

## LATITUDE<sup>®</sup> Communicator Data Transmission

### BACKGROUND INFORMATION

The LATITUDE<sup>®</sup> Patient Management system remotely connects patients and health care providers, enabling the transfer of actionable device and patient related data via telephone lines.

Patients enrolled in LATITUDE can have remote device interrogations performed weekly, monthly, or as needed through a patient initiated interrogation (PII).

The LATITUDE Communicator is a monitoring device located in the patient's home that performs device interrogations and transmits the data to the secure LATITUDE server. Once the data has been received by the LATITUDE server, it is processed and posted to the LATITUDE clinician website for review.

Additional information on the LATITUDE system can be found in Boston Scientific's LATITUDE<sup>®</sup> Patient Management System Clinician Manual.

### CRM PRODUCTS REFERENCED\* LATITUDE Patient Management

\*Products referenced herein may not be approved in all geographies.

### CRM CONTACT INFORMATION

Technical Services – U.S.  
1.800.CARDIAC (227.3422)  
[Tech.Services@bsci.com](mailto:Tech.Services@bsci.com)

Technical Services – Europe  
+32 2 416 7222  
[eurtechservice@bsci.com](mailto:eurtechservice@bsci.com)

LATITUDE Clinician Support  
1.800.CARDIAC (227.3422)  
[latitude@bsci.com](mailto:latitude@bsci.com)

Patient Services  
1.866.484.3268 – U.S. and Canada  
001.651.582.4000 – International

### Transmission Timeliness

Data obtained from a LATITUDE Communicator interrogation will typically be available for review on the LATITUDE clinician website within 15 minutes of successful interrogation. In some circumstances, data availability and alert notification can take up to 24 hours or the next business day.

The Communicator is programmed to make multiple attempts to transmit the data following an interrogation, until the data is successfully transmitted to the LATITUDE server. If the data is not successfully transmitted on the first call to the LATITUDE server, the Communicator will place another call to the server in 10 minutes, and will continue to call once every hour until the data transfer is successful. The LATITUDE server checks for regular updates from each communicator; LATITUDE Customer Support will contact the patient to offer technical assistance or the clinic to provide notification if a delay of 14 days is detected.

### Factors Influencing Transmission Timeliness

Several factors can delay or prevent the timely transmission of interrogation data from the Communicator to the LATITUDE server and clinician website, including:

- **Patient Environment**— If the patient is not within range of the Communicator or the Communicator is not plugged into an active electrical outlet, it will not be able to perform an interrogation. If the Communicator is not plugged into an active telephone line, it will not be able to transmit the data. Additionally, other equipment such as a home security system, attached to the same telephone line may adversely impact data transmission.
- **Telephone System**— Equipment compatibility among telephone service providers can affect LATITUDE data transmissions, as can variations in the quality of the telephone line inside the patient's home, telephone company equipment and switching stations.
- **Schedule/Configuration Changes**— Changes in remote follow-up schedule and alert configuration settings can take several days to be received by the patient's Communicator and become effective. Additionally, if the Communicator is disconnected, scheduled interrogation requests will not be received.
- **Data Processing**— Data acquisition and delivery can be delayed or prevented due to temporary, unscheduled downtime of computer servers, variations in server load and processing times, and other data processing issues.

### Avoiding Transmission Delays

The LATITUDE Communicator is designed to avoid interrupting the patient's phone line, so if the phone line is in use when the Communicator begins the call to the LATITUDE server, the Communicator will not place the call and the interrogation data transmission will be delayed as long as the phone is in use. Similarly, if the phone is picked up while the Communicator is placing a call to the server, the LATITUDE call will terminate and the transmission will be retried as noted above. Some data transmission delays can be avoided simply by ensuring that the Communicator remains plugged in to an electrical outlet and connected to an active phone line until after the interrogation and data transmission are complete.

### Patient Prompt for Delayed Red Alerts

As with other interrogation data, the LATITUDE system will typically post new urgent alert conditions to the LATITUDE clinician website within 15 minutes of successful interrogation. If a Red Alert condition is detected by the Communicator through an interrogation and the alert transmission to the LATITUDE clinician website is delayed more than 24 hours, the action light on the patient's Communicator will flash red. When the patient presses the action light, text on the Communicator will prompt them to call LATITUDE Customer Support for assistance. LATITUDE Customer Support will then provide notification to the clinician according to their Red Alert Notification preferences.