FAQs

Merlin.net™ Patient Care Network (PCN) Heart Failure (HF) Portal Cloud Platform Limited Market Release (LMR)

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‡ Azure‡ 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 it 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 workflow. 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 LMRs.

The Merlin.net PCN HF Portal cloud platform will be rolled out as an LMR, followed by a full market release (FMR) later this year. The LMR allows a select group of customers to experience a product for the first time before it is broadly introduced to the market. The LMR allows users to provide valuable feedback for our product development teams to ensure the product is working properly in a series of environments before releasing to the rest of Merlin.net PCN HF Portal users.

What is an LMR?

The LMR allows a select group of customers to experience a product for the first time before it is broadly introduced to the market. The LMR allows users to provide feedback for our product development teams to make final adjustments as necessary before launching the product into the FMR. For software products such as Merlin.net™ PCN, an LMR provides a means of ensuring the system works smoothly in a real-world environment, fine-tuning the application and ensuring product performance is optimized before the FMR.

We believe the decision to launch products using an LMR process helps us focus on providing the best possible product and service to all our customers. We aim to provide a seamless and efficient product experience that meets your clinic's needs.

What will I have to do as part of the LMR?

We are excited to include your site as a part of the Merlin.net PCN HF Portal cloud platform LMR. Your feedback is extremely valuable to us as we plan to roll out the platform to the rest of our customers. Because of this, we will be seeking your comments via your Abbott representative during the LMR. Specifically, you will be asked to complete a survey at the midpoint in June and upon completion of the LMR in August.

Be aware of the following technical restrictions that will exist during the LMR period, which are necessary to ensure proper function of the Merlin.net PCN HF Portal.

- Your clinic cannot add clinic associations to sites that are not participating in the LMR.
- Patient co-management relationships cannot be created with clinics not participating in the LMR.
- An implanted CardioMEMS™ HF System patient should not be transferred in or out of your clinic during the LMR period. If an urgent need arises to move a patient, contact Abbott Technical Support so that we can assist.
- Custom-recorded voice messages should not be created after May 31, but you may resume creating custom-recorded voice messages after signing in to the new cloud-based Merlin.net PCN HF Portal on June 3.
- The myCardioMEMS™ Mobile App will no longer function when your site moves to the cloud. As a result, you will need to ask your patients to delete the app from their mobile device, and you will need to change their messaging preferences to voice or SMS in the Merlin.net PCN. Abbott will notify you when the app is available for use.

When will my patients be migrated to the cloud platform?

The Merlin.net PCN HF Portal cloud platform was rolled out to a select group of customers in June. This means that the migration of your existing patients was also completed at that time. As part of each LMR, your local representative will stay in close contact with you to answer all your questions and keep you informed of key activities.

In September of this year, the remainder of Merlin.net PCN HF Portal users and their patients' data will be moved to the cloud platform. More communications will come at that time on the specific changes that Merlin.net PCN users can expect from the new cloud platform.

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 June 3, clinics in the Merlin.net PCN HF Portal cloud LMR will access the portal from www.HF.G1.Merlin.net.

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 LMR, we will notify you if the service goes down temporarily.

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. Be sure to bookmark this website and check back frequently for updates.

Abbott
6101 Stoneridge Dr., Pleasanton, CA 94588 USA, Tel: 1 925 847 8600
Cardiovascular.Abbott/CardioMEMS

Rx Only

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.

CardioMEMS™ HF System Indications and Usage: The CardioMEMS™ HF System is indicated for wirelessly measuring and monitoring pulmonary artery pressure and heart rate in NYHA Class II or III heart failure patients who either have been hospitalized for heart failure in the previous year and/or have elevated natriuretic peptides. The hemodynamic data are used by physicians for heart failure management with the goal of controlling pulmonary artery pressures and reducing heart failure hospitalizations.

CardioMEMS™ HF System Contraindications: The CardioMEMS HF System is contraindicated for patients with an inability to take dual antiplatelet or anticoagulants for one month post implant.

CardioMEMS™ HF System Potential Adverse Events: Potential adverse events associated with the implantation procedure include, but are not limited to, the following: air embolism, allergic reaction, infection, delayed wound healing, arrhythmias, bleeding, hemoptysis, hematoma, nausea, cerebrovascular accident, thrombus, cardiovascular injury, myocardial infarction, death, embolization, thermal burn, cardiac perforation, pneumothorax, thoracic duct injury and hemothorax.

myCardioMEMS™ Mobile App Limitations: Patients must use their own Apple‡ or Android‡ mobile device to receive and transmit information to the myCardioMEMS™ Mobile App. To do so the device must be powered on, app must be installed and data coverage (cellular or Wi-Fi‡) available. The myCardioMEMS™ App can provide notification of medication adjustments and reminders, requests for lab work and acknowledgement that the PA pressure readings have been received. However there are many internal and external factors that can hinder, delay, or prevent acquisition and delivery of the notifications and patient information as intended by the clinician. These factors include: patient environment, data services, mobile device operating system and settings, clinic environment, schedule/configuration changes, or data processing.

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