

eVent +

Patient Instruction Manual



## Patient financial obligations 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 \$750), 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)

## Welcome to the eVent +

Your physician has prescribed you the **eVent + Monitoring System** and monitoring center service provided by **Preventice Services** to help diagnose potential heart rhythm problems. The eVent + is designed to record abnormal heart rhythms when you feel symptoms. You must use the monitor for the length of time your doctor has prescribed.

### IMPORTANT



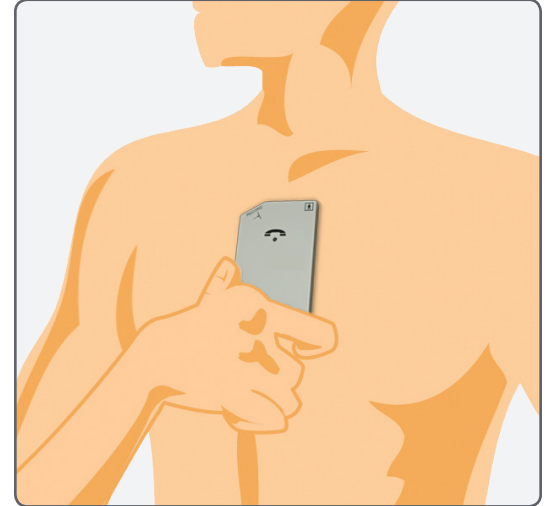
Preventice Services is not an emergency response service. Contact your doctor immediately if your symptoms worsen. **If you are experiencing a medical emergency, dial 911.**



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

## Recording an Event

- At the first sign of a symptom, place the back of the monitor evenly against the bare skin of your chest in the proper location as in the diagram.
  - » Make sure all four built-in electrodes make contact with the skin.
- Press the **RECORD** button until you hear an audible tone. Release the button. The number of beeps will indicate the number of recordings stored.
- A fluctuating sound indicates monitor is recording. Hold as still as possible but continue breathing normally.
- A final series of beeps indicates the updated number of recordings.
- You may remove the monitor from your chest.



## Memory Full

- The device can store up to 6 recordings. When the memory of the monitor is full, the monitor will emit **10 fast beeps**.
- Please contact the Monitoring Center to transmit recorded events at this time.
- If you attempt to record further events, the device will emit 10 fast beeps, indicating you must first transmit the current data

## Transmitting an Event

After each recording is stored, the data should be transmitted to the Monitoring Center.

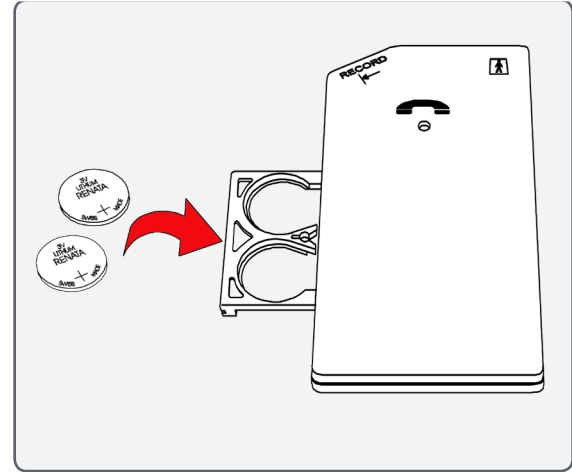
- Call 888.500.3522. For the best quality, transmit recordings from a land line phone.
- When instructed by a technician, hold the device's speaker over the telephone's mouthpiece.
- Press the **SEND** button until you hear an audible tone, immediately release.
- When the tone stops, the transmission is complete. Pick up the phone to speak with the technician and verify the transmission was received successfully.
- If the transmission was successful, no further action is required. You can continue to use the monitor as directed.



# Replacing the Batteries

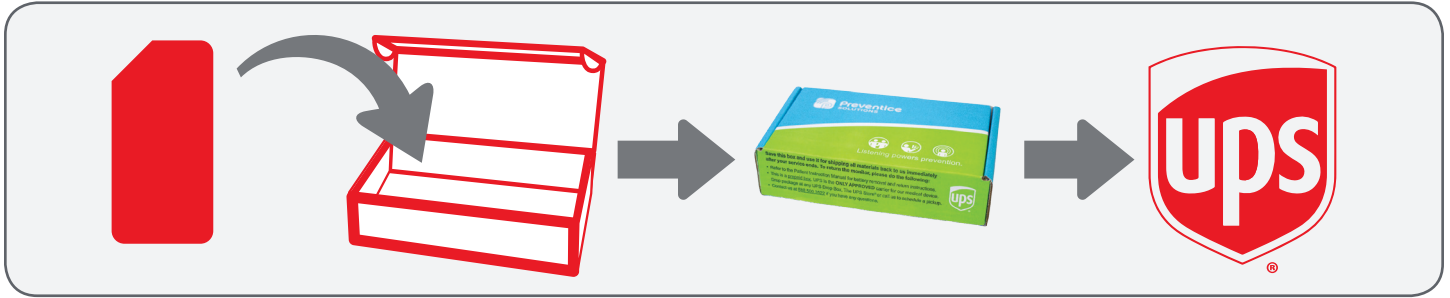
When the battery is low, the monitor will repeatedly emit a series of four beeps. Contact us at your earliest convenience to request replacement batteries.

- Place the monitor on a table, front side up.
- Slide the battery drawer open.
- Insert your finger under the old batteries and pop them out.
- Insert two new batteries into the battery drawer making sure the positive (+) side faces up.
- Slide the battery drawer back into place.
- Removing the batteries does not erase the contents of the monitor's memory.



# Returning the equipment using UPS®

Return the eVent + equipment to Preventice immediately after your service ends.



1. Place the monitor into the foam pouch inside the box.
2. 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.**
3. 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.

## 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)