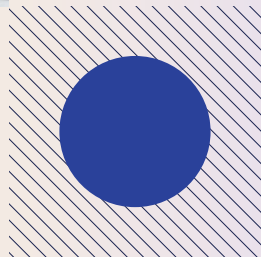

Device & Program Guide



American Heart Association®
Connected Care™



We're so glad to meet you

Welcome to American Heart Association Connected Care™, Powered by Cadence!

Cadence is the American Heart Association's (AHA) clinical care provider in delivering this virtual care program. This program will help you ensure a smooth transition home, provide ongoing support for your recovery and help proactively manage your health. You'll receive real-time support, consistent monitoring and ongoing access to care to reduce the risk of complications and give you better peace of mind.

Your Care Team is here for you 24/7. Feel free to call or text at (855) 613-0778 for assistance.



– Your AHA Connected Care, Powered by Cadence Team

AHA Connected Care, Powered by Cadence does not own or manufacture the devices provided for this program.

The 24/7 Care Team services are provided by Cadence, not directly by the American Heart Association.



What to expect with AHA Connected Care Powered by Cadence

① Take daily readings to stay in control of your health.

Your device(s) automatically sends readings to your Care Team to provide the most effective care between appointments.

② Your Care Team monitors your readings for peace of mind.

Your Care Team reviews readings and will call or send a text message if they have questions. You can also call or text to discuss your readings at any time.

③ Your Care Team coordinates with your provider.

Your Care Team develops a personalized care plan based on your readings and health goals. This plan can be shared with your provider at your request.

④ Attend phone appointments with your Care Team.

A member of your Care Team will help you reach your health goals with guidance on diet, exercise, and medications based on the American Heart Association's guidelines.

Let's get started

- 1 **Take your first reading today. These instructions and videos will help you get started.**



How-to videos

www.heart.org/ahaconnectedcare

Visit this link or scan this QR code with your phone's camera and tap the link that appears.

- 2 **Make it a routine and take your readings each day.**

Your device(s) automatically sends readings to your Care Team and your provider. If a reading falls outside the normal range, we will reach out.

- 3 **Join your first clinical phone appointment.**

Meet a member of your Care Team for a personalized walk-through of the program and establish your initial wellness goals. Take daily readings before your call so we can accurately discuss your health.



Let's send your first reading

In the next few pages, you'll find step-by-step instructions for setting up and using your device.



Daily readings are key to your long-term health

We recommend taking your readings every day. The first two weeks are especially important to help your Care Team make informed decisions that can help improve your health.

Call or text AHA Connected Care, Powered by Cadence at
(855) 613-0778 anytime, 24/7.



Blood pressure monitor

If you have not been provided a blood pressure cuff, please disregard these instructions.

It is recommended that you record your blood pressure each morning, before eating, drinking or taking any medication.

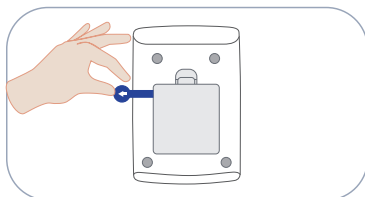
- | | |
|--|---|
| ✓ Pull the tab out of the battery compartment. | ✗ Do not use the cuff over your clothing – use your bare arm. |
| ✓ Relax for five minutes before taking your reading. | ✗ Do not let others use your device. |
| ✓ Sit still, with your back supported and feet flat on the ground. | ✗ Do not use cleaning products on the device. |

① Detailed device instructions can be found underneath the cuff.

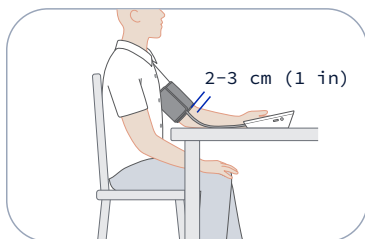
Call or text AHA Connected Care, Powered by Cadence at
(855) 613-0778 anytime, 24/7.

How to take your blood pressure

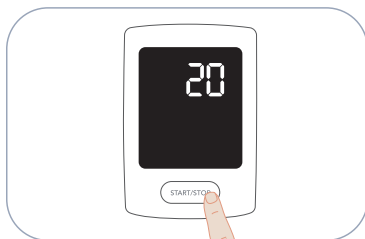
If you have poor cellular service, take your reading near a window.



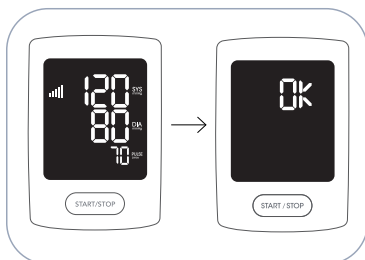
- 1 Pull the tab out of the battery compartment on the back of the screen.**




- 2 Lay your bare arm flat on a surface in front of you.**
Place the cuff 1 inch above your elbow and align the tube with the center of your arm. Do not make the cuff too tight - allow a finger to fit in between the cuff and your arm.



- 3 Press the start button.**
The cuff will start to inflate and your reading will be displayed on the screen. Try to keep your body still.



- 4 Your reading is shared automatically.**
When you see  on the screen, the reading was successfully sent to your Care Team and you will receive a text message confirming the reading.

Blood pressure cuff troubleshooting

Q: Why does my blood pressure fluctuate throughout the day?

It is normal for your blood pressure to vary throughout the day, especially if you are taking medication. To ensure accurate readings, take your readings under the same conditions each day while following the instructions on pages 6-7. If you need to retake a measurement, wait at least 3 minutes between readings.

Q: Why do I get different blood pressure at home compared to the hospital?












Blood pressure can vary throughout the day due to factors like weather, emotions, and exercise. Additionally, the “white coat” effect means blood pressure often increases in clinical settings. Here are some tips to ensure accurate measurements when checking your blood pressure at home:

- Make sure the cuff is fitted properly, not too tight or too loose
- Ensure the cuff is placed on your upper arm
- Try to relax and take 2-3 deep breaths before starting
- If you feel anxious, take 4-5 minutes to calm down before measuring

Q: Is the result the same if measuring on the right arm?

You can measure blood pressure on either arm, but results may vary. For consistent readings, always use the same arm.

Blood pressure cuff troubleshooting

Problem	Display	Check this	Remedy
No power	Display can not light up.	Batteries are exhausted.	Replace with new batteries.
		Batteries are installed incorrectly or adapter is not plugged in properly.	Install the batteries or plug in the adapter properly.
DC Power Error		The DC supply voltage is too high or too low.	Replace with the authorized adapter.
Low Battery		The battery is too low.	Replace with new batteries.
Error message		The cuff is not wrapped or wrapped too loose.	Wrap and fasten the cuff and measure again.
		The air connector plug is not properly plugged in or a leak is detected.	Insert the air connector plug correctly, then measure again. If the issue persists, check the cuff leakage.
	 Measure again	Excessive body motion (such as shaking of the arm with the cuff on) is detected.	Relax and then measure again. When the issue persists twice, EBI will display on the LCD, please contact customer support.
	 Measure again	Pulse is not detected during measuring.	Relax and then measure again. When the issue persists twice, EBI will display on the LCD, please contact customer support or contact your physician.
	 Measure again	Out of measurement range	
		Data transmission error or Server connection error	Move to another area, preferably closer to a window, try again. Use the device at a location where you get strong cellular signal with your mobile phone. If the issue persists, contact customer support.
	 Weak signal	No cellular coverage or Cellular connection error	
		SIM card is not detected or SIM card is abnormal.	Check and re-install the SIM card. If the issue persists, contact customer support.
	 Device failure	Hardware error	Retake measurement. If the issue persists, contact customer support.

Call or text AHA Connected Care, Powered by Cadence at (855) 613-0778 anytime, 24/7.



Weight Scale

*If you have not been provided a weight scale,
please disregard these instructions.*

It is recommended that you use your scale in the morning, after using the restroom and before eating or drinking.

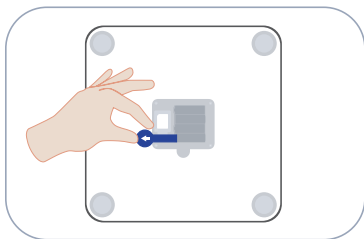
- | | |
|--|--|
| ✓ Pull the tab out of the battery compartment. | ✗ Do not place the scale directly up against a wall. |
| ✓ Wear similar clothing each day. | ✗ Do not let others use your device. |
| ✓ Place the scale on a flat, hard surface (no carpet, please). | ✗ Do not use cleaning products on your device. |

① Detailed device instructions can be found underneath the scale.

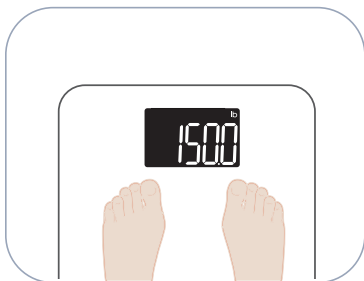
Call or text AHA Connected Care, Powered by Cadence at
(855) 613-0778 anytime, 24/7.

How to take your weight

If you have poor cellular service, take your reading near a window

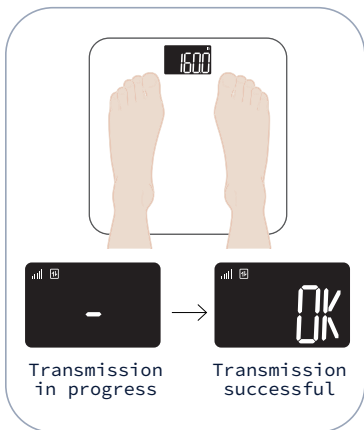


- ① Pull the tab out of the battery compartment on the back of the scale.





- ② Place the scale on a hard flat surface and step on to take your reading.

Step on the scale with both feet in the center. Step off when your weight displays and flashes twice.











- ③ After your weight flashes twice, your reading will be shared automatically.



When you see  on the screen, your weight has been shared successfully and you will receive a text message confirming the reading.

If you see  on the screen, the transmission failed. It will be temporarily stored until the next reading.

Weight scale troubleshooting

Symbol & Code	Description	How to solve
	Overload	Retake measurement. If the issue persists, please check if your weight is out of measurement range (11 lb to 440 lb).
	SIM Error	Check and re-install the SIM card. If the issue persists, contact your Care Team.
	No signal	1. Move the scale to a strong signal place, like next to a window. 2. Contact your Care Team
	Hardware error	Retake measurement. If the issue persists, contact your Care Team.
	Data transmission error	Move to another area, preferably closer to a window. Use the device at a location where you get strong cellular signal.
	No cellular coverage or connection error	Move to another area, preferably closer to a window. Use the device at a location where you get strong cellular signal.
	The pre-loaded SIM card is replaced or the SIM service subscription suspended / terminated.	Make sure the SIM card in the device is the original one pre-loaded. DO NOT replace it by yourself. If the issue persists, contact your Care Team.
	Certificate error	Move to another area, preferably closer to a window. Use the device at a location where you get strong cellular signal. If the issue persists, contact your Care Team.

Weight scale troubleshooting

Symbol & Code	Description	How to solve
	Certificate error	Contact your Care Team.
	Hardware error	Retake the measurement. If the issue persists, contact your Care Team.

Call or text AHA Connected Care, Powered by Cadence at (855) 613-0778 anytime, 24/7.



Blood glucose monitor

If you have not been provided a blood glucose monitor, please disregard these instructions.

Unless otherwise instructed by your provider, it is recommended that you record your blood glucose each morning, before eating, drinking, or taking any medication.

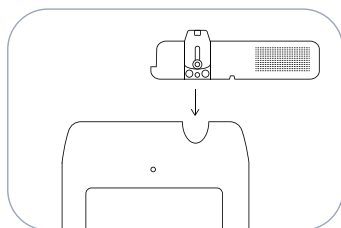
- | | |
|---|--|
| ✓ Wash your hands before taking your reading. | ✗ Do not let others use your device. |
| ✓ Use a new lancet and test strip for each reading. | ✗ Do not use cleaning products on your device. |
| ✓ Dispose of the used lancet and test strip after each reading. | |

① Detailed device instructions can be found in the box.

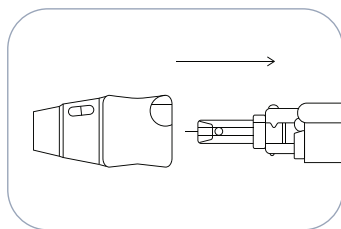
Call or text AHA Connected Care, Powered by Cadence at
(855) 613-0778 anytime, 24/7.

How to take your blood glucose

If you have poor cellular service, take your reading near a window

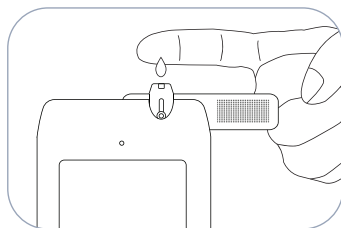


- 1 Turn on the device by pressing the middle button for 5 seconds. Insert a new test strip into the blood glucose monitor.**



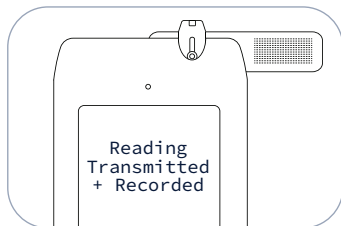
- 2 Insert a new lancet into your lancing device and poke your finger.**

Depress the button on the lancing device, then poke your finger.



- 3 Apply a drop of blood onto the test strip.**

The device will count down from 5 and display your blood glucose reading when complete.



- 4 When your reading is finished, the device will show the indication to the left.**

Frequently asked questions

Q: How often should I take my readings?

A: Please take your readings every day. If you forget to take your readings in the morning, take it as soon as you remember. If you're going to be away from your home, please take your devices with you. If you are unable to take your readings for a day or more, call or text us.

Q: Can I take my readings more than once a day?

A: If you are not feeling well, we encourage you to take additional readings. You may also call or text us anytime, 24/7.

Q: What happens if I don't receive a text confirmation after taking my reading?

A: If you are not receiving text confirmations, try relocating your devices to a location with better connectivity or cellular service. If the problem persists, please call or text.

Q: What happens if my equipment is damaged, lost, or stolen?

A: If your equipment is damaged or defective, we will replace it at no cost to you. Just call or text to let us know.

Q: I have a question about billing; Who should I contact?

A: Remote physiologic monitoring (RPM) is a covered benefit under Medicare and Medicare Advantage. Most Medicare patients have secondary insurance, which often covers the cost of this program. In instances where this isn't the case, the program may be subject to a modest co-insurance (usually 20%), as well as your deductible. We can help you understand your potential costs. If you are enrolled in AHA Connected Care and have questions about your bill, please share a photo or scanned PDF of your Explanation of Benefits from your insurance company with Cadence at support@cadencerpm.zendesk.com.

Why AHA Connected Care, Powered by Cadence

✓ **Feel better, faster**

Many AHA Connected Care patients get healthier faster with early issue detection and coordinated care based on daily vital readings.

✓ **Avoid hospital visits**

Patients are 27% less likely to go to the emergency room after 12 months in the program.

✓ **Peace of mind from 24/7 support**

With support available around the clock, you and your loved ones can live more confidently knowing that AHA Connected Care has your back.

Call or text AHA Connected Care, Powered by Cadence at
(855) 613-0778 anytime, 24/7.



“You want to get stronger mentally, you want to get stronger physically. And if you’ve got [the program] checking on you, it helps tremendously.”

David

NORTH CAROLINA
HEART FAILURE PATIENT



We're here to help, 24/7

AHA Connected Care, Powered by Cadence acts as a second set of eyes for your health. We have an experienced Care Team who will monitor your readings, oversee your care, coordinate with your provider and answer any of your questions or concerns.

Call or text anytime

(855) 613-0778 • www.heart.org/ahaconnectedcare

Keep the return label and box just in case