LATITUDE™
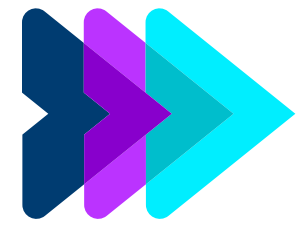
Programming System Model 3300

**Heart Connect™ System
In-service presentation**

CRM-1208201-AB

REAL-TIME SHARING

OVERVIEW	USER ROLES	INSTALLATION	USE	RESOURCES

Heart Connect enables real-time sharing of clinical expertise across multiple systems and / or clinics

NETWORK

REMOTE CLINICAL EXPERTS

REP

CLINICAN

SATELLITE CLINIC

REMOTE CLINIC

IMPLANT

CRM-1208201-AB

PATIENT CARE.
CLINICAL CONVENIENCE.

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DEVICE CHECK AND FOLLOW-UP

| OVERVIEW | USER ROLES | INSTALLATION | USE | RESOURCES |

Heart Connect™ streamlines hospital workflow

Now, the Heart Connect™ System – which features real-time data-sharing capabilities via an online meeting – **eliminates bottlenecks and results in a more efficient follow-up workflow.**

The nursing team can complete more device checks with the same amount of staff, and the increased efficiencies also enable a higher, more focused level of care.

NEW WORKFLOW

END OF WORKFLOW

The nurse begins the device check.

The nurse shares the programmer screen.

NEW WORKFLOW
The nurse travels to the patients room with the device programmer.

In the event of an anomaly, **the nurse contacts the Boston Scientific representative via the Heart Connect System.**

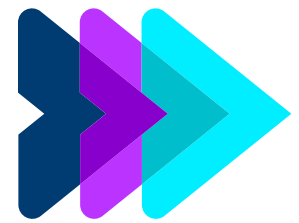**The representative offers focused, detailed guidance in real time,** annotating on screen as needed.

END OF WORKFLOW
The nurse completes the follow-up check and programs the device as needed, per physician recommendations.
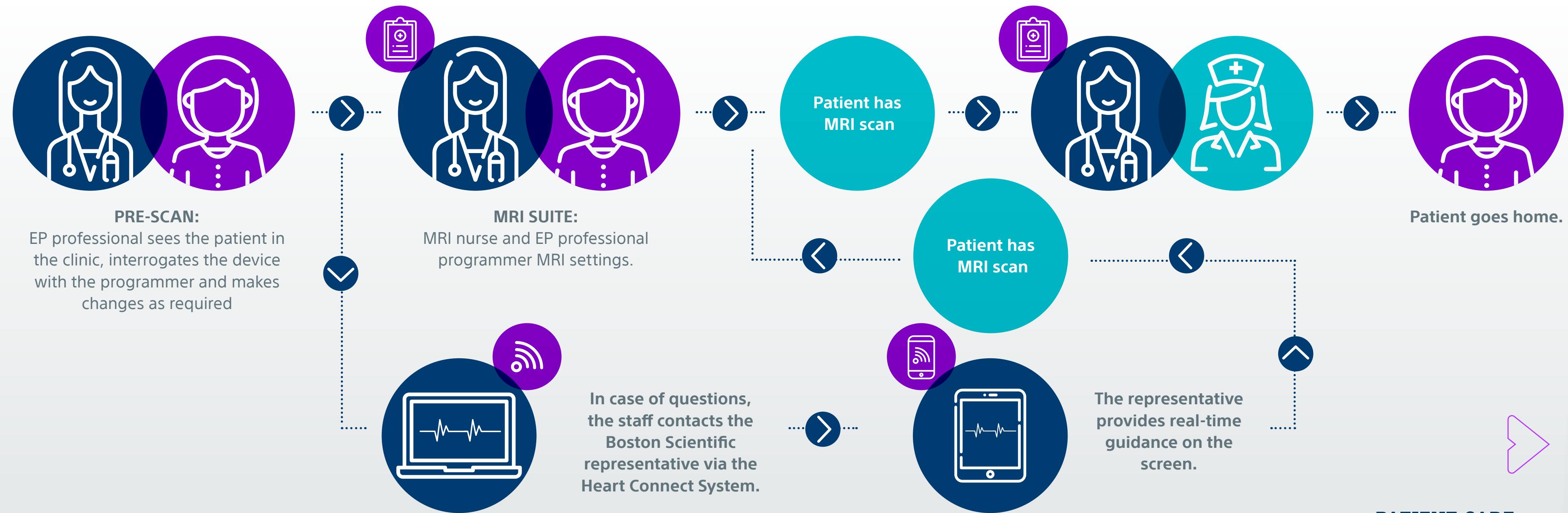
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MRI IMAGING

| ▶ OVERVIEW | USER ROLES | INSTALLATION | USE |

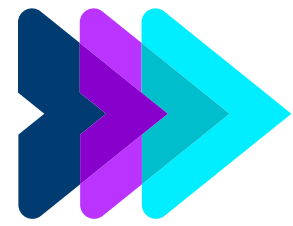## Regional MRI Imaging Center programs cardiac devices independently

Now, using the Heart Connect™ System, an MRI nurse and a mid-level EP professional handle the entire programming process for all patients with Boston Scientific implantable cardiac devices.

PRE-SCAN:
EP professional sees the patient in the clinic, interrogates the device with the programmer and makes changes as required

MRI SUITE:
MRI nurse and EP professional programmer MRI settings.

Patient has MRI scan

Patient has MRI scan

Patient goes home.

In case of questions, the staff contacts the Boston Scientific representative via the Heart Connect System.

The representative provides real-time guidance on the screen.

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SCREEN SHARING CAPABILITY

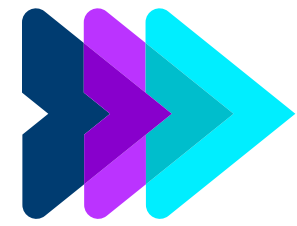| ▶ OVERVIEW	USER ROLES	INSTALLATION	USE

Heart Connect™ with on-demand remote expertise empowers allied healthcare professionals

The capabilities of the Heart Connect™ System enable the team to establish an online meeting and **share the programmer video display** with both the physicians in the practice and a Boston Scientific representative.

SAMPLE WORKFLOW

The physician assistant (PA) conducts the device check.

If the PA notices an anomaly, he or she calls the Boston Scientific representative **via the Heart Connect System.**

The average call lasts just **7 minutes** (nationally).

The PA shares the programmer screen with the representative using the **Heart Connect System.**

The representative offers real-time guidance, making annotations on screen as needed.

The PA completes the follow-up check and programs the device as needed.

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**PATIENT CARE.
CLINICAL CONVENIENCE.**

LOCAL AND REMOTE USERS

| OVERVIEW | ▶ USER ROLES | INSTALLATION | USE | RESOURCES |

The Heart Connect™ System streamlines your process by enabling your team to instantly share programmer screen information with other healthcare providers and/or your Boston Scientific representatives.

Local User (Local System)

- Capable of using the programmer correctly
- Meets level of proficiency for programmer's intended purpose
- Initiates the online meeting to share the video display

Remote User (Remote App)

- Available via remote users' iOS, Android, or Windows device
- Ability to participate in Heart Connect session via shared programmer screen view, with optional audio and face-to-face video with local user

**PATIENT CARE.
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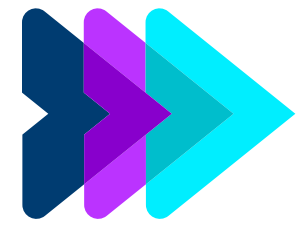
WORKFLOW

OVERVIEW | **USER ROLES** | INSTALLATION | USE | RESOURCES

PATIENT visits clinic for a device check or reprograming

HEART CONNECT SYSTEM allows remote viewing of programmer screen

CLINICIAN invites others to view programmer screen

BOSTON SCIENTIFIC REPRESENTATIVES
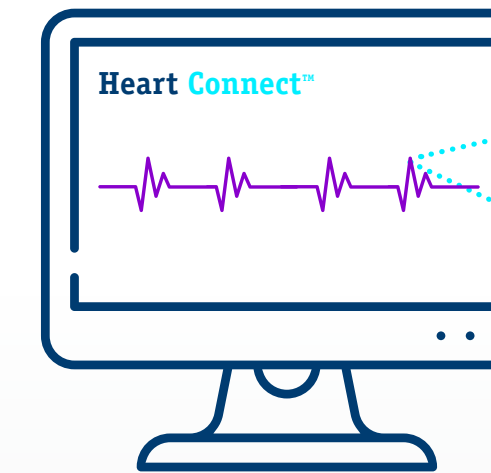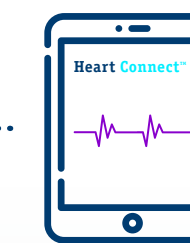
CLINICIAN completes device check and programing with real-time guidance
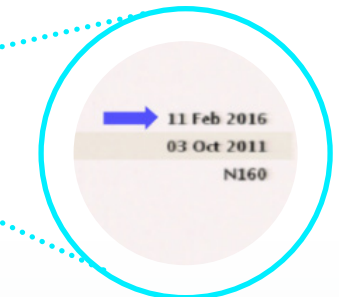
LOCAL AND REMOTE USERS can annotate directly on the shared programmer screensguidance
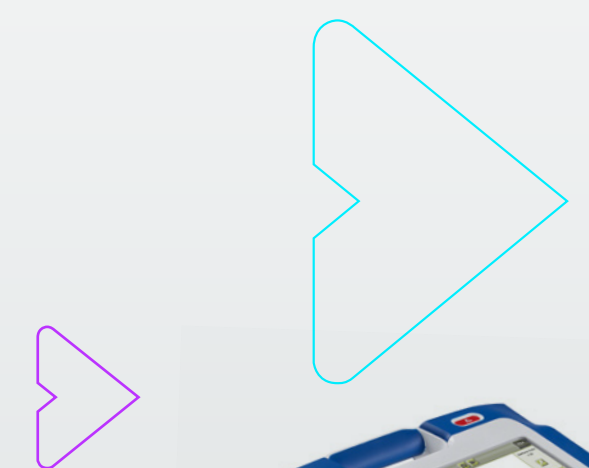
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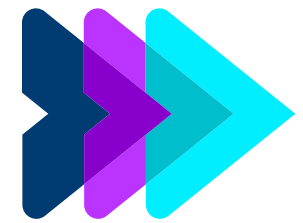
LOCAL SYSTEM

| OVERVIEW | USER ROLES | ▶ INSTALLATION | USE | RESOURCES |

Set up Local System

▶ CONNECT	VERIFY	CONNECT	ASSIGN
the programmer to the Internet	the system is registered / enabled	the external speaker / microphone	name / location programmer info

Connect the programmer to the Internet using one of the following:

▶ Ethernet & Proxy connects to a local area network

▶ Wireless connects to public / unsecured, WPA-PSK or WPA2-PSK Wi-Fi networks

▶ Cellular Adapter connects to a cellular network (3G/4G)

UTILITIES — Close
Setup | Date and Time | Network Setup | Software Update | Heart Connect™
Wireless | Bluetooth | Ethernet & Proxy | Cellular Adapter

The programmer uses only one of the connection methods at a given time. Connection method priority (if more than one is enabled / connected) is: 1) Ethernet, 2) Wi-Fi and 3) Cellular

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LOCAL SYSTEM

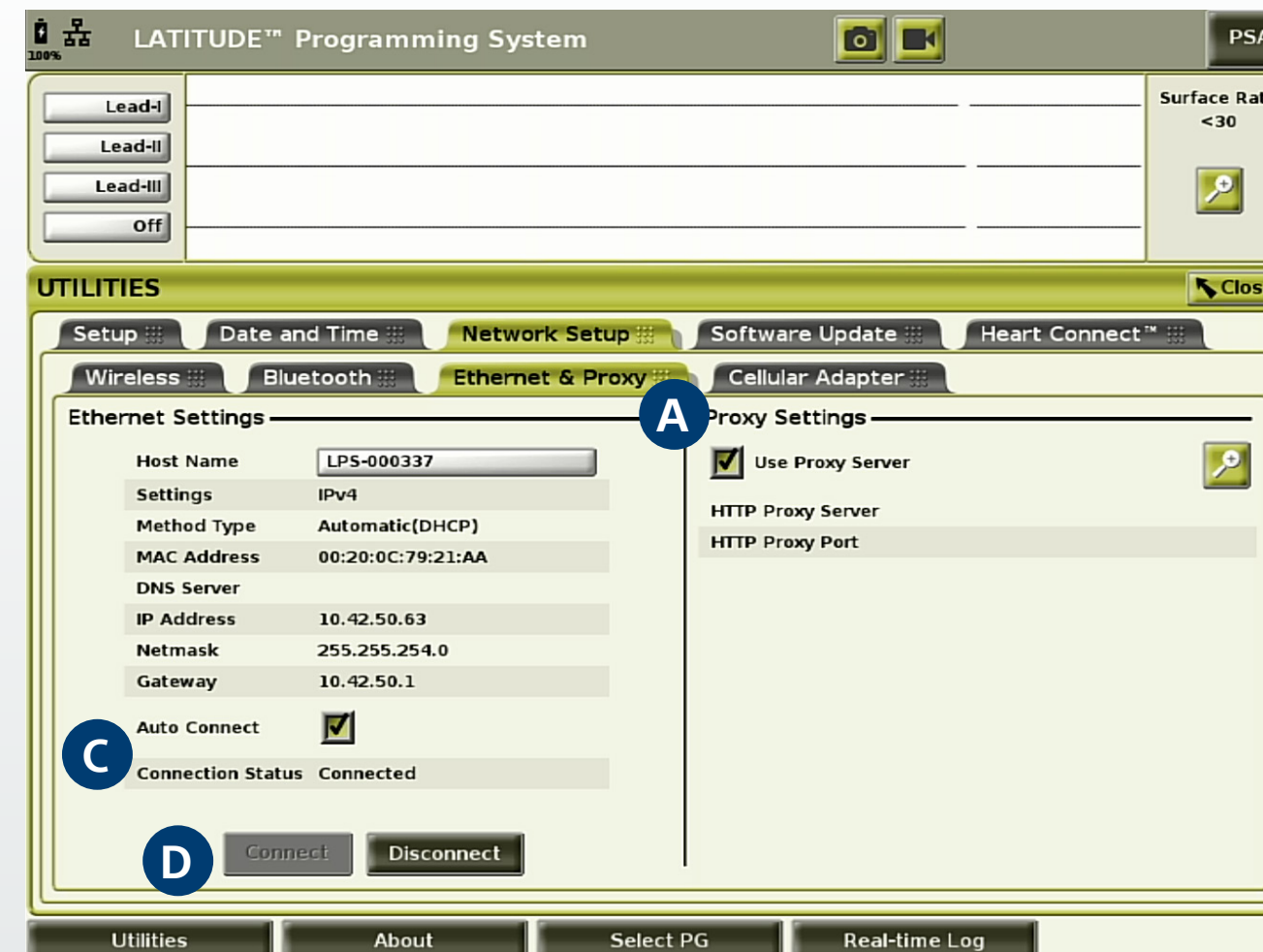| OVERVIEW | USER ROLES | ▶ INSTALLATION | USE | RESOURCES | SALES REP |

Set up Local System – Ethernet Connection

▶ CONNECT	VERIFY	CONNECT
the programmer to the Internet	the system is registered / enabled	the external speaker / microphone

▶ Navigate to Utilities > Network Setup

▶ Select the **A** Ethernet & Proxy tab

▶ Plug an Ethernet cable into the **B** RJ-45 port on the (physician side) of the programmer

▶ Select **C** Auto Connect

▶ Select **D** Connect to save settings

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LOCAL SYSTEM

| OVERVIEW | USER ROLES | ▶ INSTALLATION | USE | RESOURCES |

Set up Local System – Ethernet Connection

| ▶ CONNECT | VERIFY | CONNECT |
| the programmer to the Internet | the system is registered / enabled | the external speaker / microphone |

▶ Navigate to Utilities

▶ Select **A** Network Setup tab | **B** Wireless tab

▶ Check the **C** Enable Wi-Fi box to search for networks
  • System scans for all available networks
  • Once this box is checked, Wi-Fi remains ON until disabled

▶ Click the **D** Details button next to the desired network name to select it

NOTE: the programmer cannot be connected to Enterprise Wi-Fi = IEEE802.1X for the time being

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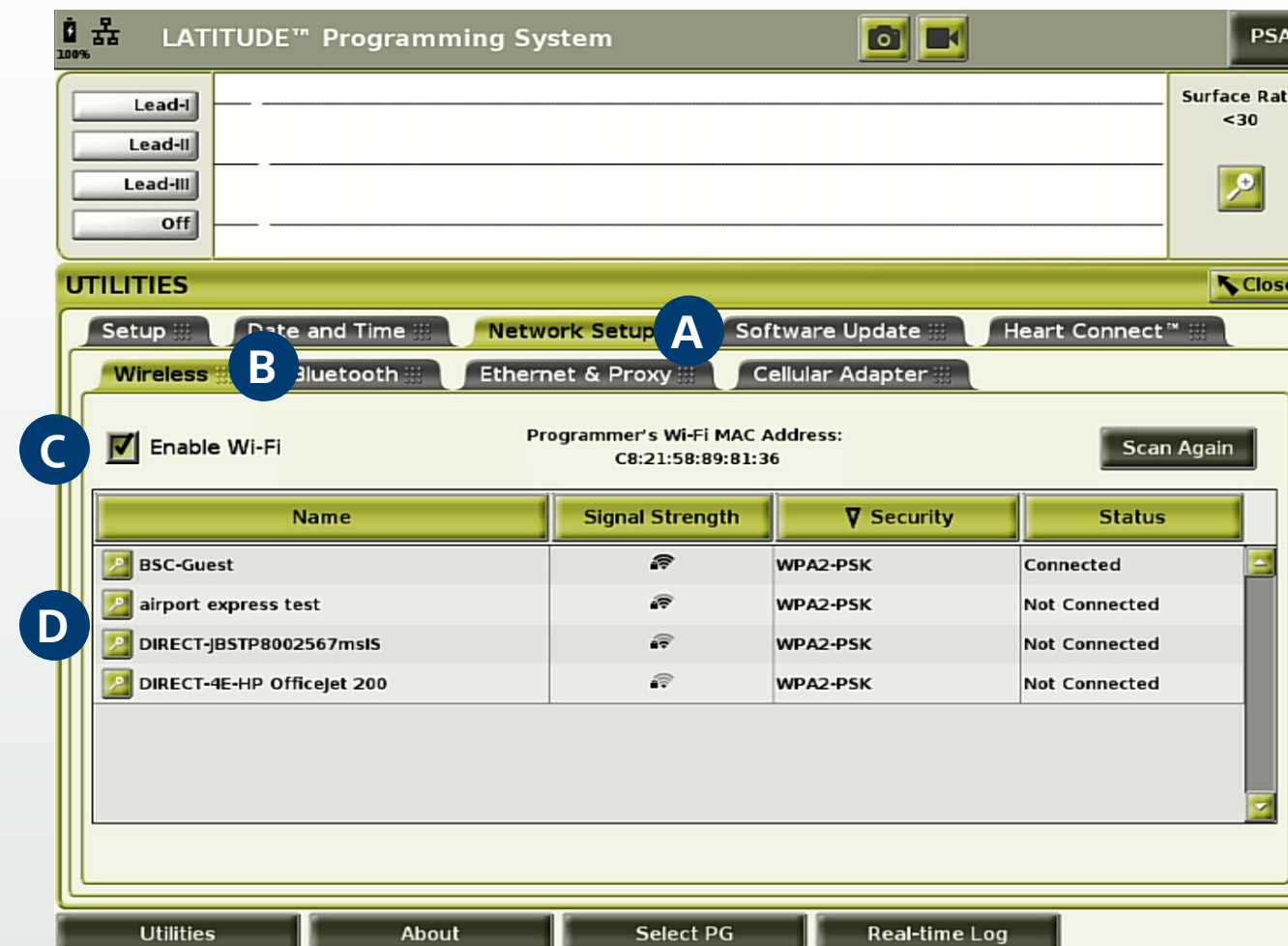
NOTE: For more details on IP addresses and compatible networks, refer to the Network and Connectivity Operators Manual for the LATITUDE Programming System, Model 3300 at www.bostonscientific.com/ifu.

CAUTION: The law restricts these devices to sale by or on the order of a physician. Indications, contraindications, warnings, and instructions for use can be found in the product labelling supplied with each device or at www.IFU-BSCI.com.
Products shown for INFORMATION purposes only and may not be approved or for sale in certain countries. This material not intended for use in France. 2023 Copyright © Boston Scientific Corporation or its affiliates. All rights reserved. CRM-1208201-AB CE2797

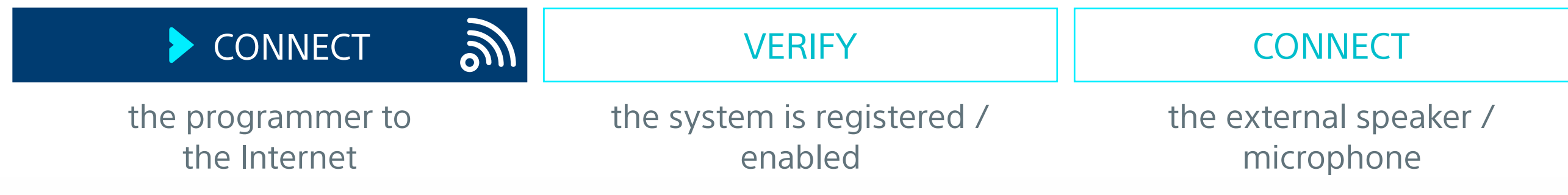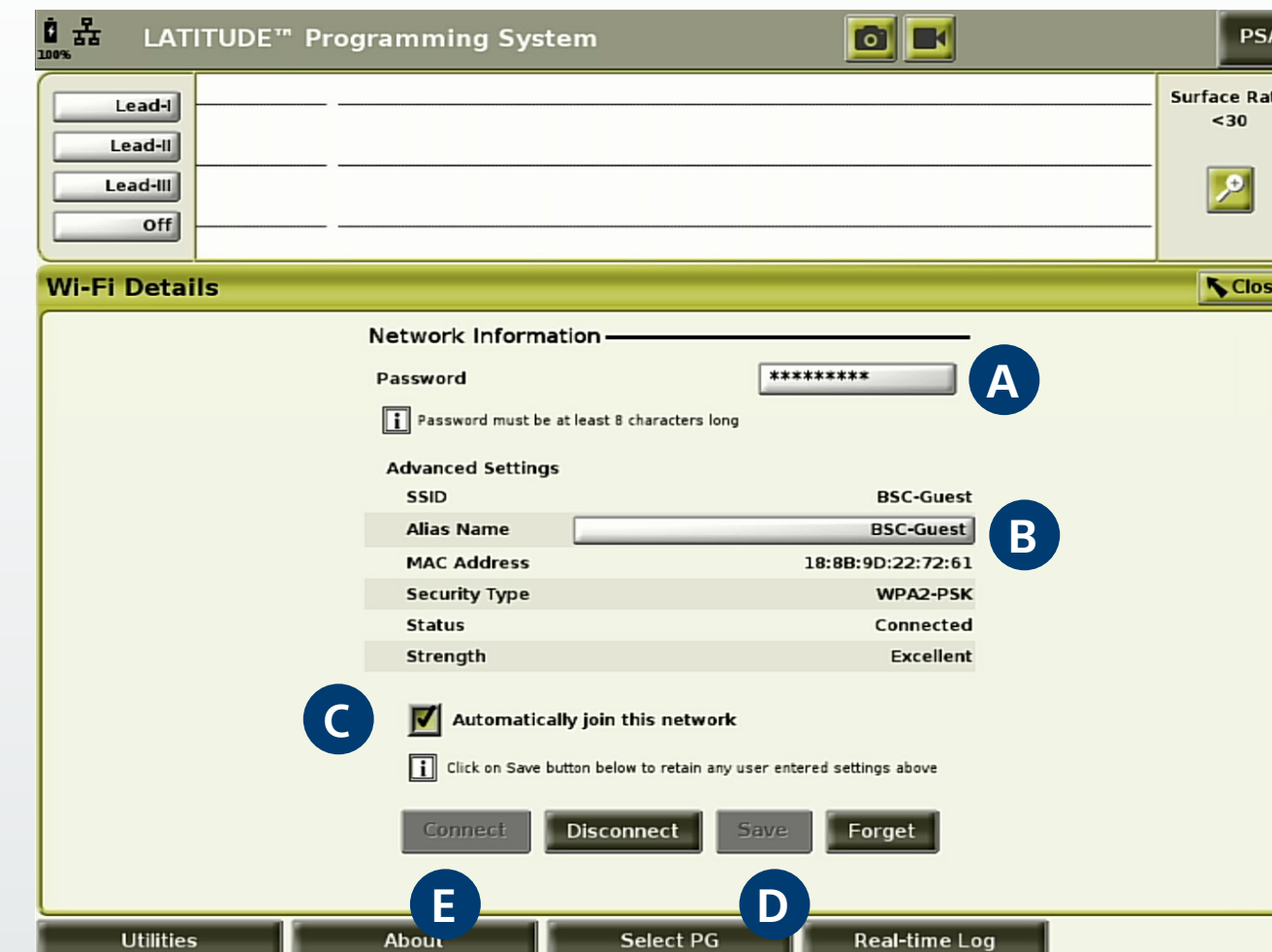**PATIENT CARE.**
CLINICAL CONVENIENCE.
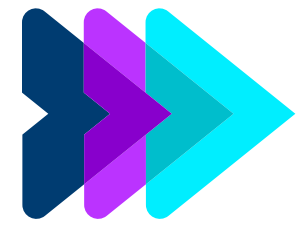
LOCAL SYSTEM

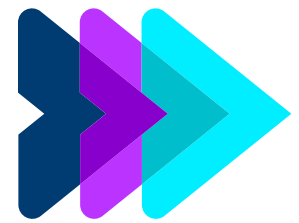| OVERVIEW	USER ROLES	▶ INSTALLATION	USE	RESOURCES

Set up Local System – Wi-Fi Connection

▶ CONNECT 🛜	VERIFY	CONNECT
the programmer to the Internet	the system is registered / enabled	the external speaker / microphone

▶ Network Information

▶ Enter: **A** Network Password | **B** Alias Name (if desired)

▶ Check the **C** Automatically join this network box to connect automatically whenever in range

▶ Select **D** Save

▶ Select **E** Connect
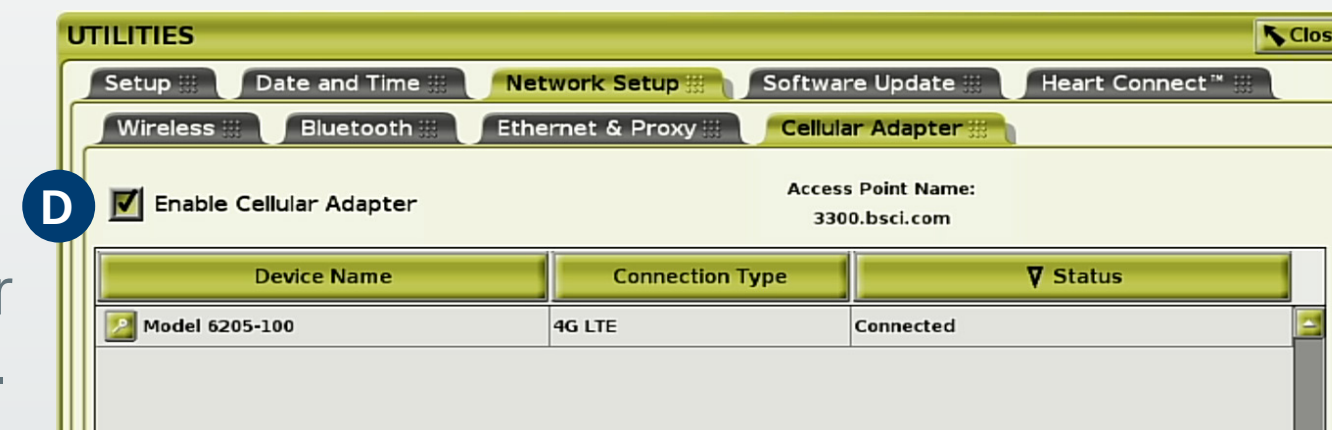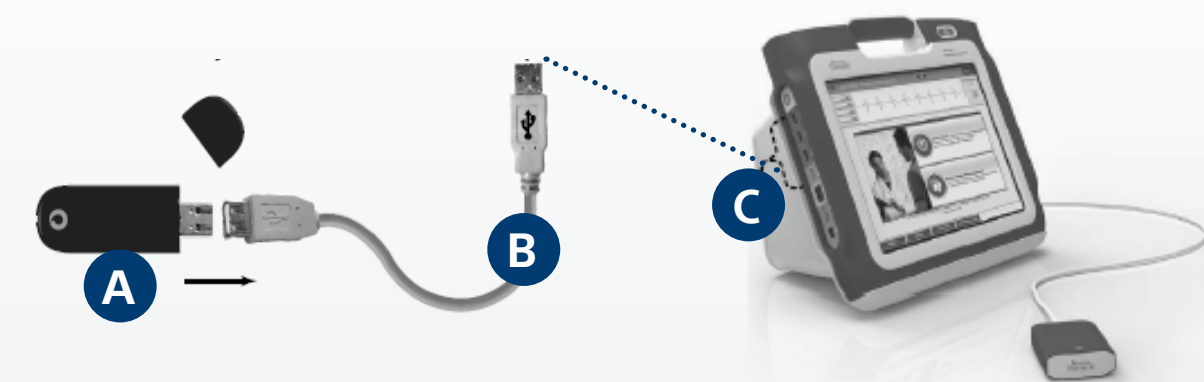
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LOCAL SYSTEM

OVERVIEW	USER ROLES	▶ INSTALLATION	USE

Set up Local System - Cellular Adapter (Model 6205 or 6213)*

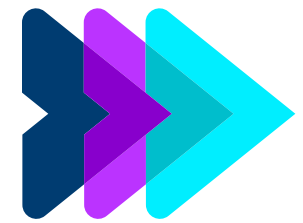| ▶ CONNECT 📡	VERIFY	CONNECT
the programmer to the Internet	the system is registered / enabled	the external speaker / microphone

▶ Attach the **A** Cellular Adapter to the **B** Cellular Cable.

▶ Plug the Cellular Cable into a **C** USB port on the programmer.

▶ Navigate to Utilities > Network Setup > Cellular Adapter

▶ Click **D** Enable Cellular Adapter box to search for networks.
▶ Programmer will search for the cellular network and connect to the Model 6205 (or to Model 6213).

▶ Cellular strength will be noted in the upper left area of the programmer (2G, 3G, 4G).

▶ The cellular strength will appear solid once connected to the cellular network. If the strength is blinking, it is establishing the connection.

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UTILITIES ↖Close

| Setup | Date and Time | Network Setup | Software Update | Heart Connect™ |

| Wireless | Bluetooth | Ethernet & Proxy | Cellular Adapter |

D ☑ Enable Cellular Adapter   Access Point Name: 3300.bsci.com

Device Name	Connection Type	▽ Status
Model 6205-100	4G LTE	Connected

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LOCAL SYSTEM

OVERVIEW	USER ROLES	▶ INSTALLATION	USE	RESOURCES

Set up Local System – Active Network Connection
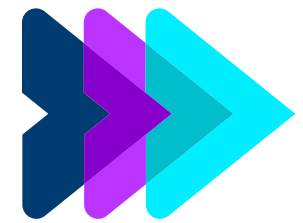
CONNECT	▶ VERIFY	CONNECT
the programmer to the Internet	the system is registered / enabled	the external speaker / microphone

Verify the Heart Connect System is **registered / enabled** for the specific programmer by navigating to the Heart Connect **Home Page** and click the **Meet Now** button.

▶ If successfully enabled and connected to a network, the **Meet Now** button will open the **A Manage Meeting** window.

▶ If Heart Connect is not registered, you must contact Technical Services to register.

▶ If there is no Internet connection active when the **Meet Now** button is pressed, **Please check your network connections** displays.
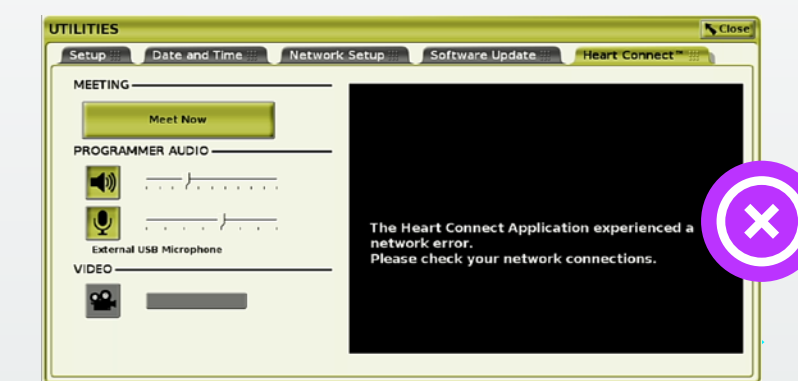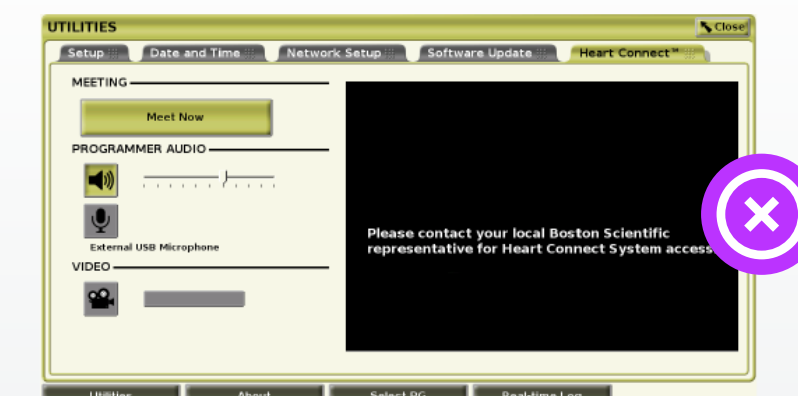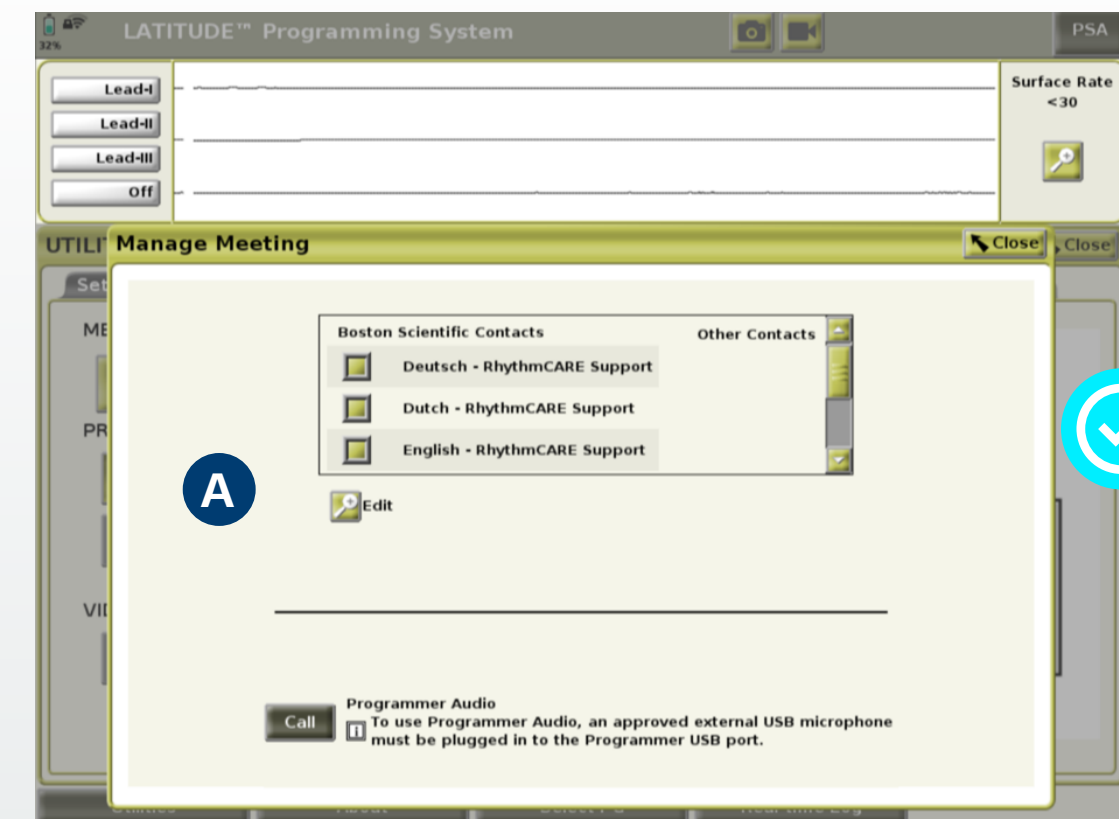
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LOCAL SYSTEM

OVERVIEW	USER ROLES	▶ INSTALLATION	USE	RESOURCES

Set up Local System – External USB Speaker / Microphone

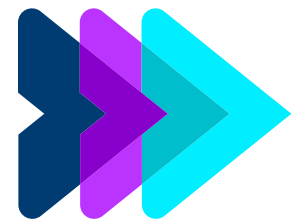| CONNECT	VERIFY	▶ CONNECT
the programmer to the Internet	the system is registered / enabled	the external speaker / microphone

▶ Connect the external USB speaker / microphone / camera into the USB port on the programmer

▶ There are 3 different supported USB speaker/ microphone/camera solutionsavailable:

1 eMeet C980 Pro 3-in-1 Webcam with Speaker and Microphone **A**

2 Jabra Evolve 20 SE Mono Headset **B**

3 Poly/Plantronics Blackwire C5210 Headset **C**
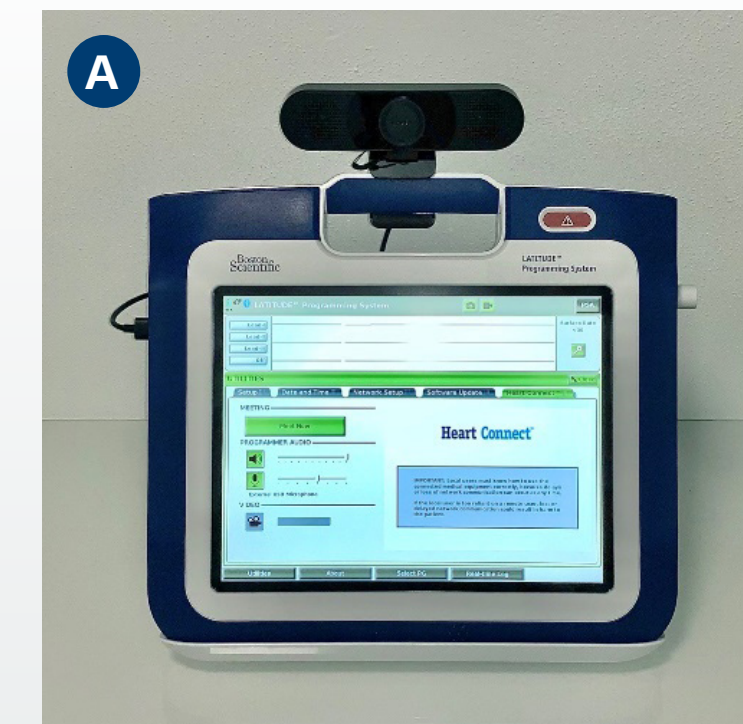
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LOCAL SYSTEM

OVERVIEW | USER ROLES | ▶ INSTALLATION | USE | RESOURCES

Boston Scientific and Other Contacts

There are two types of Boston Scientific contacts:

▶ **Group Contacts:** EU Remote Clinical Support – Language is included in this list upon registration.

- Connecting to a contact group in this list results in calling one member of the group at a time until someone accepts the call.

▶ **Individual Contacts:** Boston Scientific representatives can be included in the Boston Scientific Contacts list. Other contacts (without @bsci.com email addresses) can be added as well and will be show up Other Contacts list. This enables the use of Heart Connect for e.g., intra campus use
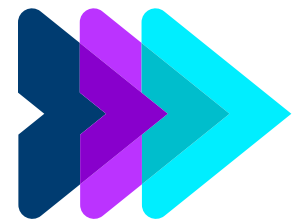
Manage Meeting ⬉Close

Boston Scientific Contacts   Other Contacts

☐ Deutsch – RhythmCARE Support

☐ Dutch – RhythmCARE Support

☐ English – RhythmCARE Support

🔍Edit

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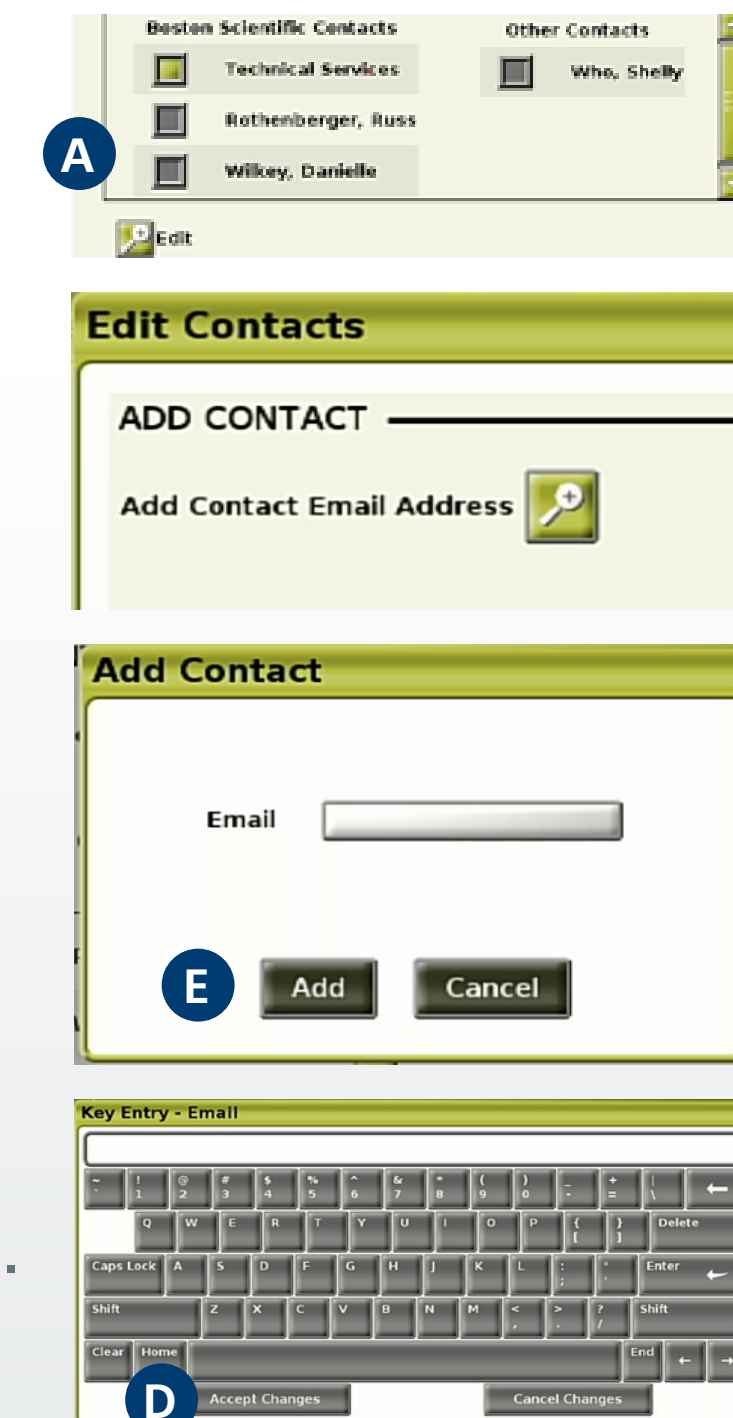**PATIENT CARE.
CLINICAL CONVENIENCE.**
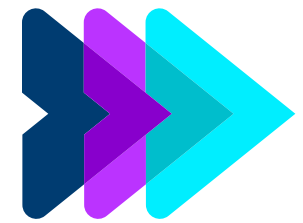
LOCAL SYSTEM

OVERVIEW	USER ROLES	▶ INSTALLATION	USE	RESOURCES	SALES REP

Adding Individual Contacts

▶ Press the **Meet Now** button from the Heart Connect main screen

▶ Press the **Details** button next to **A** Edit

▶ Press the **Details** button next to **B Add Contact Email Address**

▶ Enter the **C** email address of a contact, then press **D Accept Changes** button to display the **Add Contact** window.

▶ Press the **E Add** button.

▶ Remote user will receive an invitation via email / accept by clicking the link

▶ If the remote user is not registered for Heart Connect:

- Clicking the invitation link will forward them to the Heart Connect website to sign up, agree to the terms of service, and download the remote user software.

- The remote user will need to return to the email link and accept the invitation by clicking the link again and then entering their email address and password.

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STARTING A CALL

OVERVIEW	USER ROLES	INSTALLATION	▶ USE	RESOURCES

Heart Connect Meeting – Starting a Call

▶ STARTING	ACCEPTING	CONDUCTING	ENDING
online meeting with contacts	joining online meeting	online meeting / sharing the screen	exiting online meeting

Best Practices

▶ Ensure the programmer is either plugged into an electrical outlet or has **50% or more battery charge** to conduct online meetings.

▶ If you wish to share a patient session, before starting a Heart Connect online meeting, **interrogate the patient's device and begin a session.**

▶ The **Pacing System Analyzer** (PSA) application can be initiated after Heart Connect meeting has started.

▶ For sharing an **S-ICD Screening** session, using the **S-ICD Automated Screening Tool** (AST) initiate the Heart Connect meeting from the main starting screening of the programmer, before launching the AST.

▶ If a Heart Connect meeting is in progress, and the **Local User starts or ends a patient session, the online meeting ends**, and the Local user must start a new Heart Connect meeting.

▶ Be sure to end a Heart Connect meeting before using functions that remove access from the top bar of the programmer screen. **When these functions are active, a Heart Connect meeting continues and cannot be ended.**

NOTE: Additional individual meeting contacts can be added after the call has been initiated. An external USB microphone must be connected to the Programmer to enable the meeting audio of the Local User.

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**PATIENT CARE.
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STARTING A CALL

| OVERVIEW | USER ROLES | INSTALLATION | ▶ USE | RESOURCES |

Heart Connect Meeting – Starting a Call

▶ STARTING	ACCEPTING	CONDUCTING	ENDING
online meeting with contacts	joining online meeting	online meeting / sharing the screen	exiting online meeting

To start an online meeting with contacts:

▶ Interrogate the patient's implanted device

▶ Press the **A** Meet Now button from the Heart Connect main screen

▶ Select the intended contact(s) **B**

▶ Press the **C** Call button to start the meeting

▶ Read the Terms of Service and press **D** I Agree to continue

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STARTING A CALL

| OVERVIEW | USER ROLES | INSTALLATION | ▶ USE | RESOURCES |

Heart Connect Meeting – Starting a Call

STARTING	▶ ACCEPTING	CONDUCTING	ENDING
online meeting with contacts	joining online meeting	online meeting / sharing the screen	exiting online meeting

▶ Remote User: Click **A Accept** when the notification is received.

▶ Online meetings that are in progress can be joined by remote users by selecting **B** Join a Meeting and entering a **C Meeting ID** provided by the Local User.

▶ The **C** Meeting ID is located within the **Manage Meeting** screen.
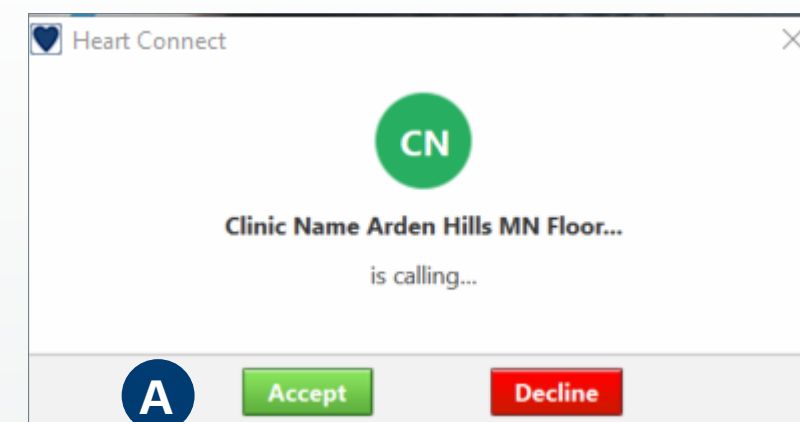
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PATIENT CARE.
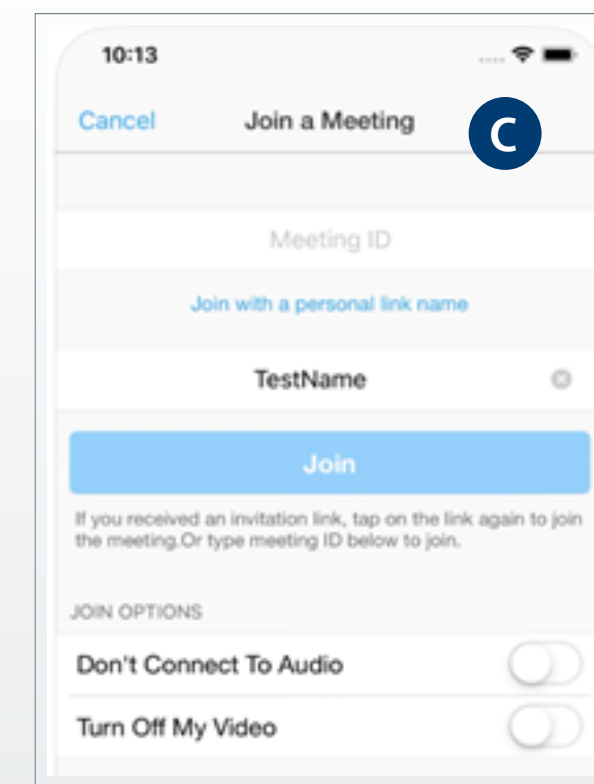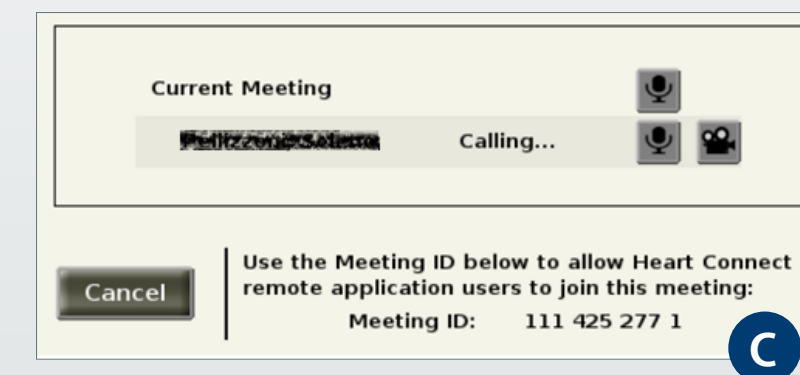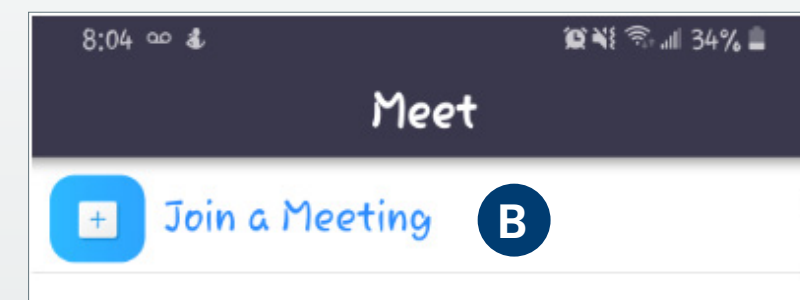CLINICAL CONVENIENCE.

Boston Scientific
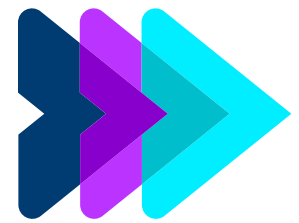*Advancing science for life™*
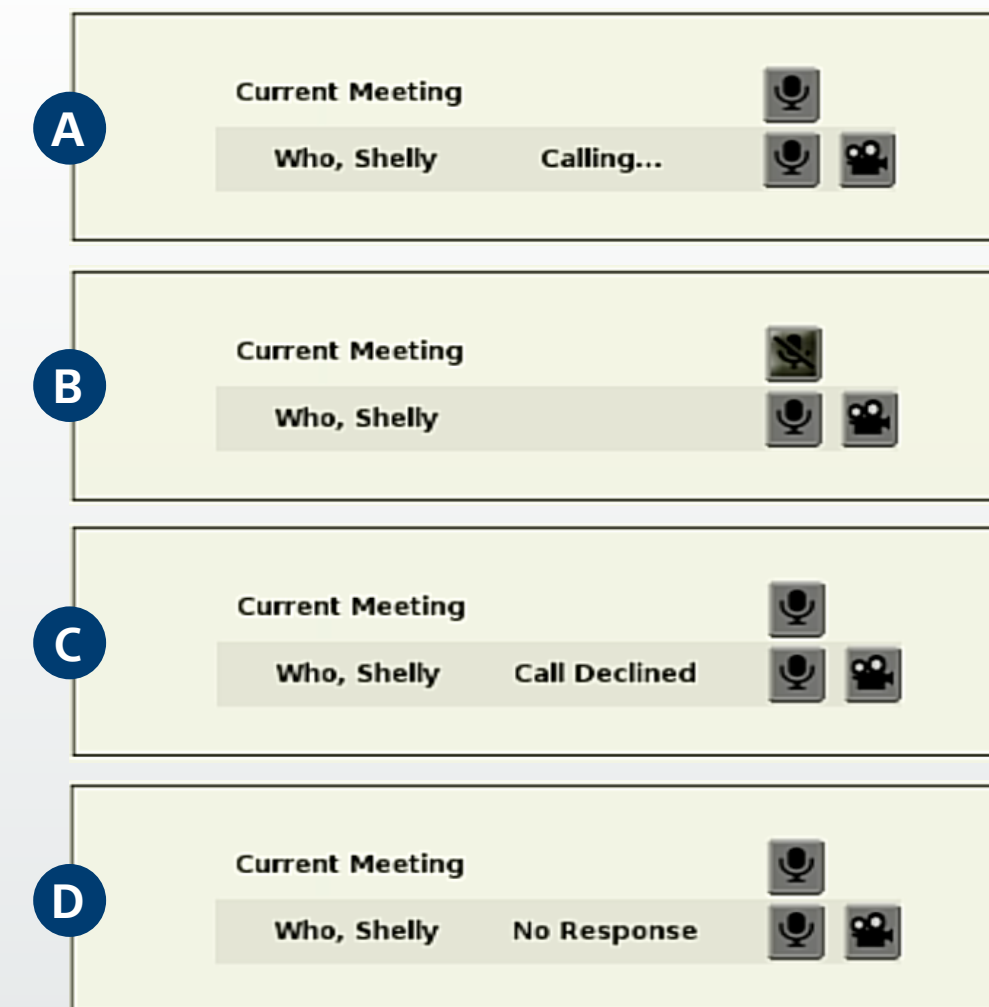
STARTING A CALL

OVERVIEW	USER ROLES	INSTALLATION	▶ USE	RESOURCES

Heart Connect Meeting – Starting/Accepting a Call

STARTING	▶ ACCEPTING	CONDUCTING	ENDING
online meeting with contacts	joining online meeting	online meeting / sharing the screen	exiting online meeting

The screen indicates the contacts being called **A**.

▶ **Contacts who accept** the meeting invitation display under the **B Current Meeting** within the Manage Meeting window.

▶ **Contacts who decline** the meeting invitation display **C** under Current Meeting as Call **Declined**.

▶ If **no response** for one minute by an invited contact, this status will be displayed **D** and the invitation for that contact is canceled.

▶ If **no contacts accept the meeting or if all contacts leave the meeting**, the Heart Connect application automatically ends the meeting.

A
Current Meeting
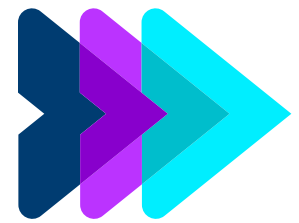Who, Shelly   Calling...

B
Current Meeting
Who, Shelly

C
Current Meeting
Who, Shelly   Call Declined

D
Current Meeting
Who, Shelly   No Response

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CONDUCTING A CALL

OVERVIEW	USER ROLES	INSTALLATION	▶ USE	RESOURCES

Heart Connect Meeting – Conducting a Call

STARTING	ACCEPTING	▶ CONDUCTING	ENDING
online meeting with contacts	joining online meeting	online meeting / sharing the screen	exiting online meeting

Once the contact has accepted the Heart Connect online meeting:

▶ A blue blinking **A Double Arrow** button appears at the top of the programmer screen.

▶ Annotation is available by pressing the **B Blue Pencil** button.

▶ Additional features may be available on the Heart Connect main screen based on the **C Audio** and/or **D Video** connected.

▶ If a webcam is connected press the camera button to activate it **D**.

(A) (B)

MEETING
Manage Meeting
(C) PROGRAMMER AUDIO
External USB Microphone
VIDEO
(D) **Active Speaker**

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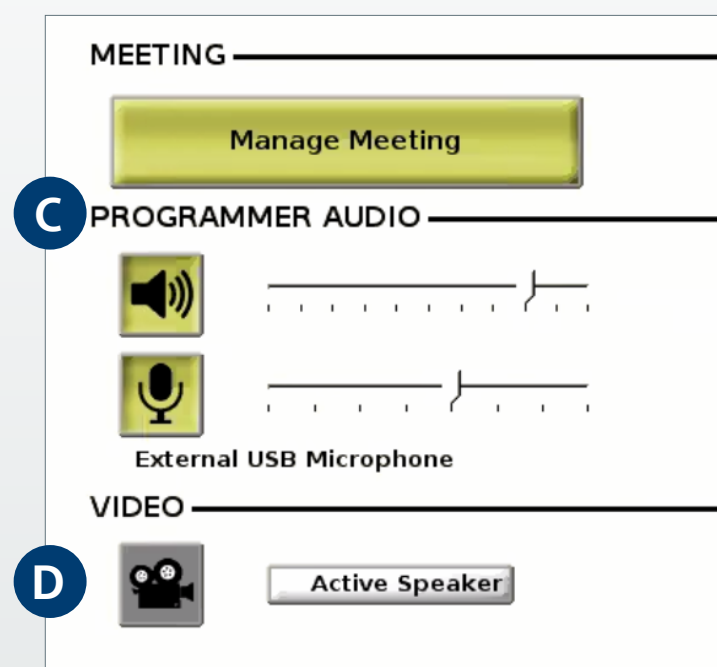
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ANNOTATIONS

OVERVIEW	USER ROLES	INSTALLATION	▶ USE	RESOURCES

Heart Connect Meeting – Annotations

STARTING	ACCEPTING	▶ CONDUCTING	ENDING
online meeting with contacts	joining online meeting	online meeting / sharing the screen	exiting online meeting

Annotations can be made directly on the programmer and remote Heart Connect screens and can be shared among the local and remote users.

▶ **Local Users:** Tap the **A Blue Pencil** on the top right of the bar of the programmer screen.

▶ **Remote Users:** For Mobile applications tap the **Pencil** icon. Tap the **B More or View Options** menu at the top of the screen and tap **Annotate** to bring up the **Annotation** menu..

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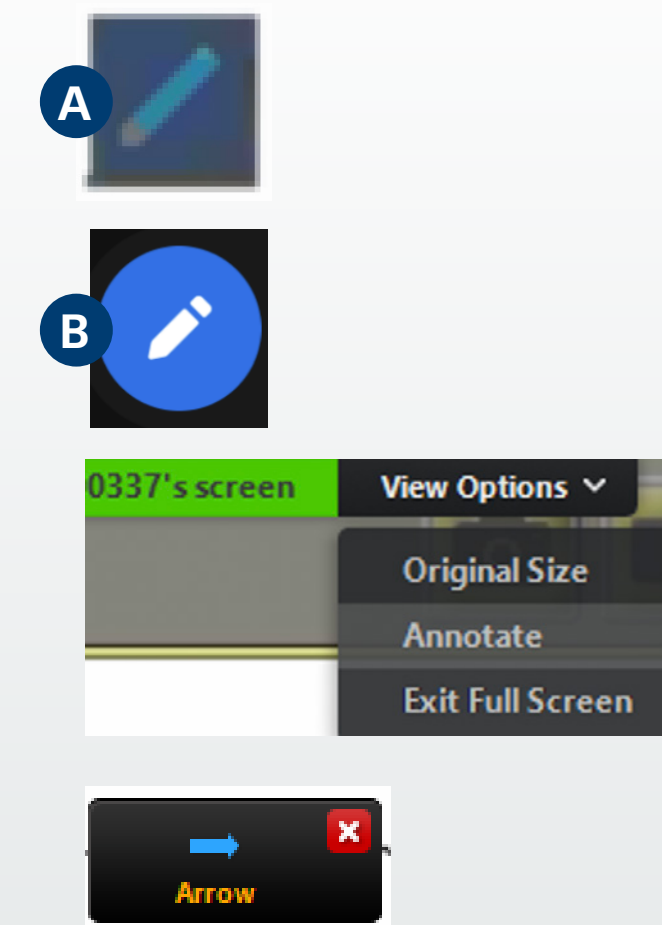
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ENDING A CALL

OVERVIEW	USER ROLES	INSTALLATION	▶ USE	RESOURCES

Heart Connect Meeting – Ending a Call

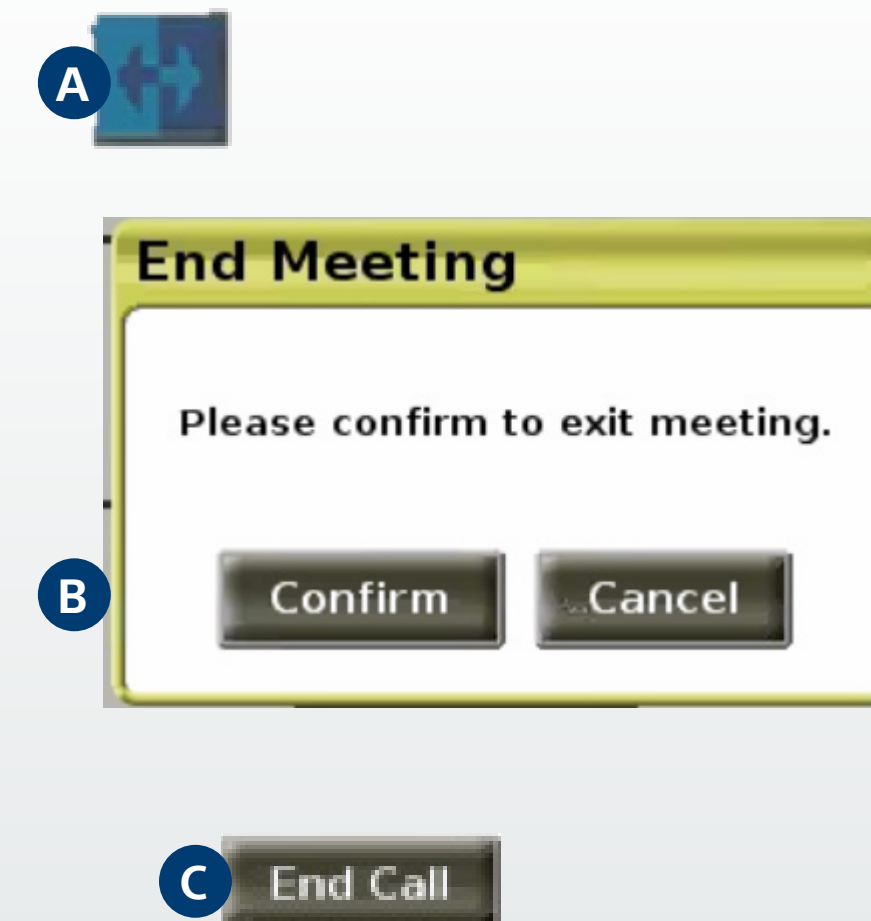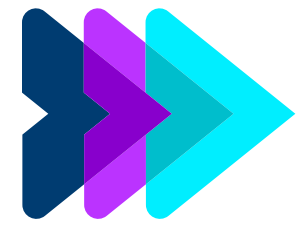| STARTING	ACCEPTING	CONDUCTING	▶ ENDING
online meeting with contacts	joining online meeting	online meeting / sharing the screen	exiting online meeting

There are three ways to end a Heart Connect online meeting:

▶ Press the **A Meeting in progress** (blue blinking arrows) button and press **B Confirm.**

▶ From the Heart Connect main screen, press the **Manage Meeting** button, click the **C End Call** button, then press **B Confirm.**

▶ If you are sharing your screen during a patient session, press the **End Session** button, then press **End Session** in the confirmation.

End Meeting

Please confirm to exit meeting.

Confirm   Cancel

C End Call

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MORE INFORMATION / INSTRUCTIONS FOR USE

| OVERVIEW | USER ROLES | INSTALLATION | USE | ▶ RESOURCES |

▶ For more information reach out to the Remote Clinical Support team **RhythmCARE_EMEA@bsci.com**

▶ Instructions for use can be found at http://www.bostonscientific.com/ifu

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