

# ER920W

## Patient Instruction Manual

This monitor transmits in **non cellular Transtelephonic mode ONLY**



## Welcome to the ER920W

Your physician has prescribed you the ER920W monitor and monitoring service provided by **Preventice Services** to detect irregular heart rhythms. You must wear 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.**



### Additional Assistance

If you are receiving the monitor at home or require assistance, call Preventice at:  
**888.500.3522**

For the manufacturer's Instructions for use, visit: [www.braemarinc.com/pdfs/600-0640-00\\_2perpage.pdf](http://www.braemarinc.com/pdfs/600-0640-00_2perpage.pdf)

## Patient Financial Obligation 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.



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 \$900), 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](http://www.preventicesolutions.com)

# Equipment



# IMPORTANT



Keep the monitor and the lead wires away from water. Remove the monitor and lead wires when you bathe, swim or perform other similar activities then re-attach.



Change the electrodes every 3 days or when they no longer adhere to your skin. Dampen with water to ease removal.



Remove the batteries before returning the Preventice box to UPS. The prepaid UPS return label is already affixed to the bottom of the box.



Contact the Monitoring Center if you plan to travel outside the United States for options. This monitor is not prescribed for operation outside of the United States.



Patients with known skin allergies or hypersensitivities to adhesives should consult their doctor to select the most appropriate option for their needs. Apply the electrodes to intact, clean skin. Do not apply over open wounds, lesions, infected or inflamed areas. You can request additional or alternative electrodes by calling 888.500.3522 (press 1, 1, 3) or email: [inventory@preventice.com](mailto:inventory@preventice.com).

## Step 1: Attaching the electrodes

1. Snap the lead wires onto the electrodes.
2. Remove the adhesive backing from the electrodes.
3. Place the electrode on clean, dry skin at the locations shown in the diagram. Air bubbles or creases should not appear once the electrode is placed on the skin.
4. Attach the **red** wire slightly to the left of your neck, under the breast or bra. Do not let the wire touch the bra line.
5. Attach the **white** wire aligned with the right side of your neck, two to four finger widths below the right collarbone.

- The lead wires should run from the electrodes to the monitor neatly under your clothing.
- The new electrodes should be placed about one inch away from the existing electrodes within the placement zone indicated in the diagram.

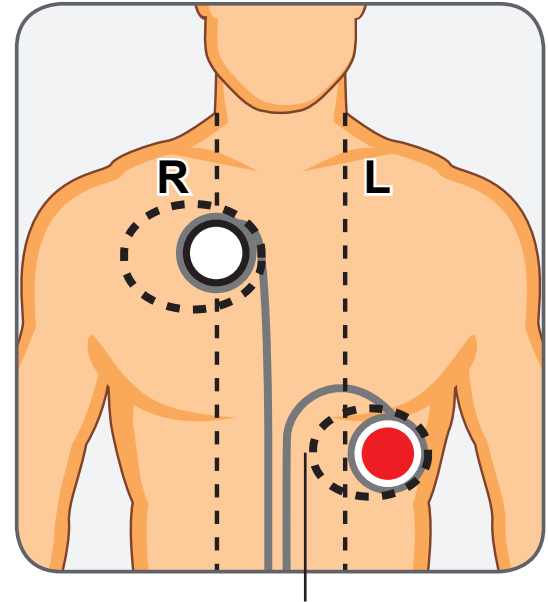


Diagram: Placement Zone

**⚠ Important:** Improper application and removal of the electrodes may cause skin irritation or blistering.

## Step 2: Activating the monitor

1. Install **only the AA battery pack** provided into the battery compartment by observing the polarity symbols. Failure to install the batteries properly may damage the monitor.
  - The monitor will emit rising ring tones. The display screen will show a preview of your ECG then will read “**Monitoring.**” The monitor is now ready to record.
  - The left side of the display screen will show the estimated battery level.
  - The right side of the display screen will show the number of stored events.
2. Press the **PUSH** button and hold until the screen displays “**Recording**” to begin your study.



⊘ **Do not separate the batteries**

## Step 3: Recording an event

If you begin to feel symptoms related to why your monitor was prescribed such as dizziness, chest pain or shortness of breath, you can manually record these events.

1. Hold the **PUSH** button for two to three seconds, until an audible sound is heard.
2. Let go of the button when the flashing word changes to “**Recording.**”
3. Sit down and remain still during the first 60 seconds of recording.
4. Continue to breath normally. The screen will return to “**Monitoring**” when the recording is complete.

**⚠ Important:** Regular AA Alkaline batteries **MUST** be used.

## Step 4: Transmitting events

1. Call 888.500.3522. We recommend transmitting your recordings from a land line phone.
2. Follow the technician's instructions. Inform the technician if you are using a cell phone.
3. Unplug the lead wires from the monitor and place the monitor on a flat surface.
4. Place the mouth piece of the phone over the monitor.
5. Press the PUSH button and hold until continuous audible tones are heard.
6. **"Sending"** will display on the screen.
  - When the transmission is complete, a falling tone will be heard and the screen will display **"Stopped."**
  - When instructed by the technician, clear the recordings by reinserting the lead wires.

## Changing the batteries

- Confirm all recordings were sent to Preventice Monitoring Center before removing the batteries.
- The number on the bottom right of the display screen should be "0."
- Remove and discard the discharged batteries from the monitor.
- Follow instructions in Step 2 on inserting new AA Alkaline batteries provided by Preventice.

 **Note:** Transmit events after each recording as soon as possible.



## Step 5: Returning the Equipment using UPS®

Return the ER920W equipment to Preventice immediately after your service ends.



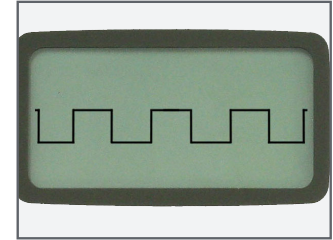
1. Ensure the number on the bottom right of the display screen is “0.”
2. Remove the batteries from the monitor.
3. Properly discard any used batteries and open packages of electrodes.
4. Place the monitor with the connected lead wires into the foam pouch inside the box.
5. Place all other accessories and any unopened electrodes into the box.
6. Remove the adhesive strip from the flap on the shipping box and seal securely.  
**The prepaid UPS return label is already affixed to the bottom of the box.**
7. Drop off package at any UPS Drop Box or The UPS Store®. 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.

# Frequently Asked Questions

## Why does the display screen show square lines?

1. Verify the electrodes are properly attached and the cables are properly connected to the monitor.
2. Replace electrodes if necessary.
3. If the problem persists, contact 888.500.3522 (press 1, 1, 4).



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## Why does the monitor emit a high pitched whistle?

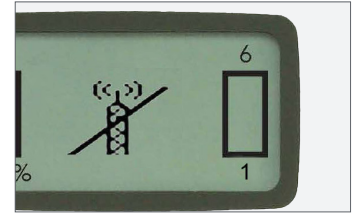
1. Check the electrodes' connectivity to the lead wires and the lead wires' connection to the monitor.
2. Replace the electrodes if necessary.
3. If the noise persists, contact 888.500.3522 (press 1, 1, 4).



## Frequently Asked Questions

### Why does a number appears in the lower right corner of the display screen without initiating a manual recording?

This is part of the monitor's normal operation. If the number reaches 5 or 6, contact 888.500.3522 (press 1, 1, 2) to transmit stored events.



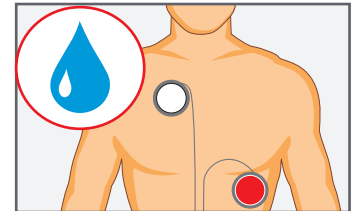
### Where can I view the reports provided by my monitor?

Contact your doctor to obtain all your reports at the conclusion of your monitoring study. If you want to receive your report, you have to submit a signed medical release form to the Preventice legal department. Contact 888.500.3522 (press 1, 8).



### What is the best way to remove the electrodes from my skin?

Use warm, soapy water to ease the removal of electrodes and any adhesive residue.



## Ordering additional supplies

**Phone:** 888.500.3522 (press 1, 1, 3)

**Hours:** 7:30 a.m. - 5:00 p.m. CST

**Email:** [inventory@preventice.com](mailto:inventory@preventice.com)

## Returning your monitor

**Phone:** 888.500.3522 (press 1, 5)

**Hours:** 7:30 a.m. - 7:00 p.m. CST

**Email:** [monitorrecovery@preventice.com](mailto:monitorrecovery@preventice.com)

## Issues with the monitor

**Phone:** 888.500.3522 (press 1, 1, 4)

**Hours:** 24 hours a day, 7 days a week

**Email:** [monitortroubleshooting@preventice.com](mailto:monitortroubleshooting@preventice.com)

## Monitoring Center

**Phone:** 888.500.3522 (press 1, 1, 1)

**Hours:** 24 hours a day, 7 days a week

**Email:** [lab@preventice.com](mailto:lab@preventice.com)

## Billing assistance

**Phone:** 888.400.3522

**Hours:** 8:00 a.m. - 5:00 p.m. CST

**Email:** [reimbursementinfo@preventice.com](mailto:reimbursementinfo@preventice.com)

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## General information

**Phone:** 888.747.1442

**Hours:** 8:00 a.m. - 5:00 p.m. CST

**Web:** [www.preventicesolutions.com/patients.html](http://www.preventicesolutions.com/patients.html)