



RhythmCARE™ Assist Service Guide

Available to patients using the
myLUX™ Patient App on their
own smartphones

Using a mobile device provided by Boston Scientific?

This service doesn't apply to you, so
you can disregard this guide.

The RhythmCARE™ Assist service is a supplemental service exclusively for LUX-Dx™ insertable cardiac monitor (ICM) System* patients who choose to download the myLUX™ Patient App on their personal smartphones.

RhythmCARE Assist

The supplemental support service offered to you at no extra cost

LUX-Dx insertable cardiac monitor (ICM) System

The medical device in your chest that monitors and records your heart rhythms

myLUX Patient App

The heart-monitoring app that connects to your ICM so your clinic can monitor your heart remotely



Based on your sign-up preferences, the RhythmCARE Assist service will notify you via emails and/or text messages if your myLUX app isn't set up yet or becomes disconnected.

*LUX-Dx™ ICM System refers to LUX-Dx™, LUX-Dx II™, or LUX-Dx II+™ System, depending on what the patient is prescribed.

How does the LUX-Dx ICM System work, and why is staying connected so important?

Your new LUX-Dx ICM device connects with the myLUX app to automatically send information about your heart rhythm to your clinic. This allows:

- Your health care team to monitor your heart rhythm remotely
- You to have less-frequent clinic visits

The system automatically checks to see if your app has become disconnected from your LUX-Dx ICM device or from a cellular or WiFi network. It will send a notification if you lose connectivity.

Remember that it's important to set up the myLUX app and stay connected at all times so your clinic has the most up-to-date information. Signing up for RhythmCARE Assist can help you stay connected and easily troubleshoot any issues you may experience.



**Here's how
RhythmCARE™
Assist works**

Opt in for text messages*

- 1 If you've signed up for text messages, you will receive a confirmation text. Respond **Yes** to the opt-in message sent to your smartphone.
- 2 Add Boston Scientific RhythmCARE™ Assist (58984) to your smartphone's contacts so you know we're texting you.

*You will receive text messages only if you opted in to the text message service.

Sample text messages

RhythmCARE Assist: reply YES to opt-in to the service for your myLUX app

-
STOP to cancel HELP for myLUX app assistance Msg frq varies
Msg&DataRatesMayApply

YES

RhythmCARE Assist: Thanks for joining! Save our contact <https://sforce.co/46XTnF2> for future communication

STOP to cancel HELP for myLUX app assistance Msg frq varies
Msg&DataRatesMayApply

Sample text and email messages

Welcome

You may receive a message that welcomes you to the service, with tips on how to keep your myLUX™ app connected. This is optional. Tell your health care team if you would like to receive it when you sign up for the service.


Welcome to RhythmCARE Assist for your myLUX Patient App. If you need to set up the app or if the app becomes disconnected, you will get a text msg with instructions for reconnecting. Learn more about the service at the myLUX patient website <https://bit.ly/3XxcyeNN>. Or view tips <https://bit.ly/3PAVGHO> for keeping your app connected.

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Reply STOP to cancel.
Msg&DataRatesMayApply

< Welcome to RhythmCARE™ Assist service for myLUX™ Patient App


RHYTHMCAREASSIST@BOSTONSCIENTIFICEMAIL.COM [Show Details](#)
Thursday, May 18, 2023, at 10:56 AM


Advancing science for life™

Confidence, convenience, connection - RhythmCARE™ Assist is here to assist you.

Welcome to the RhythmCARE™ Assist service for LUX-Dx™ Insertable Cardiac Monitor (ICM) patients with the myLUX™ Patient App. The RhythmCare Assist service helps you troubleshoot your myLUX app, so your clinic can keep monitoring your heart remotely and give you peace of mind for your care. If your myLUX app becomes disconnected, you will be notified and provided with videos and instructions to guide you through reconnecting the myLUX app. Based on your sign-up preferences, you will be notified via emails and/or text messages.¹ The service provides you the right information right when you need it.

You can learn more about the RhythmCARE Assist² at the [myLUX patient website](#).


Important Things to Remember:
To ensure your clinic has the most up-to-date information needed

Get the app set up

Within a few days, you will receive texts and/or emails if you did not already set up the myLUX™ app. It's important to set up the myLUX app on your smartphone because the app sends heart rhythm data stored on your LUX-Dx™ ICM to your clinic automatically. This allows you to be monitored remotely so your health care team has the most up-to-date information and so you don't need to visit your clinic as often.

Sample text and email messages

RhythmCARE Assist: Your myLUX Patient App for your cardiac monitor is not set up. Please set up the app so your clinic can receive your cardiac monitor data. For help downloading and setting up the app, view this video <https://bit.ly/3XxyvQP> or these written instructions <https://bit.ly/436B4KS>.

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Reply STOP to cancel. HELP for myLUX app assistance
Msg&DataRatesMayApply

Time to set up your myLUX™ Patient App

RHYTHMCAREASSIST@BOSTONSCIENTIFICEMAIL.COM [Show Details](#)
Thursday, May 18, 2023, at 10:56 AM

Boston Scientific
Advancing science for life™

Setting Up Your myLUX™ Patient App **LUX-Dx™**
ICM System

Setting up the myLUX™ Patient App
Using your own smartphone

Set up your app – watch the video

No further action is required if you have already set up the myLUX app. You may ignore this email.

You are receiving this message because your myLUX app is not yet set up.¹ It's important to set up the myLUX patient app on your mobile device because the app sends heart rhythm data stored on your LUX-Dx™ Insertable Cardiac Monitor (ICM) device to your clinic automatically, allowing you to be monitored remotely, so you don't need to visit your clinic often.

Stay connected

You will receive emails and/or texts if your myLUX™ app has become disconnected. Remember that it's very important to reconnect as soon as possible so your health care provider can continue monitoring your heart rhythm remotely.

If you decide you don't want to receive communication from RhythmCARE™ Assist, you can unsubscribe at any time. You may still continue to get communications from your clinic.

Sample text and email messages

RhythmCARE Assist: Your Boston Scientific myLUX Patient App is disconnected. Your cardiac monitor is unable to send data to your clinic. To ensure your clinic continues to receive data, reconnect your app. Open the app, tap Check Your Connection and follow the on-screen instructions. For more help, view troubleshooting tips <https://bit.ly/3JEtLTM>.

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Reply STOP to cancel. HELP for myLUX app assistance
Msg&DataRatesMayApply

The screenshot shows an email notification with a dark header bar containing a back arrow and the text "Your myLUX™ Patient App has become disconnected". Below the header, the sender is identified as "RHYTHMCAREASSIST@BOSTONSCIENTIFICEMAIL.COM" with a "Show Details" link. The date and time are "Thursday, May 18, 2023, at 10:56 AM". The main body of the email features the Boston Scientific logo and tagline "Advancing science for life™". The primary heading is "Reconnect your app". The text explains that no further action is needed if the app has been reconnected and that the email should be disregarded if a blue screen shows "Your monitoring is up to date." It also states that the user is receiving the message because their myLUX App on their mobile device has become disconnected, and it is important to reconnect so their doctor can continue monitoring their heart rhythm remotely. A decorative arrow graphic is positioned below the text. At the bottom, a section titled "Follow the steps below to set up your app:" lists the first step: "To get your myLUX™ app reconnected: 1. Ensure the mobile device where you have the myLUX app is charged and powered on".



Have questions about setting up the myLUX™ app or staying connected?

Call Boston Scientific RhythmCARE™ Patient Services at **1-866-484-3268**, Monday–Friday during business hours, and select the option for LUX-Dx™ ICM.

Additional resources



To learn more, scan this QR code to visit the myLUX™ patient website.



myLUX™ Patient App and Insertable Cardiac Monitor System Important Information

The ICM system consists of the following: Insertable Cardiac Monitor ("ICM device"); Magnet; and myLUX™ Patient App ("app"). The myLUX™ Patient App is for use with a BSC Insertable Cardiac Monitor (ICM) system, which is a small device designed to monitor and record your heart rhythm once it has been placed under your skin. This information is shared via an automatic transmission to the clinic and your doctor for medical evaluation. The ICM and app are not intended to assist with medical emergencies; this means that it doesn't provide any treatment to the potential rhythms that could be recorded. Your myLUX™ Patient App is designed to work only with the ICM that your doctor has prescribed and implanted in you.

The ICM system does not treat cardiac arrhythmias (abnormal heartbeats that are too fast, too slow, or irregular), but rather it collects information for your health care provider to use to support their medical evaluation of your symptoms or condition. The ICM device's monitoring of your heart will not cause any noticeable sensations. Your ICM system is set up to automatically collect data stored on your ICM device and send it to your clinic to review according to the schedule your health care provider has set up. Your health care provider may also ask you to manually transmit data; however, additional instruction will be provided if you need to do this, as it should only be done on a limited basis.

Electromagnetic fields are created by devices that use electricity, including those that are plugged into a wall outlet or battery operated. Devices that emit strong electromagnetic fields may have the potential to temporarily interfere with your ICM device's ability to detect and monitor your heart rhythm. They could also delay or prolong communication between your ICM device and your myLUX™ Patient App.

The magnet when provided with the ICM system may cause interference with devices sensitive to magnetic fields such as hearing aids, pacemakers, and other implanted devices. It can also permanently disable some magnetic strip cards.

Ask your health care provider if you have questions about any risks with using the myLUX™ App, the magnet, or your ICM device.

Please refer to the Patient Handbook for the full warnings, precautions, and important safety information.

Rx only

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**Boston
Scientific**

Advancing science for *life*™

Cardiology

300 Boston Scientific Way
Marlborough, MA 01752-1234
www.bostonscientific.com

Medical Professionals:
1.800.CARDIAC (227.3422)
Patients and Families:
1.866.484.3268

Images are not of actual patients. Some pictures of phone screens may look different from the screen on your mobile device, based on specific phone models or OS versions.

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