



# WEARING YOUR ZIO MANUAL

Record any events during your wear period here, the myZio app or at [myzio.com](http://myzio.com).

Return this booklet, your Zio AT patch and Zio AT gateway after your wear period:



# CALL 1.888.693.2401 IF...

- The Zio AT patch falls off.
- You experience severe itching or irritation.

For all other information please see the Troubleshooting and Frequently Asked Questions section of this booklet.

**If you feel the need for immediate medical care at any time, call 911.** The Zio AT device will not provide any medical assistance and cannot contact medical personnel for you. Please take your gateway with you to the emergency room.

**For use in the United States only.**

## iRhythm Technologies, Inc. — Clinical Centers

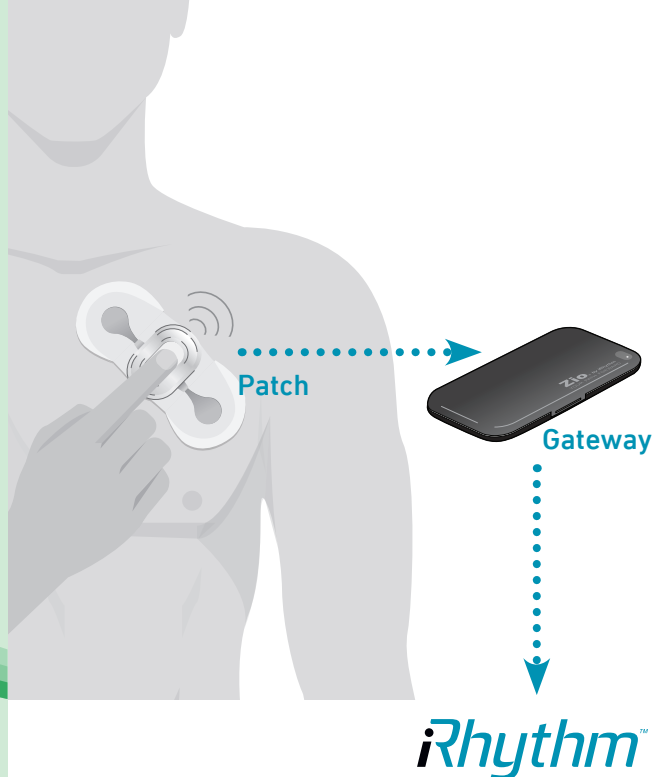
650 Townsend St., Suite 500  
San Francisco, CA 94103 U.S.A.

2 Marriott Drive  
Lincolnshire, IL 60069 U.S.A.

363 N. Sam Houston Parkway East, Suite 125  
Houston, TX 77060 U.S.A.

1.888.693.2401 | [irhythmtech.com](http://irhythmtech.com) | [@iRhythmTech](https://twitter.com/iRhythmTech)

A100A4007.02 • 2017-06-12



Congratulations on applying and activating your Zio AT patch and gateway.

The **patch** records every heartbeat and the **gateway** sends important information from your patch to keep your doctor updated during your wear period.

# USING YOUR ZIO AT

**With the Zio AT, you can sleep, shower and go through your normal daily activities.**

Your patch needs time to fully stick to your skin. For the first 24 hours after application, please avoid:

- Showering or bathing
- Any activity that will cause sweating

After 24 hours, you can go back to these normal activities, including moderate exercise.



## Remember:

**1** Press the button on your patch any time you feel a symptom, then log your symptom in the **myZio app**. You may also enter your symptoms on **myzio.com** or in the **Button Press Log** on the flip side of this manual

**2** Keep the gateway nearby as much as possible including when you're on the move. Keep in mind that data sending may be stalled if the gateway is more than 10 feet from the patch. Once back in range, data transfer will resume and no data will be lost.



**3** The patch and gateway will not flash or make noise if they are working properly. A flashing patch or gateway does NOT signal a problem with your heart. One of the devices may have lost connection. Review the Troubleshooting section or call 1.888.693.2401 for assistance.

## Additional Tips:



You may start to feel itchy under the patch, but please keep the patch on unless the itching becomes severe.



If the patch starts to peel off, press evenly on the wings of the patch for 3 to 5 minutes.



Too much sweating can cause the patch to loosen or fall off.



Protect the gateway from water at all times. Do not submerge the patch in water. Keep showers brief and avoid swimming or hot tubs.



Try not to place the gateway within six feet of transmitting devices, such as wireless routers, baby monitors and TV senders/ transmitters. These devices may cause interference between the patch and the gateway.



Use **myZio** to enter your symptoms and check symptomatic transmissions sent from your gateway. You'll also have access to instructions and support videos. Note: transmissions may take time to appear online.

### iPhone® users

1. Search for 'myZio' in the App Store<sup>SM</sup>
2. Download app
3. Register before entering symptoms

### Android™ users

1. Search for 'myZio' in the Google Play™ Store
2. Download app
3. Register before entering symptoms

### Computer users

1. Open your web browser
2. Navigate to [www.myZio.com](http://www.myZio.com)
3. Register before entering symptoms

Supported on iPhone 5 or later (iOS 9+).

Supported on Android 4.4+

iPhone, App Store and the Apple logo are registered trademarks of Apple Inc.

# TROUBLESHOOTING: GATEWAY



**If the light on the outside of your gateway is flashing, check inside.**

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## SLOW □ FLASHING

(once every 3 seconds):

**Indicates** that the gateway has lost the connection to your patch.

**To reconnect**, hold the star button ★ for 3 seconds until the orange light stays on. If the light flashes green, the gateway has reconnected to the patch.

**If orange flashing continues**, call Customer Service at 1.888.693.2401.

## SLOW △ FLASHING

(once every 3 seconds):

**Indicates** that the gateway does not have a cellular connection.

**To reconnect**, move the gateway to a place with a good cellular connection (near a window or outside) and hold the star button ★ for 3 seconds until the orange light stays on.

If the light flashes green, the gateway has reconnected. Do not move the gateway until the green flashing stops.

If it does not flash green, move to a new location and try again.

**If orange flashing continues**, call Customer Service at 1.888.693.2401.

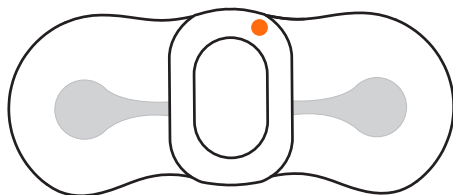
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## FAST □ OR △ FLASHING

(3 times per second):

**Fast flashing indicates that your gateway is not working.** Call Customer Service at 1.888.693.2401.

# TROUBLESHOOTING: PATCH



## SLOW FLASHING

(once every 3 seconds):

**Indicates** that your patch is not making good contact with your skin.

**To correct this**, press evenly on the wings of the patch for 3 to 5 minutes.

**If orange flashing continues**, call Customer Service at 1.888.693.2401.

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## FAST FLASHING

(3 times per second):

**Indicates** that your patch is not recording. Call Customer Service at 1.888.693.2401.

# FREQUENTLY ASKED QUESTIONS (FAQS)

## The Zio® AT Monitoring System

### *What is the patch doing?*

The patch is recording every heartbeat. Your doctor will use the heart rhythm data from the patch to determine the right course of action.

### *What is the gateway doing?*

The gateway wirelessly sends heart rhythm data recorded by your patch to iRhythm. iRhythm analyzes the data and provides a report to your doctor.

### *How do I know the patch and the gateway are working?*

If you saw green flashes after turning on the patch and gateway, both devices are working. When they are working normally, the patch and gateway do not flash or make noise.

### *Do I need to do anything after pressing the patch button to send heart rhythm data wirelessly?*

Do your best to keep the gateway in front of you and within 10 feet as much as possible. The gateway should also be kept in a place with good cellular connection.

**Can I carry the gateway in a purse, bag or pocket?**

Yes. However, the gateway will need to be in front of your body and within 10 feet of the patch. You may also use the provided belt clip to carry the gateway.

**What can affect wireless connection between the patch and the gateway?**

Wireless devices that use 2.4 GHz signals such as baby monitors, TV senders, and wireless routers can interrupt communication between the patch and gateway if used within 6 feet. Objects placed inside the gateway can also cause communication problems.

**Your Activities**

**Can I exercise while wearing the patch?**

Yes, you may exercise moderately, but excessive sweating may shorten wear time.

**Can I shower with the patch on?**

After 24 hours following application, you may take brief showers. Try to keep your back faced toward the shower. Hold the patch down while towel drying to prevent accidental removal. Avoid getting the gateway wet.

**Can I take a bath?**

Yes, but keep the patch above water. Keep the gateway away from all water.

**Can I go into a pool or a hot tub?**

No. The patch should not be submerged under water. Keep the gateway away from all water.

**Can I travel with the patch on?**

Yes. If questioned during airport security screening, show the statement in the Traveling section. Note that the gateway will not have cellular connection outside the United States.

**Can I fly with the gateway?**

Yes, the gateway should be placed in “airplane mode.” See Traveling section.

**What activities should I avoid?**

Avoid activities that cause heavy sweating. Sweat can cause the patch to slide, become loose or fall off. Activities that may submerge the patch in water should also be avoided.

## Recording Symptoms

### ***What should I do if I feel a symptom?***

First, press the button on your patch. Then enter your symptoms in the myZio app or in myzio.com. You may also fill out a page of the Button Press Log in this manual. Please choose only one option for recording your symptoms.

### ***What if I forget to press the button when I feel a symptom?***

The patch will still record your heartbeat and the gateway will send any information that is important for your doctor to know.

### ***What if I press the button but forget to write down the symptom?***

Recording your symptoms and activity gives your physician additional information about what may have caused the symptom. While this is useful, it is most important to press the button.

### ***What if I press the patch button while the gateway is not within 10 feet and in line of sight of the patch?***

The patch will store the data until the gateway is in range, then the data will be sent.

### ***What happens if I press the patch button while the gateway doesn't have cell signal?***

The gateway will store the data until it has cell signal, then the data will be sent.

## The Patch

### ***What should I do if the patch peels or lifts at the edges?***

Press evenly on the wings of the patch for 3 to 5 minutes to re-stick.

### ***What should I do if the patch falls off?***

Call Customer Service at 1.888.693.2401.

### ***I think I see blood under my patch. What should I do?***

Call Customer Service at 1.888.693.2401. It is probably due to a small shaving cut when the patch was applied to your chest.

### ***Is it normal for the Zio® AT patch wings to become cloudy?***

Yes. The patch may move slightly from its original position. A blue gel may be seen under the wings of the patch.

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Yes. The patch may move slightly from its original position. A blue gel may be seen under the wings of the patch.



### ***Is it normal to experience skin irritation or itchiness in the area of the patch?***

Many patients do not experience skin irritation or itchiness. However, some patients report minor skin irritation and/or itching while wearing the patch. If the irritation or itching is severe or hives or blisters develop, remove the patch and then call Customer Service at 1.888.693.2401.

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## **Flashing Lights**

### ***Will the gateway show any lights or make any sounds?***

No. As long as it is able to send data, the gateway will not flash or make noise.

### ***What if the patch flashes orange while I am wearing it?***

If you see the patch flashing orange, this does not mean there is a problem with your heart; it just means that the patch is not well attached. Press evenly on the wings of the patch for 3 to 5 minutes. If the flashing continues or comes back, call Customer Service at 1.888.693.2401

### ***What should I do if my gateway is flashing orange?***

If you see the gateway flashing orange, this does not mean there is a problem with your heart; it just means that the patch cannot send information wirelessly. Turn to Troubleshooting or call Customer Service at 1.888.693.2401.

## **End of the Wear Period**

### ***How long am I supposed to wear the patch?***

Wear the patch for as long as your doctor prescribed but no longer than 14 days. NOTE: Each person's wear experience is different and actual wear time may be shorter than prescribed.

### ***I have removed the Patch and it is flashing orange. Is this okay?***

The patch may flash orange after removal. It is okay to mail the device while it is flashing. Turn to Patch Removal for return instructions.

## SECURITY SCREENING STATEMENT

This person is wearing an iRhythm Zio AT patch prescribed by their physician. This device is currently adhered to the patient's chest and is monitoring their heart. It can only be removed under the direction of their physician.

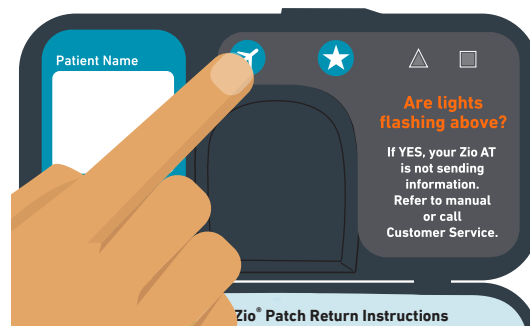
If you have any questions, please contact the iRhythm Clinical Center at

**1.888.693.2401**


24 hours/day, 7 days/week.

## TRAVELING WITH YOUR ZIO AT


You can fly while wearing a Zio AT. Simply show the security statement (opposite page) during screening, and remember to put the gateway in Airplane Mode.



### To turn Airplane Mode ON

Press and hold the airplane button  inside the gateway for 3 seconds, until the lights flash orange. The airplane light on the outside of the gateway will flash as long as it is in "Airplane Mode."

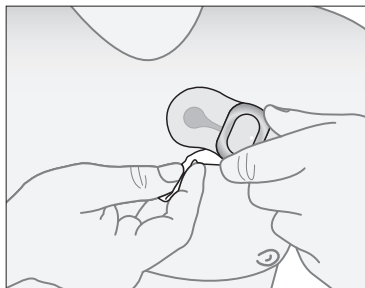
### To turn Airplane Mode OFF

Press and hold the airplane button  inside the gateway for 3 seconds, until the lights flash green. The outside airplane light will stop flashing.

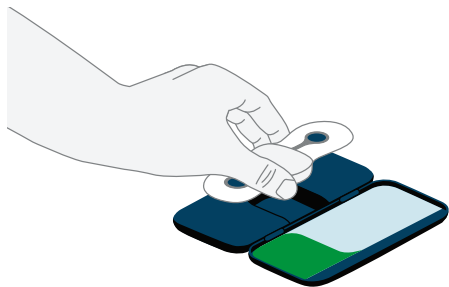
# REMOVING AND RETURNING THE PATCH

When you have worn the patch for the time prescribed by your doctor, follow these steps:

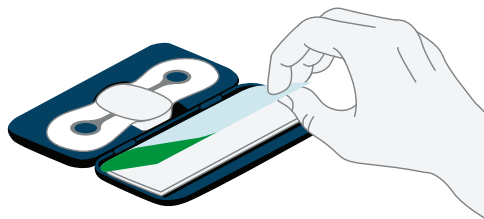
**1** Using the adhesive remover from the opposite page, tilt the center of the patch up and sweep between your skin and the patch – while lifting one side from the center out. Repeat for the other side, lifting from the center out. Wash the skin with mild soap, rinse with water and pat dry.



**2** Place the patch inside the gateway as shown.



**3** Lift panel in the gateway to remove the return envelope.



**4** Place the patch, gateway and this manual inside the envelope. Please include your completed Patient Consent form and Feedback Survey.

**5** Mail it back via the U.S. Postal Service as soon as possible.

**You will be held responsible for the cost of the device if either the patch or gateway are not returned.**

ADHESIVE  
REMOVER

**PATIENT CONSENT FORM**

**FEEDBACK SURVEY**

PATIENT  
CONSENT  
FORM

FEEDBACK  
SURVEY

I pressed the button on:

AM

PM

m

m

:

h

h

y

/

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/

y

y

because I felt...

anxious

arm or neck pain/tingling

chest pain or pressure

dizziness

faint

light headed

pounding

fluttering or racing

short of breath

skipped or irregular beat(s)

other:

describe

for this duration...

1 minute or less

10 minutes or less

1 hour or less

More than 1 hour

while I was...

describe

activity

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PM

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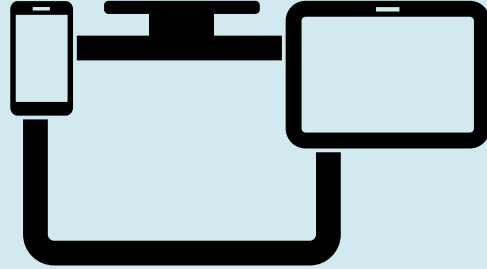
while I was...

describe

activity

Enter your symptoms as shown on the sample page, or enter them using the myZio™ app or the myZio.com website and enjoy these additional features:

- Review and edit your symptom history
- Have easy access to help instructions and videos
- View gateway transmissions
- Access and edit your patient profile



See page 5 in the **Wearing Your Zio manual** to get started with myZio

**I pressed the button on:**  
 05 / 18 / 17 06 : 20  
 AM PM

**because I felt...**

- ☐ anxious
- ☐ arm or neck pain/tingling
- ☒ chest pain or pressure
- ☐ dizziness
- ☐ faint
- ☒ light headed
- ☐ pounding
- ☒ fluttering or racing
- ☐ short of breath
- ☐ skipped or irregular beats)
- ☒ other:

describe

**for this duration...**

- ☒ 1 minute or less
- ☐ 10 minutes or less
- ☐ 1 hour or less
- ☐ More than 1 hour

**while I was...**

describe activity  
 getting out of bed



SERIAL #

DATE REMOVED

NAME

To be completed by patient:

**BUTTON  
PRESS  
LOG**

