

# Heart Aide Mini

Patient Instruction Manual



## 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 monitoring center service and all requested data and reports 24 hours a day, 7 days a week.



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 \$750), 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](http://www.preventicesolutions.com)

# Welcome to the Heart Aide Mini

Your physician has prescribed you the **Heart Aide Mini Monitoring System** provided by **Preventice Services**. The Heart Aide Mini is designed to record abnormal heart rhythms when you feel symptoms. You must use the monitor for the length of time your doctor has prescribed.



## IMPORTANT

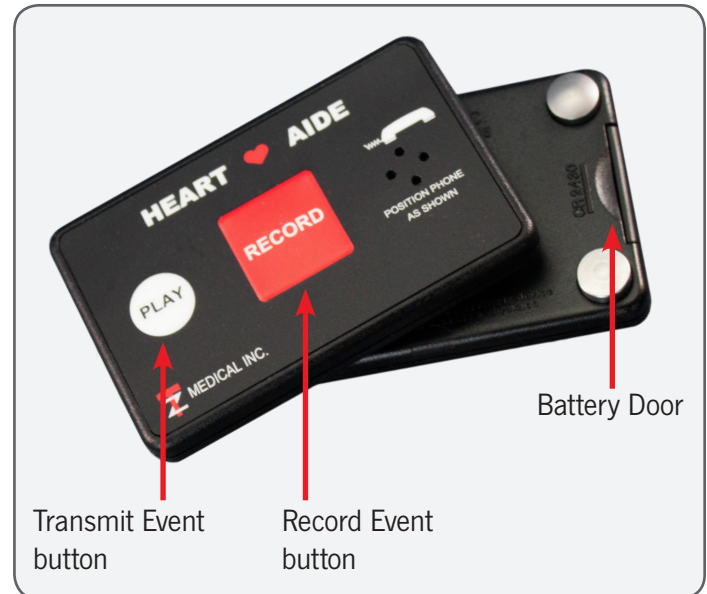
Preventice Services is not an emergency response service. Contact your doctor immediately if your symptoms worsen.

**If you are experiencing a medical emergency, dial 911.**



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

**888.500.3522**



## Recording an Event

1. At the first sign of a symptom, place the monitor's electrode "feet" evenly against the center of your bare chest. The four metal "feet" must be touching your skin and be placed between the ribs, as in the diagram.
2. Press and hold the red RECORD button until you hear a tone.
3. Hold as still as possible during the recording but continue breathing normally.
4. Once the tone stops, you may remove the monitor from your chest.



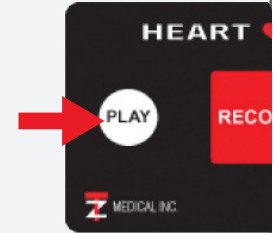
# Transmitting an Event

After each event recording is stored, contact the Monitoring Center at 888.500.3522 to transmit the data. For the best quality, transmit recordings from a land line phone.

- When instructed by the technician, lay the monitor on a flat surface.
- Place the mouth piece of the phone over the monitor as indicated in the diagram and on the Heart Aide Mini.



- Press and release the white PLAY button to begin sending the transmission.
- You will hear an audible tone.
- When the tone stops, the transmission is complete.

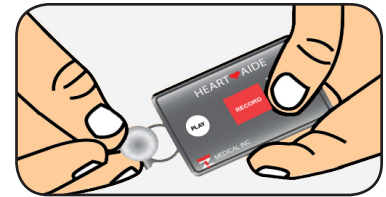
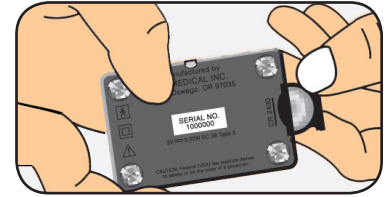


Pick up the phone to speak with the technician to verify the transmission was received successfully. If the transmission was successful, continue to use the monitor as directed.

## Low Battery Indication



A low battery is indicated by a low siren tone. Contact us to request a replacement battery.

1. Locate the battery door by holding the Heart Aide Mini with the “feet” facing up. The battery door is identified by “CR 2430” and is at the end of the device.
2. Pull the battery door out and away from the device.
3. Remove the battery and replace with a new battery. The plus sign must be visible on the top of the battery.
4. Completely slide the battery door back into the Heart Aide Mini.



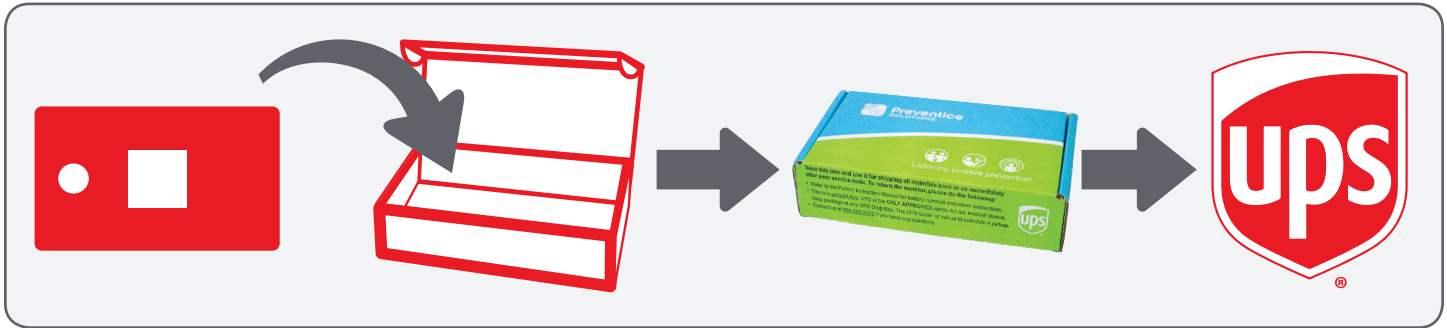
## Erasing Transmitted Events

**⊘ Do NOT erase events until instructed by a technician.**

- Press  and  buttons simultaneously.
- Hold for 5 seconds (until a constant tone is heard) and release.

# Returning the Equipment using UPS®

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



1. Place the monitor into the foam pouch inside the box.
2. 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.**
3. 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 equipment, Preventice Services will mail you an invoice for the cost of the item.

## Ordering additional supplies

**Phone:** 888.500.3522 (press 1, 1, 3)

**Hours:** 7:30 a.m. - 5:00 p.m. CST

**Email:** [inventory@preventice.com](mailto:inventory@preventice.com)

## Returning your monitor

**Phone:** 888.500.3522 (press 1, 5)

**Hours:** 7:30 a.m. - 7:00 p.m. CST

**Email:** [monitorrecovery@preventice.com](mailto:monitorrecovery@preventice.com)

## Issues with the monitor

**Phone:** 888.500.3522 (press 1, 1, 4)

**Hours:** 24 hours a day, 7 days a week

**Email:** [monitortroubleshooting@preventice.com](mailto:monitortroubleshooting@preventice.com)

## Monitoring Center

**Phone:** 888.500.3522 (press 1, 1, 1)

**Hours:** 24 hours a day, 7 days a week

**Email:** [lab@preventice.com](mailto:lab@preventice.com)

## Billing assistance

**Phone:** 888.400.3522

**Hours:** 8:00 a.m. - 5:00 p.m. CST

**Email:** [reimbursementinfo@preventice.com](mailto:reimbursementinfo@preventice.com)

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## General information

**Phone:** 888.747.1442

**Hours:** 8:00 a.m. - 5:00 p.m. CST

**Web:** [www.preventicesolutions.com/patients.html](http://www.preventicesolutions.com/patients.html)