



Merlin Home Monitoring (Wireless) FAQ

What does the monitor do?

Your new Merlin at 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 does it check my device?

Wireless pacemakers and defibrillators will have nightly checks performed to look for alerts. Alerts may indicate the potential for device issues or changes in your condition. Merlin monitors should be placed by your bedside (within 10 feet) so these checks can be performed each night. These nightly checks will typically occur sometime between 12:00am and 4:00am and will be silent to you. **Please note that monitor will only transmit a nightly check if a device alert is detected. If everything is normal, we will only get a report once every three months.**

When do I set up my monitor?

You should set up your monitor as soon as you receive it. There will be instructions as well as a DVD in the box that will explain how to set it up and how the system works. You do not need to contact the clinic prior to setting up your equipment. We will schedule an automatic reading in about 30 days to make sure your monitor is working properly.

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:

St Jude Medical: 1-877-696-3754

For general questions, scheduling and other concerns:

VCS Device Clinic: 804.560.2819