



**POCKET ECG 4**

# Informational and Instructional Guide

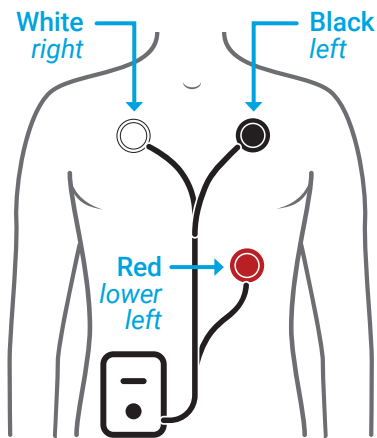
## Getting Started

Do NOT place battery in the device or place the electrode patches until you are ready to start the monitoring session.

- 1** Insert battery in the back of the device and wait for the device to show **Start Session** screen (about 90 seconds).



- 2** Snap the wires onto the electrodes and place electrodes on chest. See page 3 for details on attaching and positioning.



- 3** Press **Start Session** to begin.



Press this icon to see the MediLynx Customer Service phone number.

**NOTE:** Device shows battery level.

MediLynx recommends changing device's battery every morning and evening.

## Using the Device

- 4** Touch the **HOME** button.



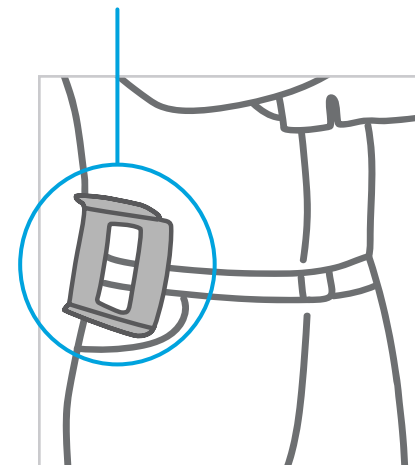
The "Unlock" screen will appear.



- 5** If symptoms occur, press **Report Symptoms** button and follow instructions.



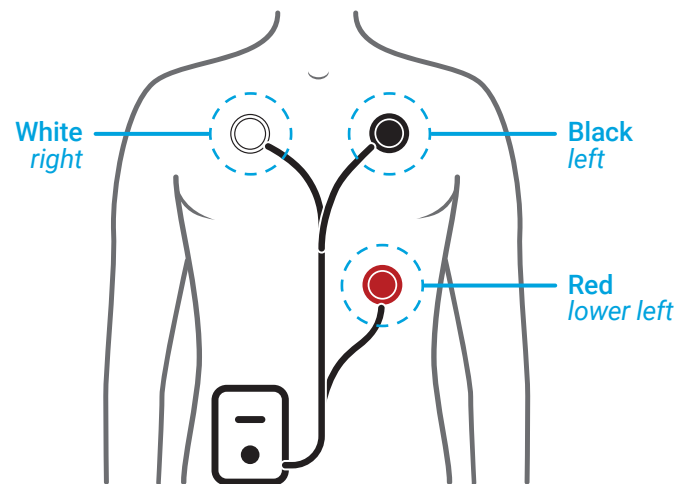
- 6** A **belt clip** has been provided for your convenience.



## Important Patient Information

### Electrode Patch Placement

- Place electrode patches on clean, dry skin that has no lotion and/or oil. Chest hair in the area of the electrodes may need to be shaved.
- Lead wires are color coded and placed as shown in picture at right.
  - White lead wire is placed on the right side.
  - Black lead wire is placed on the left side.
  - Red lead wire is placed on the lower left rib cage as shown in the picture at right.



**NOTE:** You may experience slight irritation from wearing the electrode patches. If this happens, apply new electrodes within circled areas as diagram depicts, on a fresh patch of skin.

**Electrode patches should normally be changed every other day.**

### Electrode Care

- When changing electrode patches:
  - Unsnap lead wires from electrode patches with patches still attached to skin.
  - For easier removal, thoroughly saturate patches with warm water.
  - Gently remove the electrode patches.
  - For proper application of new electrode patches, see purple note and diagram at right.

## Important Patient Information

### Bathing

**NOTE:** Do not get the device wet.

Prior to showering, bathing, swimming, etc.

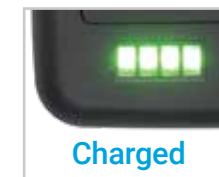
- Remove the lead wires and the monitor.
- Unless you are changing the electrode patches, try to protect the electrode patches as much as possible from the water.
- Once done, be sure the electrode patches are still firmly attached to the skin, then reconnect the electrode wires to continue monitoring.

### Battery Charging

Place the depleted battery on the charger. When the lights on the charger turn green, the battery is charged.



Charging



Charged

**NOTE:** Change device's battery every morning and evening.

## Alerts and Troubleshooting

### Device Alerts and Troubleshooting:

In most cases the monitoring device will inform you of possible issues with an alert message on the screen. Should you see an alert message like the ones detailed below, or you experience issues like an unresponsive screen, perform a reboot: *Remove the battery from device and wait at least 5 minutes before re-inserting and powering the device back on.*



“No Network” If screen is frozen or unresponsive.



If the problem or alert message remains after reboot, please call Customer Service immediately for assistance at **1-855-847-1009**.

## Insurance and Billing

Most insurance plans, including Medicare, provide coverage for the heart monitoring study that has been prescribed by your physician or other healthcare professional. Please note, MediLynx may be out-of-network with your insurance plan, but this does not necessarily mean that your insurance policy will not provide coverage for the services.

### Once your monitoring session has ended:

- MediLynx will submit a claim to your insurance plan for the monitoring services we provided. (Please note that the charges for the monitoring services attributable to MediLynx are different from and are in addition to the charges billed by your physician.)
- Your insurance company will issue an Explanation of Benefits (EOB) to MediLynx notifying us of your plan's coverage for the services rendered, including your specific plan's cost-sharing responsibilities. (Please note that the EOB statements from your insurance company are NOT a bill. All patient invoices will be mailed separately and come directly from MediLynx.)
- Once your insurance company notifies MediLynx of its final determination of coverage, you will receive a statement from MediLynx indicating any amounts owed up to your plan's determined coverage amounts.

If for any reason you believe your monitoring device is not functioning properly, if removing and re-inserting the battery does not fix the issue, or you have questions about operating the device, please call for assistance 24 hours a day, 7 days a week.

If you have any questions regarding your financial responsibility, financial assistance, or flexible payment options, contact our Billing Office Monday through Friday from 8:30 am – 7:00 pm CT at 855-345-7424.

**PLEASE NOTE:**  
Unreturned monitoring equipment will be billed to you directly.

Call the ECG Monitoring Center for assistance 24 hours a day.

**1-855-847-1009**



**NOTICE:** MediLynx Cardiac Monitoring is NOT an emergency response service. If you are experiencing symptoms that concern you, please seek medical attention.

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

