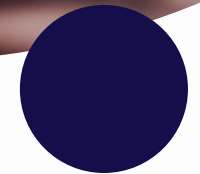


**Medtronic**

# MyCareLink Heart™ Mobile App

Patient connectivity anywhere,  
anytime.



# MyCareLink Heart™ app overview

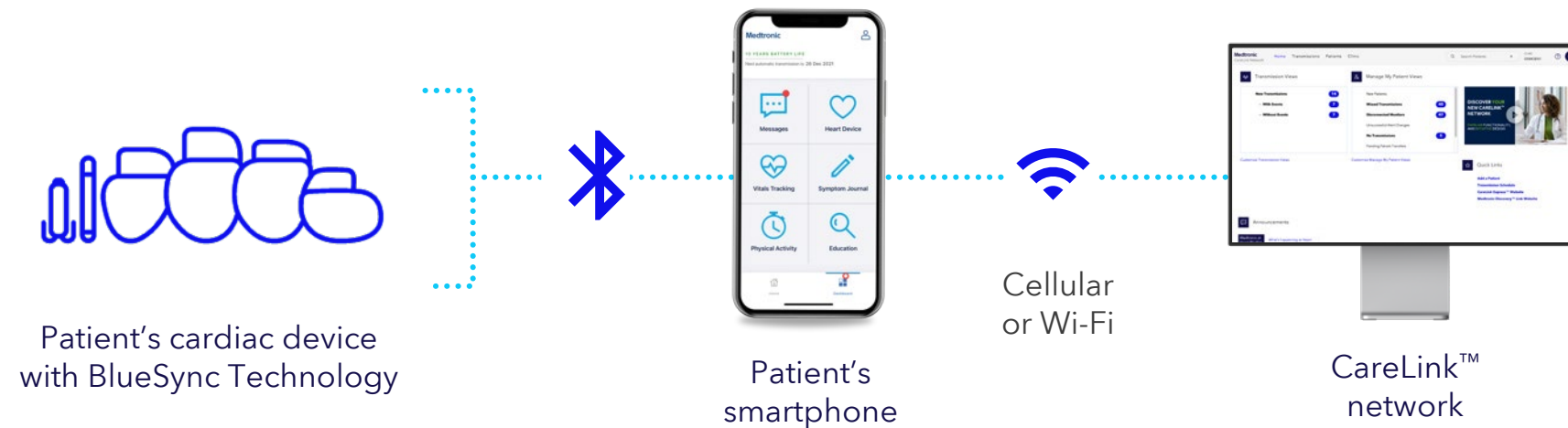
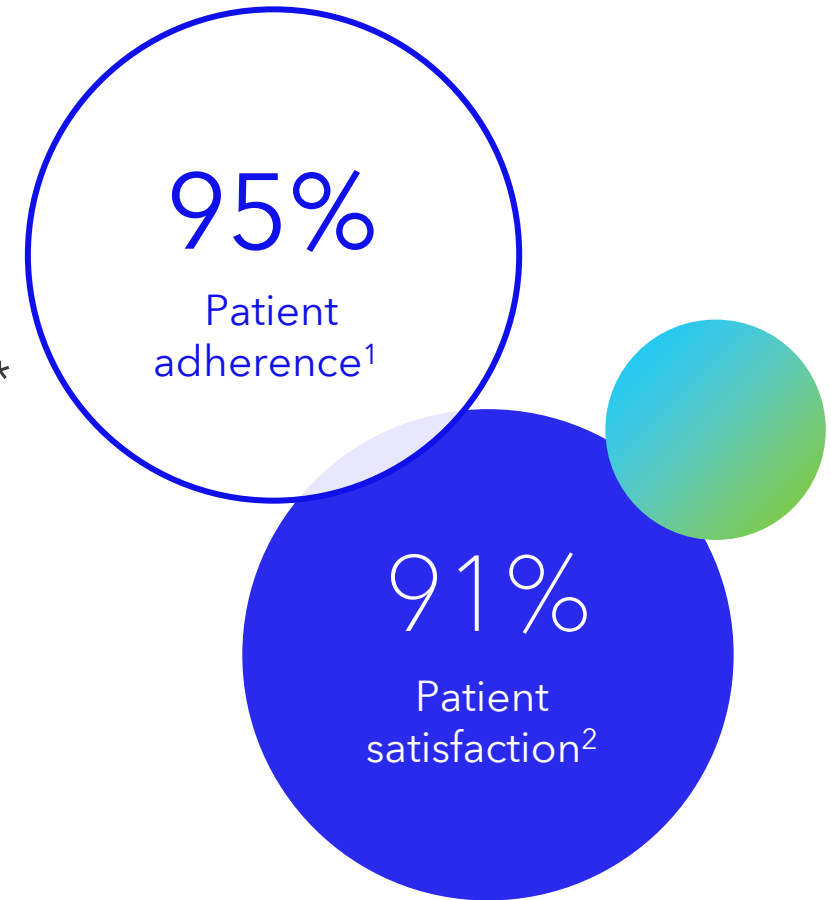
Allows patients with BlueSync™-enabled heart devices to use their smartphone or tablet to transmit data from anywhere†, at any time instead of a bedside monitor.



Cleveland Clinic included the app as [Top 10 Medical Innovations for 2021](#).

- ✓ Gives patients mobility, quality of life, peace of mind, and education at their finger tips.
- ✓ Keep patients connected via automatic notifications
- ✓ Upgradeable app for latest updates, compatible with iOS® and Android™ devices\*

\* MyCareLink Heart app is compatible with Apple™, Samsung Galaxy™ and Google Pixel™ phones and tablets. For a list of compatible models please visit [mclheart.com](http://mclheart.com)

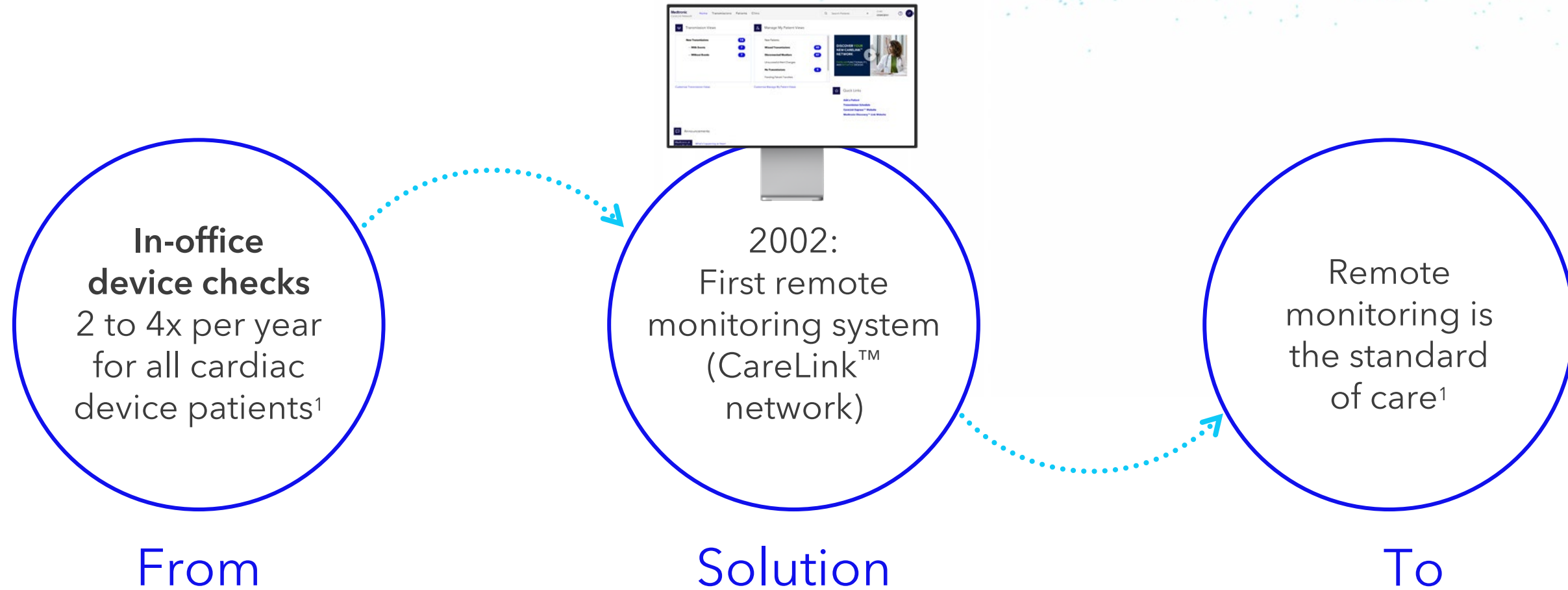


† MyCareLink Heart app requires reliable wifi or cellular service to complete a transmission.

1. Tarakji KG, et al. *Heart Rhythm* O2. 2021;2:463-471.

2. Of patients responding to survey (n = 278) question: "How would you rate your satisfaction with the MyCareLink Heart™ app". Medtronic data on file. MyCareLink Heart patient satisfaction. February 2021.

Medtronic has been pioneering the way in cardiac remote monitoring for 20+ years

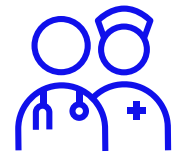


1. Ferrick AM, et al. *Heart Rhythm*. 2023;20:e92-e144.

# Compared to in-office follow-up alone, remote monitoring:



↑  
Increases survival rates by over 50%<sup>1,2</sup>



Detects clinically actionable events faster<sup>3,4</sup>



Reduces ER visits and length of hospitalization<sup>5</sup>



Increases quality of life<sup>5</sup>



Provides a sense of security and peace of mind<sup>6,7</sup>

1. Mittal S, et al. *J Interv Card Electrophysiol*. 2016; 46:129-136.

2. Saxon LA, et al. *Circulation*. 2010;122:2359-2367.

3. Crossley GH, et al. *J Am Coll Cardiol*. 2009;54:2012-2019.

4. Crossley GH, et al. *J Am Coll Cardiol*. 2011;57:1181-1189.

5. Landolina M, et al. *Circulation*. 2012;125:2985-2992.

6. Marzegalli M, et al. *Pacing Clin Electrophysiol*. 2008;31:1259-1264.

7. Ricci R, et al. *Europace*. 2010;12:674-679.



# Why MyCareLink Heart app

# Patient adherence matters

**114%**

Greater survival for patients with high remote monitoring adherence compared to no remote monitoring<sup>1</sup>



1. Varma N, et al. *J Am Coll Cardiol.* 2015;65:2601-2610.

# Connectivity matters

As stated in the 2023 HRS Expert Consensus Statement on Remote Monitoring<sup>1</sup>

- ✔ “Consistent connectivity is critical to maximize remote monitoring benefits.”
- ✔ “Prompt patient enrollment and maintenance of regular connectivity with long-term adherence to remote monitoring is essential to an effective remote monitoring program.”
- ✔ “Alert-based remote monitoring that relies on continuous connectivity allows for extended time intervals between in-office device interrogations.”
- ✔ “As new devices and RM platforms are developed and upgraded, it is important to remember that no single RM transmitter technology will be suitable for all patients”

1. Ferrick AM, et al. *Heart Rhythm*. 2023;20:e92-e144.

## 2023 HRS/EHRA/APHRS/LAHRs Expert Consensus Statement on Practical Management of the Remote Device Clinic

Aileen M. Ferrick, PhD, ACNP, RN, FHRS (Co-Chair)<sup>1\*</sup>, Satish R. Raj, MD, MSCI, FHRS (Co-Chair)<sup>2\*</sup>, Thomas Deneke, MD, PhD, FHRS (EHRA Vice-Chair)<sup>3†</sup>, Pipin Kojodjojo, MBBS, PhD, FHRS (APHRS Vice-Chair)<sup>4‡</sup>, Nestor Lopez-Cabanillas, MD (LAHRs Vice-Chair)<sup>5§</sup>, Haruhiko Abe, MD, PhD<sup>6‡</sup>, Serge Boveda, MD, PhD, FEHRA, FESC<sup>7†</sup>, Derek S. Chew, MD, MSc, FHRS<sup>2\*</sup>, Jong-Il Choi, MD, PhD, MHS<sup>8‡</sup>, Nikolaos Dargatzis, MD<sup>9†</sup>, Aarti S. Dalal, DO, FACC, FHRS, CEPS-P<sup>10¶</sup>, Brynn E. Dechert, APN, FHRS, CCDS<sup>11¶</sup>, Camille G. Frazier-Mills, MD, MHS, CCDS<sup>12\*</sup>, Olivia Gilbert, MD, MSc, FACC<sup>13#</sup>, Janet K. Han, MD, FACC, FHRS<sup>14\*\*</sup>, Sherri Hewitt, PharmD<sup>1†</sup>, Christine Kneeland, BSN<sup>15\*</sup>, Starr DeEllen Mirza<sup>1†</sup>, Suneet Mittal, MD, FHRS<sup>16\*</sup>, Renato Pietro Ricci, MD<sup>17†</sup>, Mary Runte, PhD<sup>18††</sup>, Susan Sinclair, NZCS, PGDHSc<sup>19‡</sup>, Ricardo Alkmim-Teixeira, MD, PhD<sup>20§</sup>, Bert Vandenberk, MD, PhD<sup>2,21†</sup>, and Niraj Varma, MA, MD, PhD<sup>22‡‡</sup>

**Document Reviewers:** Elizabeth Davenport, MSN, CNML, Vicki Freedenberg, PhD, RN, MSN, Taya V. Glotzer, MD, Jin-Long Huang, MD, PhD, Takanori Ikeda, MD, PhD, FACC, FESC, FJCS, Daniel B. Kramer, MD, FACC, David Lin, MD, FHRS, FACC, Ulises Rojel-Martínez, MD, FHRS, Markus Stühlinger, MD, FACC, FEHRA, and Paul D. Varosy, MD

<sup>1</sup>White Plains Hospital, White Plains, New York; <sup>2</sup>University of Calgary, Calgary, Alberta, Canada; <sup>3</sup>Heart Center Bad Neustadt, Bad Neustadt, Germany; <sup>4</sup>Asian Heart & Vascular Centre, Singapore; <sup>5</sup>Adventist Cardiovascular Institute, Buenos Aires, Argentina; <sup>6</sup>University of Occupational and Environmental Health Hospital, Kitakyushu, Japan; <sup>7</sup>Clinique Pasteur, Toulouse, France; <sup>8</sup>Korea University Medical Center, Seoul, Korea; <sup>9</sup>Heart Center Leipzig at the University of Leipzig, Leipzig, Germany; <sup>10</sup>Vanderbilt University Medical Center, Nashville, Tennessee; <sup>11</sup>C.S. Mott Children's Hospital, Ann Arbor, Michigan; <sup>12</sup>Duke University Medical Center, Durham, North Carolina; <sup>13</sup>Wake Forest Baptist Medical Center, Winston-Salem, North Carolina; <sup>14</sup>VA Greater Los Angeles Healthcare System, Los Angeles, California; <sup>15</sup>Mayo Clinic, Rochester, Minnesota; <sup>16</sup>The Valley Hospital, Ridgewood, New Jersey; <sup>17</sup>Cardio Arrhythmology Center, Rome, Italy; <sup>18</sup>University of Lethbridge, Lethbridge, Alberta, Canada; <sup>19</sup>Auckland City Hospital, Auckland, New Zealand; <sup>20</sup>Hospital Renascentista, Povo Alegre, Minas Gerais, Brazil; <sup>21</sup>Department of Cardiovascular Sciences, KU Leuven, Leuven, Belgium; and <sup>22</sup>Cleveland Clinic, Cleveland, Ohio

\* Representative of the Heart Rhythm Society (HRS)

† Representative of the European Heart Rhythm Association (EHRA)

‡ Representative of the Asia Pacific Heart Rhythm Society (APHRS)

§ Representative of the Latin American Heart Rhythm Society (LAHRs)

¶ Representative of the Pediatric and Congenital Electrophysiology Society (PACES)

# Representative of the American College of Cardiology (ACC)

\*\* Representative of the American Heart Association (AHA)

†† Patient Partner

‡‡ Representative of the International Society for Holter and Noninvasive Electrocardiology (ISHNE)

Developed in partnership with and endorsed by the European Heart Rhythm Association (EHRA), the Asia Pacific Heart Rhythm Society (APHRS), and the Latin American Heart Rhythm Society (LAHRs), and in collaboration with and endorsed by the American College of Cardiology (ACC), the American Heart Association (AHA), the International Society for Holter and Noninvasive Electrocardiology (ISHNE), and the Pediatric and Congenital Electrophysiology Society (PACES). For copies of this document, please contact the Elsevier Inc. Reprint Department ([reprints@elsevier.com](mailto:reprints@elsevier.com)). This article has been co-published with permission in EP Europace, Journal of Arrhythmia, and Heart Rhythm. All rights reserved. The articles are identical except for minor stylistic and spelling differences in keeping with each journal's style. Any citation can be used when citing this article.

**Correspondence:** Heart Rhythm Society, 1325 G St NW, Suite 400, Washington, DC 20005. Email address: [clinicaldocs@hronline.org](mailto:clinicaldocs@hronline.org).

© 2023 Heart Rhythm Society, European Society of Cardiology, Asia Pacific Heart Rhythm Society, and the Latin American Heart Rhythm Society published by Elsevier Inc, Oxford University Press and Wiley. This is an open access article under the CC BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>).

## Mobile smartphone applications...

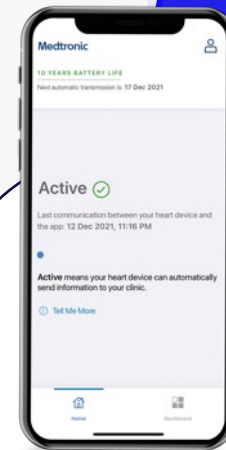
can facilitate CIED RM (Remote Monitoring) transmission and alert patients to the status of RM connectivity, encouraging patient engagement and partnership vital to maintaining RM.<sup>1</sup>

MyCareLink Heart™  
app results in

95% patient  
adherence

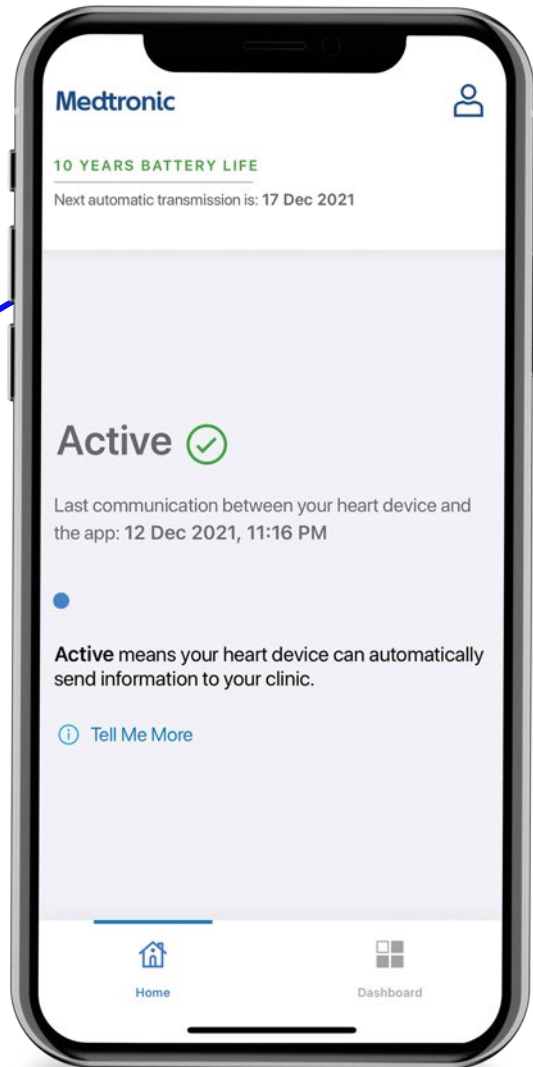
to transmission  
schedules<sup>1</sup>

91%  
patient  
satisfaction<sup>2</sup>



1. Tarakji KG, et al. *Heart Rhythm* O2. 2021;2:463-471.

2. Of patients responding to survey (n = 278) question: "How would you rate your satisfaction with the MyCareLink Heart™ app". Medtronic data on file. MyCareLink Heart patient satisfaction. February 2021.



Increasingly  
accessible

50%  
increase in  
smartphone usage  
among seniors from  
2017<sup>1</sup>

The adoption of a Bluetooth<sup>®\*</sup>-  
enabled patient smartphone  
app may have significant  
economic benefits for cardiac  
device clinics, through  
reduced staffing time to  
remotely manage patients.”

According to a 2021 prospective, multicenter study<sup>2</sup>

1. According to a 2023 market research; 71% of seniors (65+) use smartphone in UK. [Share of smartphone users in the United Kingdom \(UK\) 2012-2023, by age](#). Statista. 2024.

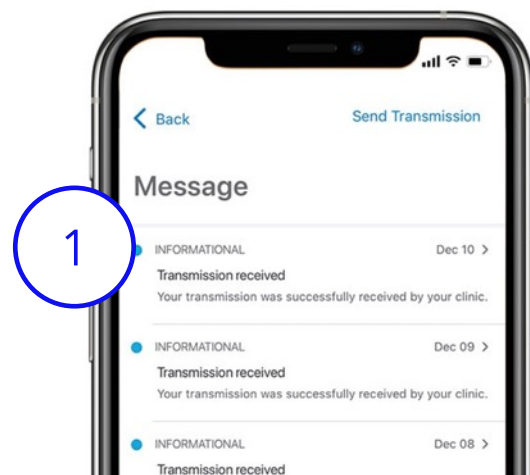
2. Tarakji KG, et al. *J Am Coll Cardiol*. 2021;77:244.

# Increase clinic efficiency

The MyCareLink Heart™ app is the patient monitor designed to help address four recurring issues that account for 40% of device clinical call burden.<sup>1</sup>

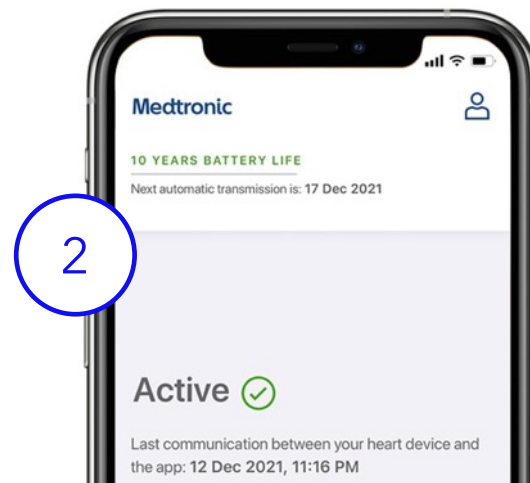
## 1. Transmission status

Patients can clearly view transmission status and the clinic can send an optional call clinic message via new Patient Messaging feature



## 2. Connectivity issues

Patients can check on their connectivity any time, day or night



## 3. Disconnected monitors

Keep connected feature notifies patients not to disconnect but reminds them to reconnect if they do



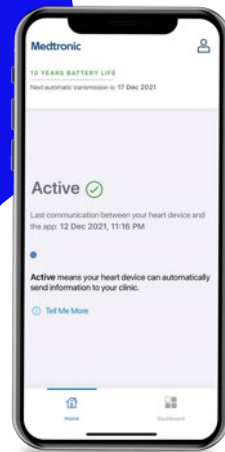
## 4. Patient education

In-app education offers answers to patients' most frequently asked questions



Fictitious patient and clinical data is used for demo purposes only.  
1. Van Heel L, et al. *Circulation*. 2019;140:A11847.

MyCareLink  
Heart™ app  
increases clinic  
efficiency by  
keeping  
patients  
connected<sup>1</sup>



Designed to  
reduce 40% of  
the clinic call  
burden<sup>1</sup>

75% fewer  
unrequested  
manual  
transmissions<sup>2</sup>

224-hour time  
savings in  
clinics  
managing  
1,000 pacemaker  
patients<sup>3</sup>

1. Van Heel L, et al. *Circulation*. 2019;140:A11847.

2. As compared to patients using the Medtronic MyCareLink™ bedside monitor. MyCareLink Heart patient-initiated transmissions. Medtronic data on file. March 2019.

3. Tarakji KG, et al. *J Am Coll Cardiol*. 2021;77:244.

# Every eligible patient should receive the MyCareLink Heart™ app

## Two key questions to answer...

Does your patient have a BlueSync™-enabled heart device?

Does your patient have a compatible phone or tablet?

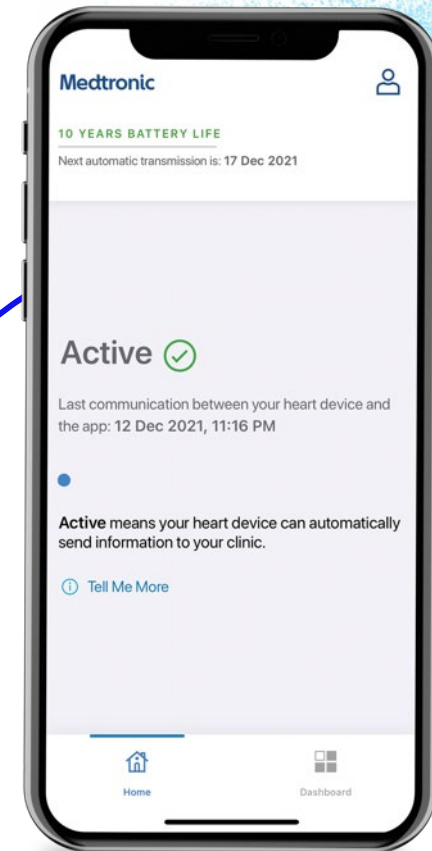
## Additional considerations...

Does your patient want peace of mind knowing their heart device data was received and reviewed by your clinic?

Is your patient often on the go, needing a mobile monitor that travels with them?

Yes

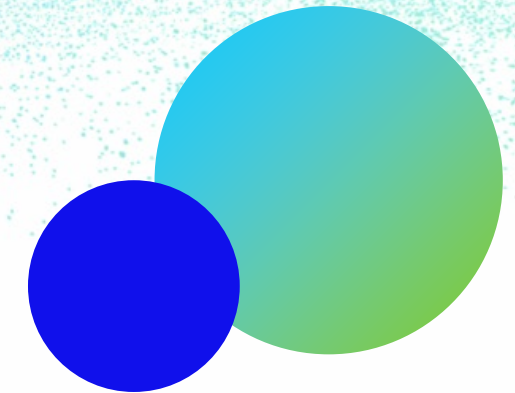
Yes





# BeConnected patient service

# Medtronic helps screening your patients



MyCareLink  
Heart™ app

BeConnected  
Heart device patient support

The BeConnected Service is fantastic and speeds up our post implant checks and the ease of that means that staff reach for a Medtronic device first

**Basingstoke Hospital, UK**

Great to be able to just hand over the leaflet and hand over the job to Medtronic

**University Hospital Southampton, UK**

# How can BeConnected help?



## Onboarding

BeConnected helps patients onboard with their optimal monitoring solution.

16 min.

saved per patient<sup>1</sup>

3.7x

App adoption<sup>1</sup>



## Day-to-day

BeConnected helps patients with device and monitoring questions.

+7 min.

saved per patient yearly<sup>2</sup>

4.9/5

Patient satisfaction<sup>1</sup>

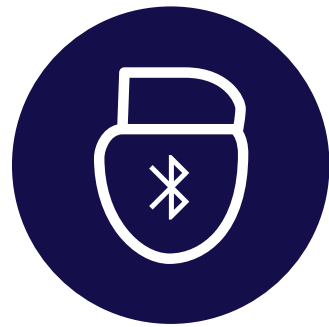
**BeConnected**  
also provides  
monitor  
replacements  
& returns

1. BeConnected Onboarding Pilot Results. 2020; Medtronic Data on File.  
2. BeConnected Day to Day Service - Call Time Analysis. 2022; Medtronic Data On File.

# What is onboarding?

## Clinic

Initiates the process



## Implant

a BlueSync™ device



## Enroll

patient into the CareLink™ network



## Educate

patient on remote monitoring



## Screen

BlueSync™ patient for a personalized monitoring solution



## Set-up

remote monitoring with the patient





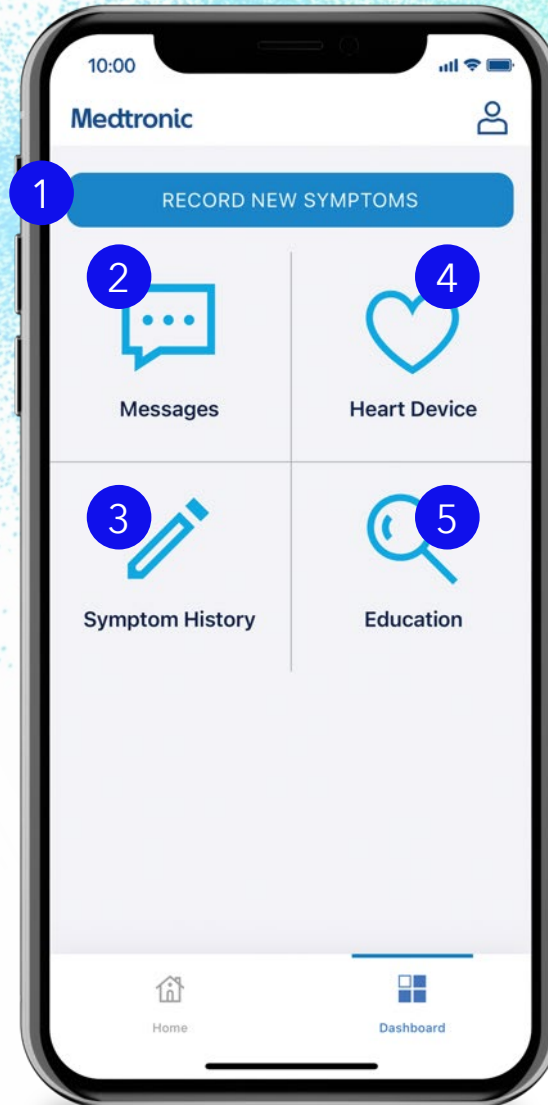
# MyCareLink Heart app features

# MyCareLink Heart dashboard

## LINQ II™ patients



- 1 Symptom Marker**  
Recorded symptoms correlate with heart rhythm at the time of episode
- 2 Messages**  
Important messages about your transmission status and using your app
- 3 Symptom History**  
A log of symptoms to share with a doctor at an office visit



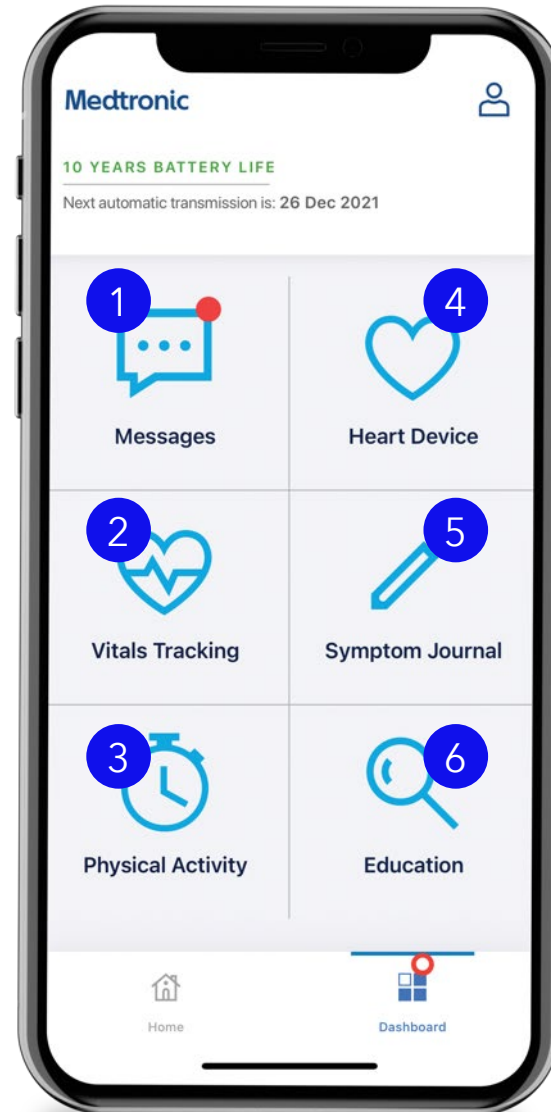
- 4 Heart Device**  
Displays implant date, ICM device name, model number, and serial number
- 5 Education**  
Provides information about living with the LINQ II device

# MyCareLink Heart dashboard

## BlueSync™-enabled therapy devices



- 1 Messages**  
View important messages about your transmission status and using your app. You can also send a transmission if requested by your doctor's office.
- 2 Vitals Tracking**  
Record your weight, heart rate, and blood pressure to share with your doctor at an in-office visit.†
- 3 Physical Activity**  
Check/view your activity levels based on data from your heart device.



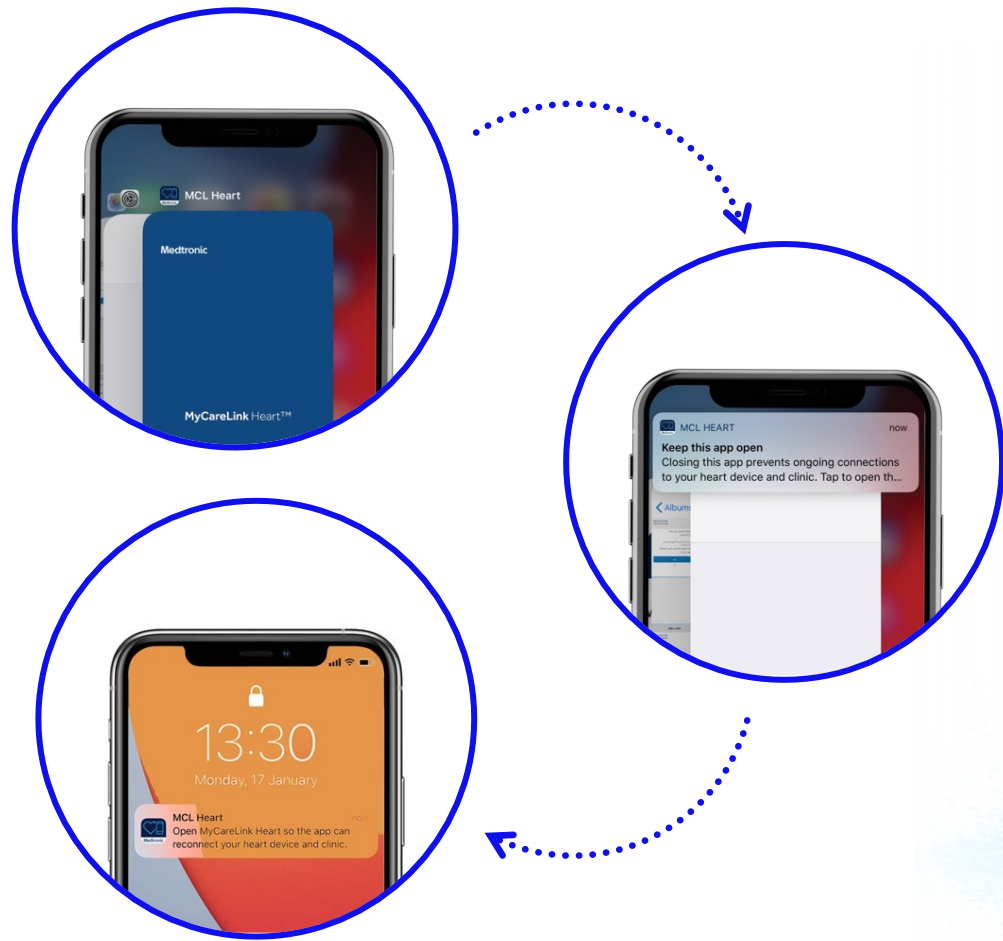
- 4 Heart Device**  
Find important information about your heart device: battery life, implant date, device name, serial number, your clinic's contact number, etc.
- 5 Symptom Journal**  
Record your symptoms to share with your doctor at an in-office visit.†
- 6 Education**  
Find answers to frequently asked questions about living with a heart device.

† Data input here stays on your phone; it does not get sent to your clinic. If you have a medical emergency, you should call 911 or emergency services.

# Automatic notifications keep patients informed and active

CareLink™ network can send notifications to the patient's phone via text, email, or push notifications (if enabled):

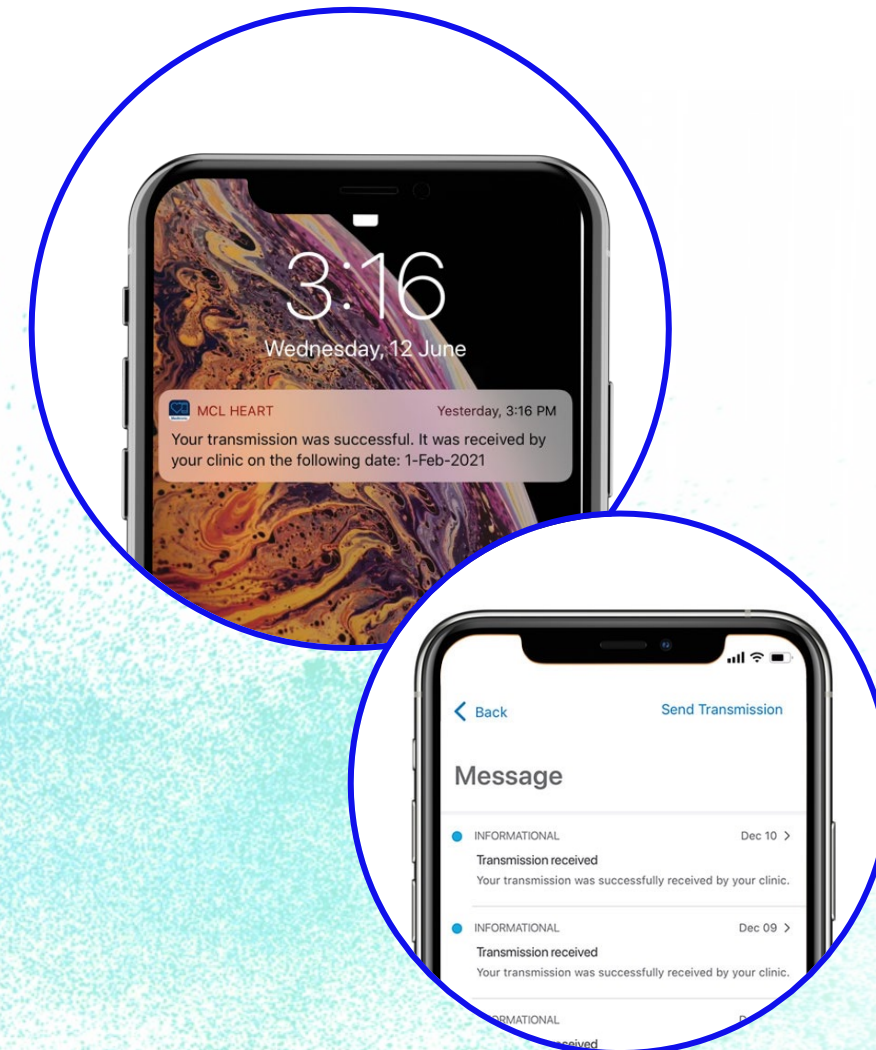
**Keep connected notifications**  
to increase adherence and connectivity



**Missed scheduled transmission notifications**



Confirmation of successful transmission  
**for patient peace of mind**

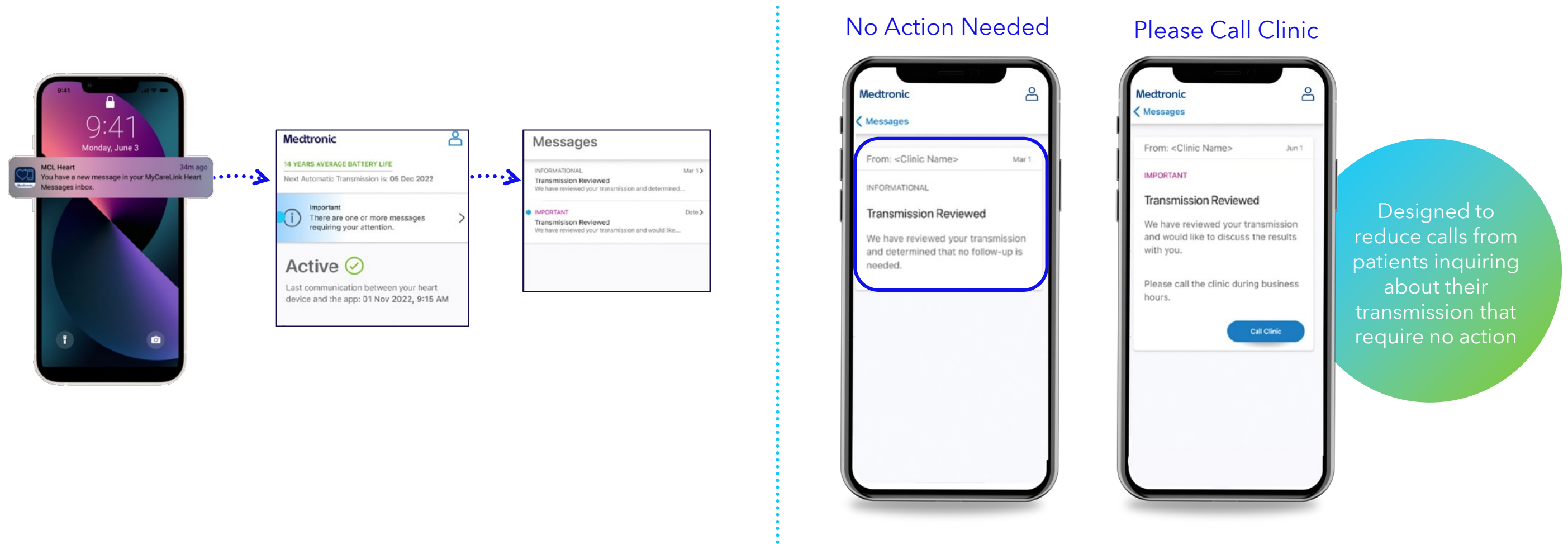


Fictitious patient and clinical data is used for demo purposes only.

**Medtronic**

# Transmission status notifications give peace of mind to patients

**New feature!** Optional patient messaging notifications inform patients when no action is needed or when to call clinic regarding their transmission.



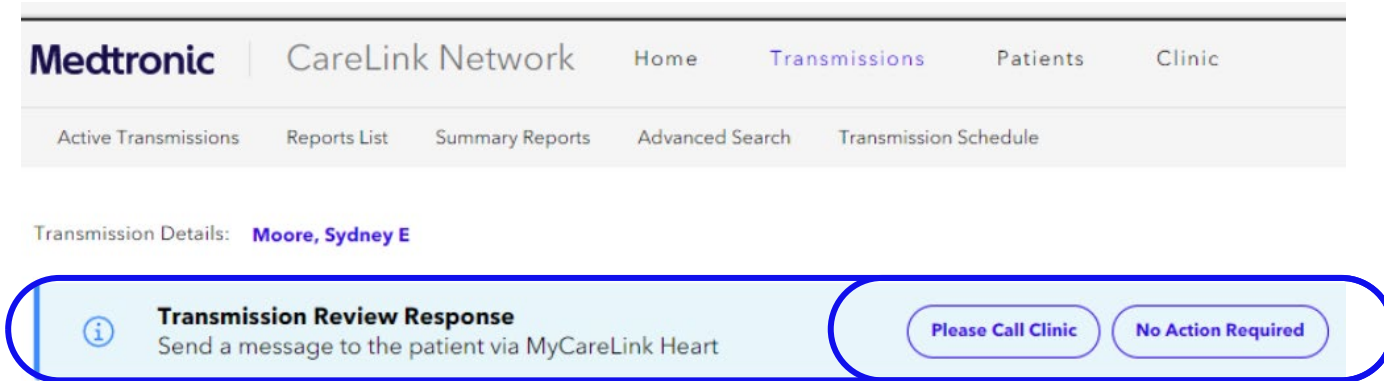
Fictitious patient and clinical data is used for demo purposes only.

# What is MyCareLink Heart™ patient messaging?

Patient Messaging allows clinicians to send a message to their patients when reviewing a transmission.



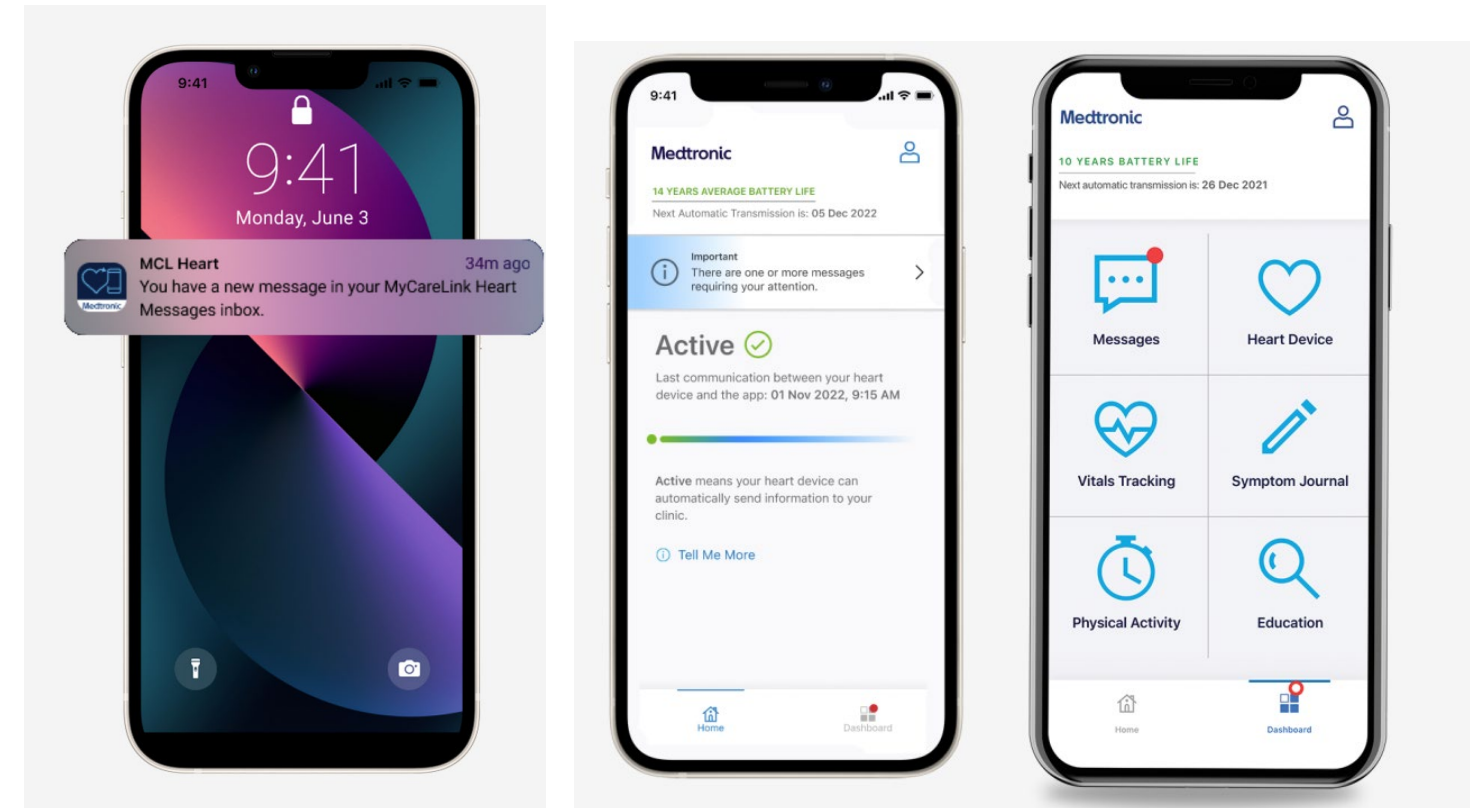
## Clinician side



A blue banner will be located at the top of the patient's most recent transmissions page.†

From there you can select between two patient messages: **Please Call Clinic** or **No Action Required**.

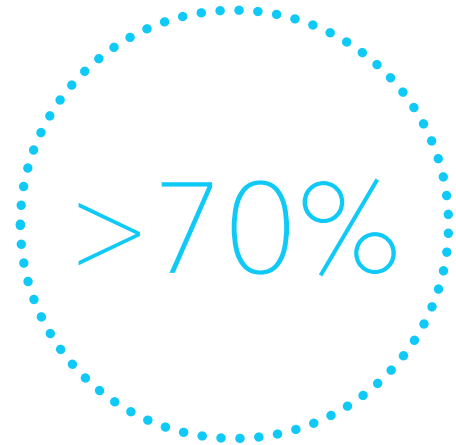
## Patient side



Fictitious patient and clinical data is used for demo purposes only.  
† Option to send a message will be only on the most recent transmission page.

# Patient messaging via MyCareLink Heart™ app is designed to reduce call burden<sup>1</sup> and give patients peace of mind<sup>2,3</sup>

Clinics are overwhelmed with unactionable data and patient calls regarding transmissions.



of transmissions are non-actionable<sup>4</sup>



of clinic call burden require action related to CIED therapy, symptoms, and treatment optimization<sup>1</sup>

- 1. Van Heel L, et al. *Circulation*. 2019;140:A11847
- 2. Tarakji K, et al. *Eur Heart J*. 2019;40:ehz747.0188.
- 3. Tarakji KG, et al. *Heart Rhythm* O2. 2021;2:463-471.
- 4. Cronin EM, et al. *Heart Rhythm*. 2012;9:1947-1951.

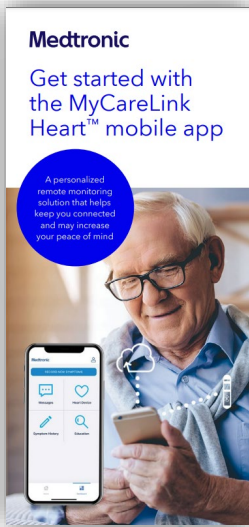


# How we support you and your patients

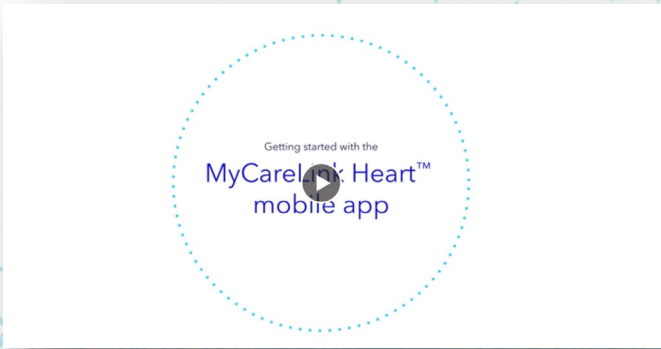
## Patient resources for your clinic!



Patient Guide  
CRM  
UC201810041FEE



Patient Guide  
LINQ II  
UC202006845aEE



Step by Step Video  
UC202001567EE



BeConnected Onboarding  
Folder  
UC202313842EE



BeConnected Sticker  
UC202313851EE

## Brief statement

This material should not be considered the exclusive source of information, it does not replace or supersede information contained in the device manual(s). Please note that the intended use of a product may vary depending on geographical approvals. See the device manual(s) for detailed information regarding the intended use, the (implant) procedure, indications, contraindications, warnings, precautions, and potential adverse events. For a MRI compatible device(s), consult the MRI information in the device manual(s) before performing a MRI.

If a device is eligible for eIFU usage, instructions for use can be found at Medtronic's website [manuals.medtronic.com](https://manuals.medtronic.com). Manuals can be viewed using a current version of any major internet browser. For best results, use Adobe Acrobat® Reader with the browser.

Medtronic products placed on European markets bear the CE mark and the UKCA mark (if applicable). For any further information, contact your local Medtronic representative and/or consult Medtronic's websites.

### **Medtronic**

Europe Medtronic International Trading Sàrl  
Route du Molliau 31  
Case postale  
CH-1131 Tolochenaz  
[www.medtronic.eu](https://www.medtronic.eu)  
Tel: +41 (0)21 802 70 00  
Fax: +41 (0)21 802 79 00

### **United Kingdom/Ireland**

Medtronic Limited,  
Building 9, Croxley Park, Hatters Lane,  
Watford,  
Herts WD18 8WW  
[www.medtronic.co.uk](https://www.medtronic.co.uk)  
Tel: +44 (0)1923 212213  
Fax: +44 (0)1923 241004

### **medtronic.eu**

2024-mycarelink-heart-app-presentation-en-gb-emea-14223673 © 2024 Medtronic. Medtronic, Medtronic logo, and Engineering the extraordinary are trademarks of Medtronic. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Medtronic is under license. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. ™\*Third-party brands are trademarks of their respective owners. All other brands are trademarks of a Medtronic company.

The Medtronic logo, consisting of the word "Medtronic" in a bold, dark blue, sans-serif font.