



Remote Monitoring from Home

What is remote monitoring and why is it important?

Your cardiac device (pacemaker or ICD) is an important tool for keeping you safe and comfortable. Regular check-ins with your cardiac device clinic help keep you and your device working well together.

When you have a device check, we will ask how you feel with your device, check that it is working well and make sure that the settings are right for you. We may also be able to see some information about your heart function or any unusual heart rhythms. This information will be shared with one of our specialized physicians and then will be sent to your primary care practitioner.

We will see you in our device clinic for some of your visits, but we also offer remote monitoring. Remote monitoring is an important part of your care. It lets your device send an alert to the clinic if there is something wrong with the pacemaker/ICD function, like a low battery. Some devices can also send an automatic report about unusual heart rhythms. Remote monitoring is convenient for you since it reduces your trips to the clinic. It is also an important safety feature that can help to identify potential problems quickly.

If you feel unwell or are worried about your pacemaker or ICD, you should seek medical attention. Do not wait for our clinic staff to contact you. Remote monitoring should not take the place of medical care.

How does remote monitoring work?

Remote monitoring is done through a small unit that sits at your bedside. Some pacemakers/ICDs can use an app on your smart phone instead. The bedside monitor, or app, checks in with your pacemaker/ICD regularly and then uses cell signals to send information from it to your device clinic. You don't need to own a cell phone, but they do need to work at your house. If cell phones don't work in your home, the clinic will work with you to find other options.

The bedside monitor, or app, can only pass along information from your pacemaker/ICD. Settings on your device cannot be changed remotely. Any adjustments must be done in person at your clinic.

How do I set my bedside monitor up?

The bedside unit, or app, will need to be connected to your device to get started. This first connection is called pairing. The staff at the clinic will pair the monitor for you or will give you detailed instructions about how to do it. Then simply leave the monitor, or your phone, within 10 feet (3 meters) of where you sleep.

Can the bedside monitor watch or listen to me?

No. The monitor doesn't have a camera or microphone so it can't see or hear you. It can only detect signals that come from your cardiac device. It will forward these messages to your clinic without interpreting them.

When does the monitor read my pacemaker/ICD? When does it send a transmission to the clinic?

The monitor or app will check in with your pacemaker/ICD regularly but it does **NOT** send transmissions to the clinic every day. Transmissions are sent on dates scheduled by the clinic, or if your pacemaker/ICD finds a problem. Most transmissions from the monitor are automatic. In most cases don't have to do anything for your pacemaker/ICD to send a routine transmission to the clinic.

Your clinic reviews remote transmissions during business hours. Transmissions that show device problems or unusual heart rhythms are checked first. We will contact you once your transmission has been reviewed. If an issue is identified, we will work together to arrange a follow-up plan. Otherwise, we will schedule your next routine check.

On occasion, you might be asked to send the clinic a "manual transmission." To do that, simply press the button on your home monitor.

***** Please don't press the button unless you have been directed to by your clinic*****

How much does it cost?

The monitor or app is given to you free of charge.

What if I'm having technical problems with my remote monitor, like flashing lights?

If you are having problems with your remote monitor, please check that it is plugged in and all connections are secure. If you are still having problems, please contact the company that made your pacemaker/ICD. Contact information is at the end of this hand-out.

What if I go on holiday?

You can choose whether to take the monitor with you, or leave it at home. It is your choice. If you are going away for long time, taking your monitor may be the safest option but it is not necessary.

Can I choose not to participate in the remote monitoring program?

You do not have to participate in the remote monitoring from home program. If you decide not to participate, you will continue to receive device checks. However, you may experience delays in getting into the clinic for appointments.

Who is collecting information from your remote monitor?

Remote monitoring services are provided by the companies that manufacture cardiac devices and their remote monitoring device. (e.g. Medtronic, Boston, Abbott or Biotronik), each referred to as the “Company” in this document. If you choose to participate in the remote home monitoring program, the Company will store and access some of your health information. This information is stored by the Company outside of Canada. Island Health is required by the *Freedom of Information and Protection of Privacy Act (FIPPA)* to ask for your written agreement, or consent, for your participation in this program and for this information to be shared with the Company.

What information might be collected?

Information about you: name, address, date of birth

Contact information: your phone number and which clinic you attend

Information about your device: device type, model name and number, serial number, date of implant

Miscellaneous information: any patient or transmission notes.

Once you are enrolled in the Remote Home Monitoring program, the Company will also collect information about how your device is working.

Where is my information stored?

Data collected by the companies listed below will be stored in the following locations outside of Canada:

Device Company	Name of Remote Monitoring System	Storage location
Medtronic	CareLink System	United States
Abbott Medical	Abbott Patient Care Network	United States
Boston Scientific	Latitude NXT Remote Monitoring	Ireland
Biotronik	Biotronik Home Monitoring System	Germany

What will the Company store and use the information for?

- Your data is anonymized and used by the manufacturer to develop further tools to improve medical devices, for education, research and training or as required by law.
- To conduct research and public health initiatives using only de-identified data (e.g. it does not contain names).
- To send health information to third parties that will need the information for service obligations to the Company (e.g., telecom vendors for the delivery of CareAlert notifications). These parties must state in writing that they will keep the information confidential.
- To comply with the laws that apply to the Company.

How is this information used by Island Health?

Data captured by your device will be used by the Heart Health team for the provision of care (e.g. to monitor your device, and ensure it is working properly). Data captured by your device and all personal information collected by the Clinic to provide remote monitoring of your device is collected, used, and disclosed under the authority of section 26(c), 27(2), 32(a), 32(b), 33(2)(c), and 33(2)(d) of FIPPA.

In addition to assisting you with your ongoing care and support of care activities, your information may be used by Island Health to:

- Help us plan, monitor and improve care and services;
- For education and training (e.g. medical students) and to conduct research with your consent or as permitted by law;
- Conduct planning and improvement activities, measure performance and fund healthcare; and
- As required by law (e.g. court order, reportable conditions) as authorized by *FIPPA*.

Questions about Island Health's information collection, use and disclosure practices? Contact:

Information Stewardship, Access and Privacy

Phone: 1-877-748-2290

Email: privacy@islandhealth.ca

Questions about your bedside monitor function? Contact:

Abbott: 1-877-696-3754

Boston Scientific: 1-866-484-3268

Medtronic: 1-888-660-4616

Biotronik: 1-416-620-0069

Questions about your device or scheduling? Contact:

Royal Jubilee Hospital Clinic: 250-370-8670

Nanaimo Regional General Hospital Clinic: 250-739-5914

Campbell River General Hospital Clinic: 250-286-7156

*****If you move or change your phone number, please notify your pacemaker clinic*****

If you wish to partake in remote home monitoring, please sign the attached consent form. If you have questions about remote monitoring, please let your device clinician know. We will answer them prior to setting you up with monitoring.