



RhythmCARE™ Assist Service Guide

A service designed to help keep
the myLUX™ Patient App connected.



RhythmCARE™ Assist is an automated and optional service that provides myLUX™ Patient App setup and connectivity assistance by email and/or text message.

RhythmCARE Assist

The service is 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 Patient App isn't set up yet or becomes disconnected.

References to "LUX-Dx ICMs" includes LUX-Dx™, LUX-Dx II™ and LUX-Dx II+™ ICM Systems. The downloadable myLUX™ Patient App and RhythmCARE™ Assist Service may be available for compatible LUX-Dx™ ICMs. Check with your health care provider for more information.

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 Patient 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 Wi-Fi network. It will send a notification if you lose connectivity.

Remember that it's important to set up the myLUX Patient 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 personal mobile device's contacts so you know we're texting you.

Sample text messages

Boston Scientific RhythmCARE™ Assist: reply YES to opt in to text msgs from this service about your myLUX™ Patient App

STOP to cancel. HELP for myLUX Patient App assistance.

Msg frq varies
Msg&DataRatesMayApply

YES

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

STOP to cancel. HELP for myLUX Patient app assistance.

Msg frq varies
Msg&DataRatesMayApply

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

Welcome

You will receive a message that welcomes you to the service, with tips on how to keep your myLUX™ Patient App connected.

Sample email and text messages.

Welcome to Boston Scientific's 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 www.rhythmcareassist.com. Or view tips www.myluxconnect.com for keeping your app connected.

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Reply STOP to cancel.



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

Welcome to Boston Scientific's RhythmCARE Assist Service. This service helps you troubleshoot your myLUX™ Patient App, so your clinic can keep monitoring your heart rhythm remotely and give you peace of mind for your care. If your app becomes disconnected, you will be notified and provided with videos and instructions to guide you through reconnecting. Based on your sign-up preferences, you will be notified via email and/or text messages.* The service provides the right information, right when you need it.

You can learn more about the RhythmCARE Assist Service** on the [myLUX patient website](http://myLUX.patient.website).



Get the app set up

Within a few days, you will receive emails and/or texts if you did not already set up the myLUX™ Patient App. It's important to set up the app on your mobile device because it 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 email and text messages.

Boston Scientific RhythmCARE Assist: The 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 setting up the app, find instructions and a video on the myLUX patient website www.myluxsetup.com.

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



Setup your myLUX™ Patient App

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

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



Important Things to Remember:

To set up the myLUX Patient App† on a Boston Scientific provided mobile device:

Stay connected

You will receive emails and/or texts if your myLUX™ Patient 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 from emails by selecting "Unsubscribe" or opt out of text messages by replying STOP at any time.

You may continue to get communications from your clinic.

Note: If you have opted out of text messages and would like to opt back in, message "rejoin" to the Boston Scientific contact at any time. Applies to text messages only.

Sample email and text messages

Boston Scientific RhythmCARE™ Assist:
Your 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 www.myluxconnect.com.

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

Advancing science for life™

Reconnect your myLUX™ Patient App

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

You are receiving this message because your myLUX Patient App has become disconnected.* The app transmits your heart rhythm data stored on your LUX-Dx™ Insertable Cardiac Monitor (ICM) device to your clinic. It is very important to reconnect your app so your doctor can continue monitoring your heart rhythm remotely.†



Follow the steps below to reconnect your app:

1. Ensure your mobile device is charged and powered on. This may be your personal mobile device or a Boston Scientific provided



Have questions about setting up the myLUX™ Patient 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 healthcare 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 which use electricity, including those which are plugged into a wall outlet or battery operated. Devices which 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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Cardiology

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www.bostonscientific.com

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

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