

Working With HeartBug

We provide Australia's friendliest heart monitoring service. It's great to be working with you. We only have a few conditions for using the HeartBug Monitoring Service, here they are:

LOAN MONITORS

- We provide the HeartBug monitors to you on loan, free of charge.
- We also supply boxes, batteries, lanyards and electrode stickers free of charge.
- We ask you to look after the HeartBugs carefully, as they are quite expensive
- Your role is to enroll the patient online and give them a HeartBug
- Some clinics charge a fitting fee and fit them to the patient. You can do this too.
- The patient will return the HeartBug to you when they are finished. We will swap them for new ones when required.

MONITORING SERVICE

- We provide you with a website login to enroll patients and review/download reports
- We store these recordings for you on our secure server, they are never deleted
- Our cardiologists and technicians will review the recordings. Depending on volume, we typically review them within 4 hrs during business hours and 8 hrs after hours.
- If we notice any significant abnormalities during the monitoring period, we will notify you as soon as we can by phone, email or text.

NOT AN EMERGENCY SERVICE

- We are not a 24/7 emergency service, and are not intended for life-threatening situations
- We are a long-term cardiac monitoring service and must be used only for suitable patients

WAIVER/NO LIABILITY

- We do not take any responsibility for the medical care of the patient – that's your role
- We simply provide non-immediate information to assist your clinical decision making
- Also, there is no guarantee that the patient will make recordings and send them, or that they will record all their significant arrhythmias. We can only show you what we receive.

WE'RE MAKING HEALTHCARE FRIENDLY

- If we find that we are not working nicely together then we may withdraw the HeartBugs
- We are always looking to improve, so we may improve these conditions too, at any time