



FAQs

Merlin.net™ Patient Care Network (PCN) 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 monitoring patients worldwide.

The migration to a European cloud-based infrastructure addresses the preference of many EU, European Economic Area (EEA) and U.K. customers to see their patient data hosted in the EU rather than the U.S. The new Merlin.net PCN HF Portal cloud platform leverages the Microsoft[‡] Azure[‡] industry-leading, state-of-the-art cloud data storage solution.

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 lifecycle process from research and development to global commercialization of life-changing technologies. Part of the process includes, but is not limited to, market research, investigative trials, formative user testing, customer reviews and limited market releases.

The Merlin.net PCN HF Portal European cloud platform will be rolled out to all customers beginning September 2024. At this time, Abbott will begin storing Merlin.net PCN data for your clinic in a regional server located in Ireland. This update leverages the Microsoft[‡] Azure[‡] infrastructure and backup locations in the EEA. This means that all Merlin.net PCN data for CardioMEMS™ HF System devices used in the EEA, U.K., Switzerland and Middle East will be stored in the EEA.

What can I expect from the new cloud platform?

With the Merlin.net PCN HF Portal cloud platform, we are enhancing the overall user experience and 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 workflow.

We are also moving data storage from our U.S.-based data servers to a regionalized European cloud platform. We are taking all the steps to ensure this transition is seamless and that your data continues to remain safe and secure, in compliance with current data privacy policies and regulations.

Is my patient's data safe?

Yes. The move to a European 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‡ system.

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 (RCTS) to answer your technical questions.

Abbott RCTS: +1-844-692-6367

Does this rollout impact both the Merlin.net Arrhythmia (EP) and Heart Failure (HF) portals?

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

Beginning 30 September, the Merlin.net PCN HF Portal can only be accessed from www.HF.G2.Merlin.net.

Will this change interrupt the service of remote monitoring?

No. The service of remote monitoring will not be interrupted because of the rollout. Abbott has taken steps to ensure your connection with your patients' data is not interrupted during the migration of data to the cloud platform.

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, to communicate all future notifications and updates. Please bookmark this website and check back frequently for updates.

Thank you for your ongoing support and partnership in advancing the practice of remote patient monitoring.

Sincerely,

Abbott Heart Failure

Abbott

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Brief Summary: Prior to using these devices, please review the Instructions for Use for a complete listing of indications, contraindications, warnings, precautions, potential adverse events and directions for use.

™ Indicates a trademark of the Abbott group of companies.

‡ Indicates a third-party trademark, which is property of its respective owner.

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MAT-2405309 v2.0 | Item approved for EMEA use only.

