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ABBOTT MEDICAL ANZ: COVID-19 GUIDANCE

Dear Customer,

As you would be aware, there are many changes taking place in the way we continue to support and provide care for our patients in the current environment. Consistent with the Australian and New Zealand Governments' advice and the position statement issued Thursday 26 March by Cardiac Society of Australia and New Zealand (CSANZ), Abbott has developed the following guidelines for cardiac device interrogation and implantation in both clinic and hospital settings.

IN-CLINIC INTERROGATIONS

Any essential device interrogations, where possible, will be performed remotely using **Merlin@Home** technology. Abbott representatives will be available to support these clinics remotely. Abbott representatives can assist with organising patient-initiated remote transmissions, with patients having the option of initiating a check from the comfort of their own home whether a transmission was scheduled or not. Abbott representatives will continue to offer technical support to clinicians via telephone or video/mobile technology e.g. FaceTime, should there be need to step clinicians through device checks or programming. Where patient-initiated transmissions require interpretation, this technology can also be used. Should urgent reprogramming be required in a clinic the patient has attended but an Abbott programmer isn't available, this can be arranged with an Abbott representative at a suitable time.

For clinics or patients that are not currently setup for remote monitoring, **Merlin on Demand (MOD)** technology should be used for any urgent device interrogations with compatible devices. If your clinic does not currently have access to this technology, we will assist you with access.

HOSPITAL DEVICE INTERROGATIONS

Where possible all in-hospital device interrogations should be performed by hospital staff. Remote technical support will be provided by an Abbott representative, where required. This includes all post-operative day one checks, emergency department and ward interrogations. As earlier stated, emergency reprogramming will be facilitated by Abbott representatives in the absence of in-hospital support. As stated in the CSANZ COVID-19 position statement, if you have patients followed up in your clinics who

don't currently have a remote monitor but have an implanted device that is compatible with remote monitoring, please contact your Abbott representative to discuss possible options for obtaining a remote monitor.

DEVICE IMPLANTATION

Abbott understands that the implantation of cardiac devices can be a complex procedure. As such, Abbott staff will continue to support implants across all device platforms as required in line with hospitals' guidelines and protocols.

Should you have any queries, please don't hesitate to reach out to your local Abbott representative or anyone in the Abbott Cardiac Rhythm Management Leadership team:

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Sincerely,



Marius Fourie

General Manager,

Cardiac Rhythm Management, ANZ