



# FAQs

## Merlin.net™ Patient Care Network (PCN) Heart Failure (HF) Portal Cloud Platform

### FREQUENTLY ASKED QUESTIONS (FAQs)

#### **Why is a new Merlin.net™ PCN HF Portal cloud platform being rolled out?**

Abbott is committed to providing innovative and secure solutions for remote patient monitoring worldwide.

The new Merlin.net™ PCN HF Portal cloud platform leverages the Microsoft<sup>‡</sup> Azure<sup>‡</sup> cloud data storage solution. The new cloud infrastructure will ensure your patients' data is available when you need it. It will enable workflow efficiency with optimized site speed and will keep your data safe and secure with state-of-the-art cybersecurity.

#### **What can I expect from the new cloud platform?**

With the Merlin.net PCN HF Portal cloud platform, we are updating the overall user experience by optimizing site speed so you can access the information you need efficiently. In addition to this, we are making some cosmetic changes to our platform, giving it a new, more modern look and feel. These changes should not affect your critical workflow. Lastly, we are making some fields on the patient profile mandatory so that we can continue to serve you and your patients. We are taking all the steps to ensure this transition is seamless and that your data continues to remain safe, secure and in compliance with current data privacy policies and regulations.

#### **How will this rollout take place?**

Abbott is committed to developing products that meet the highest standards for quality and reliability. Abbott undergoes a thorough product life cycle process from research and development to global commercialization of life-changing technologies. Part of the process may include, but is not limited to, market research, investigative trials, formative user testing, customer reviews and limited market releases (LMRs).

The Merlin.net PCN HF Portal cloud platform will be rolled out to all customers end of September 2024. This update is leveraging the Microsoft Azure infrastructure with backup locations in the United States. This means that all Merlin.net PCN data for CardioMEMS™ HF System devices used in the United States & Canada will be stored in the United States.

## Is my patients' data safe?

Yes. The move to a cloud platform for Merlin.net™ PCN was designed to comply with data privacy regulations while continuing to keep patient data safe and secure on the Microsoft‡ Azure‡ platform.

## How do I get answers to my technical questions about the cloud platform?

You may contact your local Abbott representative or Remote Care Technical Support to answer your technical questions.

Abbott Remote Care Technical Support: +1-844-692-6367

## Does this rollout impact both the Merlin.net™ PCN Arrhythmia and Device Management and HF portals?

As of April 20, 2024, data from Abbott cardiac rhythm management devices will only be viewable from the Arrhythmia and Device Management portal of the Merlin.net PCN. Patient data from the CardioMEMS™ HF System will continue to be viewable from the HF portal of the Merlin.net PCN.

Beginning September 30, all customers will access the portal from [www.HF.G1.Merlin.net](http://www.HF.G1.Merlin.net).

## How do I access the new cloud platform?

All customers in the U.S. & Canada will use a new URL [www.HF.G1.Merlin.net](http://www.HF.G1.Merlin.net). When a user accesses the new platform for the first time, they will be asked to complete a two-factor authentication.

## Will this change interrupt the service of remote monitoring?

Abbott has taken steps to ensure your connection with your patients' data is not interrupted during the migration of data to the cloud platform. While your remote monitoring service is not expected to be interrupted during the cloud migration, we will notify you if the service goes down temporarily.

The myCardioMEMS app will be temporarily discontinued beginning September 27th as a result of this transition. Abbott will inform you when the new app is available. In the meantime, work with your patients during this time to develop alternate methods of communicating.

## How will I know when the change to the cloud platform becomes effective?

We are committed to providing you with the necessary support every step of the way. We have designed an informational webpage, [Cardiovascular.Abbott/HFCloud](http://Cardiovascular.Abbott/HFCloud), to communicate all future notifications and updates. Be sure to bookmark this website and check back frequently for updates.

### Abbott

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