



Virginia Cardiovascular Specialists

Latitude Home Monitoring FAQ

What does the monitor do?

Your new Boston Scientific Latitude home monitor will allow you to perform routine checks of your implanted device without having to travel to our office. The information collected is essentially the same as the checks performed in the office.

Why do I need it?

Numerous studies have shown the benefits of home monitoring in addition to regular office checks, as it allows much faster detection of device problems and changes in heart rate and rhythm. Home monitoring also increases the level of communication between you and your health care team.

When do I set up my monitor?

You will be given your Latitude communicator during a visit to one of our offices. Please wait until the following business day to set up your monitor so we can register your equipment with Boston Scientific. **Send your initial reading and then call a device clinician at 804.560.2819 to verify that it has been received. The clinician will confirm your report and give you your next transmission date.** If you call after hours, please leave a message and a clinician will return your call the following business day.

When does it check my device?

After you performed your manual setup transmission, all of your routine remote checks will be performed automatically. Your implanted device will have nightly checks performed to look for "alerts," which could indicate important issues that need to be addressed. The monitor should be placed by your bedside (within 10 feet) so these checks can be performed each night between 12am and 4am. These checks will be silent to you. **Please note that the monitor will only transmit a nightly check if an "alert" is detected. If everything is normal, we will only get a report once every three months as routinely scheduled.**

How do I know it is working?

For routinely scheduled quarterly transmissions, you will receive a follow-up letter (by patient portal or standard mail) within 10 days confirming your report and will list your next transmission date. If any problems are detected by your monitor, a clinician will contact you by phone. **Please make sure VCS has a good contact phone number on file.**

What if I need help?

For help setting up or troubleshooting your equipment:

Boston Scientific: 1-866-484-3268

For general questions, scheduling and other concerns:

VCS Device Clinic: 804.560.2819