If the message persists, contact Preventice: 888.500.3522 (press 1, 1, 4).
If no monitor lights are lit, the monitor is not powered on. To power on the monitor:

1. Press and release the center button on the monitor. Do not hold the button down.
2. Once the monitor powers on and the smartphone connects to the monitor, Monitoring Status will change to **Monitoring**.

Note: If there is data on the monitor, the smartphone will download that data before it moves to a status of **Monitoring**. This could take several minutes.

The Pause button on the smartphone is disabled **OR** Monitoring Status on the smartphone is *Searching*

**CAUSE**
These conditions occur when the smartphone is not connected to one of your monitors. This problem is often caused when neither monitor is powered on. This occurs most often when switching monitors.

**RESOLUTION**
Check to see if the monitor is powered on.

- If no monitor lights are lit, the monitor is not powered on. To power on the monitor:
  1. Press and release the center button on the monitor. Do not hold the button down.
  2. Once the monitor powers on and the smartphone connects to the monitor, Monitoring Status will change to **Monitoring**.
If any monitor lights are lit, the monitor is powered on. If the monitor is powered on, check to see if the smartphone is downloading data.

1. On the smartphone, tap **Monitoring Status**.
2. Tap the blue arrows to display both monitors.
3. If the smartphone displays a monitoring status of **Downloading data** that means data is being downloaded from the monitor to the smartphone. Tap the white **Downloading data** entry. This will display orange radiating rings that indicate that downloading is active.

   **Note:** If the smartphone does NOT display **Downloading data**, contact Preventice: **888.500.3522 (press 1, 1, 4)**.

4. Once the smartphone has finished downloading, the status on the smartphone will change to **Monitoring**. This could take several minutes.

   **Note:** The smartphone must be within 3 feet of the monitor on your chest to efficiently complete the downloading process.

   If the issue persists, contact Preventice: **888.500.3522 (press 1, 1, 4)**.
When switching monitors, the smartphone displays ‘Downloading data’ for an extended time

**CAUSE**
This occurs when there is a large amount of collected data on the monitor that is currently being downloaded to the smartphone.

**RESOLUTION**
Wait for the smartphone to finish downloading.

1. Keep the smartphone within 3 feet of the monitor you just placed on your chest to allow the downloading process to complete.

2. Once the smartphone has finished downloading, the status on the smartphone will change to *Monitoring*. This could take several minutes to several hours depending on the amount of data to be downloaded from the monitor.
**A number pad prompting for a passcode appears on the smartphone**

**CAUSE**
The smartphone may display a security passcode screen from time to time.

**RESOLUTION**
This screen can be dismissed. Tap the white arrow in the upper-left corner of the screen.

**The smartphone touch screen dims or shuts off automatically**

**CAUSE**
Even when the smartphone is collecting data, the smartphone turns off the touch screen to conserve battery when you do not use the phone for a specified period. This is normal. The smartphone is still performing its monitoring functions. It has simply turned off the touch screen display.

**RESOLUTION**
No action is necessary. If you would like to wake the smartphone screen:

1. Press the **Power/Lock key** on the right or top edge of the smartphone, depending upon your model.
Returning your equipment

Return the BodyGuardian Heart equipment to Preventice Services immediately after your service ends.

1. Turn off the smartphone by pressing and holding the power button.
2. Turn off the monitor by pressing and holding the center button for 15 seconds. Release the center button when all lights on the monitor are off.
3. Place the monitors, smartphone, charging cradle, unopened Strips and all charging accessories into the padded packs provided, then into the box. See p.3 for the list of equipment.
4. Remove the adhesive strip from flap on the shipping box and seal securely. The prepaid UPS return label is already affixed to the bottom of the box.
5. Drop package off at any UPS Drop Box or The UPS Store®. For assistance, call Preventice at 888.500.3522.

Note: If you have lost or damaged the equipment, Preventice will mail you an invoice for the cost of the item.
We appreciate your feedback. Please return this survey inside the box once your study is completed. This survey can also be completed online at:  [www.preventicesolutions.com/patients/patient-survey.html](http://www.preventicesolutions.com/patients/patient-survey.html)

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### BodyGuardian® HEART

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<td>Attention given to your comments</td>
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<td>Knowledge, professionalism and courtesy of representatives</td>
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<td>Amount of time the representative spent with you</td>
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### Rate the contents of the materials

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# PATIENT SURVEY

## Rate your experience using the monitor and its accessories

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<td>Stickiness and comfort of the Strips</td>
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## Comments

I hereby authorize Preventice Solutions, Inc. to use, reuse, publish or republish my name in light of any communication I made and photographic likeness in all forms and all media for advertising, marketing, and any other lawful purposes. I release and discharge Preventice Solutions, Inc. from any and all claims and demands that may arise out of or in connection with the use of photographs, name or likeness, including without limitation any and all claims for libel or violation of any right of publicity or privacy. I have read this release and fully understand its contents, and I reserve the right to revoke this release upon written request to: Preventice Solutions, Inc. 1717 N. Sam Houston Parkway West, Suite 100 Houston, Texas 77038.