

Home Monitoring Information for Cardiac Implantable Devices (Medtronic Carelink Monitors)

The Carelink box enables you to send information from your device at home to the device clinic at the hospital using a secure system which only we can access.

You will receive a My Carelink Monitoring Box:

this is the white box used to send information from your device to our clinic at the hospital. It requires mobile phone signal which is indicated on the screen. Ideally this box should be kept in your bedroom, within two metres of where you sleep. The box wirelessly checks your device regularly for any recordings and sends these to us automatically, on a daily basis.

Please keep your monitor plugged in at all times.



Your cardiac device centre will arrange your normal tests through the home monitoring box. We will not need to contact you directly and you will not need to attend the hospital.

We will only contact you if we need to ask questions about your symptoms or if we have seen something that requires further action. If you don't hear anything, all is well.

We may contact you to request more detailed information than we receive automatically, in this case we will instruct you to perform a "download".

To make a full download press the middle, round, grey button on the white box and follow the on-screen instructions. Once you have seen the green tick on the screen you do not need to do anything else for this appointment. The instructions for this are with your My Carelink box.

Information for Patients

Medtronic Relay Monitor:

If you have a Medtronic Relay Carelink monitor (pictured below), it works in a very similar way, although without the screen. To make a download press the grey button and wait by the monitor until the ring illuminates green.



If you are worried about your device (pacemaker or ICD) or you think you have had a shock to your heart (ICD), please perform a full download as above and contact the clinic at the hospital you normally attend. Please advise the team of the reason for your download. A physiologist will check the download based on the information you give us. Urgent calls will be prioritised. The clinic will then contact you to advise the result and the best course of action.

Queen Elizabeth Hospital Birmingham	0121 371 2545
Good Hope Hospital	0121 424 9675
Solihull Hospital	0121 424 4358
Heartlands Hospital	0121 424 3736

(Mon—Fri 09:00-15:00)

Technical Issues

If you subsequently have any technical problems with the monitor, please phone the Medtronic helpline number on 00800-266-632-82, or visit <http://www.mycarelink.info>

Cardiology Department

University Hospital Birmingham
Mindelsohn Way, Edgbaston, Birmingham, B15 2GW
Telephone: 0121 371 2000

Birmingham Heartlands Hospital,
Bordesley Green East, Birmingham, B9 5SS.

Solihull Hospital,
Lode Lane, Solihull, B91 2JL.

Good Hope Hospital,
Rectory Rd, Sutton Coldfield, B75 7RR

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email patientexperience@uhb.nhs.uk.