

IMD Post Event

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.
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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

Welcome to the IMD Post Event

Your physician has prescribed you the **IMD Post Event Monitoring Service** provided by **Preventice Services**. The IMD Post Event 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 your bare chest in the proper location as in the diagram to the right.
2. Press the EVENT button.
3. The yellow MEM light will turn to a solid ON status to indicate recording and tones will sound to let you know the monitor is recording properly.
4. Hold as still as possible during the recording but continue breathing normally. Hold the monitor on your chest until the tones stop, approximately 60 seconds.
5. Once the tones stop and the yellow MEM light turns OFF, 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 in the diagram to the right.



- Push the SEND button until an audible sound is heard.
- A series of tones will sound while the recording is being sent.
- When the tones stop, 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.

Memory Full Indication

When the memory of the monitor is full, the yellow MEM light will flash 10 times at the end of the last event recording and beep three times. Please contact us to transmit recorded events at this time.

If you attempt to record further events, an error message will sound accompanied by three flashes of the yellow MEM light.

NOTE: The monitor will not record until the memory is cleared.

Low Battery Indication

A low battery is indicated by the red BAT light flashing 10 times accompanied by three beeps at the end of an ECG recording or transmission. Contact us at 888.500.3522 to request a replacement battery.

- Locate the battery door on the back of the monitor.
- Slide the battery cover off by pressing down and away from the monitor in the direction of the arrow.
- Remove the battery and wait 10 seconds.
- With the writing visible, place the new battery into the holder underneath the clips.
- The monitor will beep 3 times. Completely slide the battery door back into the monitor.



Returning the Monitor



Return the 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 return label is already affixed to the bottom of the box.
3. Drop package off at the shipping carrier listed on the prepaid return label. 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.

CONTACT INFORMATION

Patient services

- ☎ 888.500.3522 (press 1, 1)
- 🕒 24 hours a day, 7 days a week
- ✉ monitortroubleshooting@preventice.com

Returning your monitor

- ☎ 888.500.3522 (press 1, 5)
- 🕒 7:00 a.m. - 7:00 p.m. CST, M-F
- ✉ monitorrecovery@preventice.com

General information

www.preventicesolutions.com/patients.html

Billing assistance

- ☎ 888.747.4701
- 🕒 8:00 a.m. - 5:00 p.m. CST, M-F
- ✉ reimbursementinfo@preventice.com

Patient benefit quotes

- ☎ 888-747-4760
- 🕒 7:00 a.m. - 7:00 p.m. CST, M-F
- ✉ patientbenefitquotes@preventice.com