

Using Your 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:

LOOK AFTER THE HEARTBUG

- This HeartBug is being loaned to you with a neck lanyard and a supply of electrode stickers
- We ask you to look after the HeartBug carefully, as it is quite expensive
- Your role is to wear it, record your heart when you feel unwell and then send the recordings
- Please return the HeartBug back to your doctor when you are finished.

ACCIDENTAL DAMAGE

- If your HeartBug gets damaged by accident we will be upset, but we won't blame you.

IF YOU DON'T RETURN THE HEARTBUG

- If you don't return the HeartBug after the monitoring period, we may charge you \$950 to replace it. You will also be permanently banned from ever using HeartBug again.

NOT AN EMERGENCY SERVICE

- This is not a 24/7 emergency service, or intended for life threatening situations
- If you feel seriously unwell, **you should call 000 immediately.**
- If we see something clinically significant, then we may try to call you as well

DO YOUR BEST EFFORT

- Please make recordings and send them – we are relying on you to do this
- 10-20 recordings is usually enough to see what's happening, more is even better
- It is best to wear HeartBug all the time so you are always ready to record. In addition, HeartBug may record automatically if it sees something important.

WE'RE MAKING HEALTHCARE FRIENDLY

- If we find that we are not working nicely together then we may withdraw the HeartBug
- Any abusive/rude conversations, emails or texts will earn you a permanent ban
- If you need help or have any questions, please call us on 1800 529 275. We love to help.