



## **iRHYTHM DIRECT SHIP TO PATIENTS**

Following the evolving COVID-19 situation and in recognition that our healthcare systems will become further strained; we are opening up our Zio service to offer direct shipping to patients. This is in recognition of a need to reduce the strain on hospital resources and to limit patient visits to the hospital.

### **The Process**

Below outlines the new process to enable us to ship Zio XT directly to your patients following a patient's remote consultation with a cardiologist:

1. Clinician prescribes ambulatory ECG test and emails our support team at [supportUK@irhythmtech.com](mailto:supportUK@irhythmtech.com) with the request for direct shipping to the patient. iRhythm reply with a simple digital form for completion by cardiologist/hospital.
2. Hospital then emails the form back to iRhythm ([supportUK@irhythmtech.com](mailto:supportUK@irhythmtech.com)) and iRhythm add the device serial number to the form and email back to the hospital.
3. Clinician uses serial number to log patient into Zioreports.com
4. iRhythm send out the device by overnight delivery directly to the patient
5. Patient applies the device with help from our support materials provided in the box plus a link to a video guide. We also have a 24/7 support line on 0808 189 3411. Zio XT is worn for the prescribed time (1 – 14 days).
6. After the prescribed wear time, the patient removes device and posts back to us in the reply-paid box provided, as per the usual process. Should they need any assistance they can contact us on **0808 189 3411** (9am -5pm) or email [supportUK@irhythmtech.com](mailto:supportUK@irhythmtech.com)
7. iRhythm analyse the data and post a detailed report on Zioreports.com within 2 - 4 days on receiving ZIO XT pack from the patient.
8. Clinician receives an email informing that the completed report is available to view, save or print

## Workflow Diagram

