

FAQs

Can I travel with the monitor?

Yes. The device will record data continuously and keep time according to your home location registered with your physician, even when traveling. When traveling through a TSA checkpoint, tell the agent that you are wearing a cardiac monitor. They may want to examine it. You can wear the device when traveling on an airplane. If you travel outside the U.S., the device will continue to record data but it will not transmit data to our monitoring center until you return to the U.S. Once you land in the U.S. and have Verizon cell service, the data will be transmitted.

Can I wear the monitor during my MRI?

No. Remove the device prior to an MRI.

Can I shower, bath, or swim with the monitor?

You can shower with the device. This equipment is resistant to water but should not be submerged. Remove device prior to soaking in a pool or bath and prior to swimming.

How does the data get to the doctor?

When RX-1 *mini* detects an abnormal heart rhythm, it saves the data in its memory. The RX-1 *mini* sends this data to the monitoring center using a secure, private cellular connection. In some cases, your doctor will configure the device so data are reviewed 24/7/365 and abnormal heart rhythms are reported to your doctor.

What should I do if I have skin irritation?

If a reaction occurs, remove the device and electrodes from the body. The RX-1 *mini* device is designed for use with standard electrodes. However, some people are sensitive to materials used in skin electrodes. It is recommended that you change your electrodes at least every 2 days, or sooner if they start to come loose.

Can I wear the monitor while it charges?

No. Disconnect the leads from the electrodes prior to charging. Battery life in the RX-1 can vary depending on a variety of factors such as the type of study and the strength of your cell signal. It is advisable to charge the device at least every 3 to 4 days. If you see an amber light blinking above the battery icon, you should charge the device as soon as possible.

Can I wear the monitor while using supplemental oxygen?

Yes. Wearing the monitor while using supplemental oxygen is allowed. However, the device has not been evaluated for use in the presence of flammable anesthetic mixtures, such as in an operating room.

How do I report a symptomatic event?

You can report a symptomatic event by holding down the red button until the device vibrates. This should take ~3-5 seconds.

How can I tell if my device is working?

The best way to check if your device is recording properly is to briefly press the red button. If the light above the heart icon blinks green in groups of 3, your device is actively recording. If the light is blinking amber after momentarily pressing the red button, this means an electrode is loose.

What does an amber light above the heart icon mean?

This happens when you take the device off, or if it stops receiving a signal from the skin electrode. If you are wearing the device, this may be a sign that you need to change the electrodes or adjust the placement.

Will my device notify me of cardiac issues?

The device will not notify of cardiac issues. This device is not an emergency service. If you suspect you need urgent medical attention, please call 911.

What should I do if my device isn't staying attached?

Before applying electrodes, ensure that the skin is clean and dry. If you are having issues with the adhesive staying attached, contact customer service at 866-324-8783.