With LifeWatch Services’ LifeStar ACT® Ambulatory Cardiac Telemetry devices, cardiologists can keep their patients under close supervision, without requiring frequent office visits.

ACT and ACT III are remote cardiac-monitoring systems that analyze, transmit and store real-time electrocardiogram (ECG) data. Prescribed by cardiologists for diagnosis, pre- and postsurgical monitoring and to assess the effects of new medications, ACT devices are used by patients of all ages and in all stages of health.

Patients wear electrodes wired to a device that gathers the ECG data; the device then transmits the data, via Bluetooth® technology, to a smartphone. The smartphone contains a software program that analyzes the data according to patient-specific criteria. If the program detects an abnormal heart rhythm, it automatically transmits the ECG waveform to a LifeWatch call center in Chicago, Philadelphia or San Francisco, which is staffed by certified technicians 24 hours a day, seven days a week, 365 days a year. These technicians inform the physician of arrhythmias and coordinate with the patient based on pre-established criteria. Patients can also send cardiac transmissions on demand to LifeWatch if they experience any unusual symptoms.

Patients can wear an ACT device for up to 30 days. Throughout the service period and for six months after, authorized clinicians can log on to a secure Web site to access their patients’ data. LifeWatch also provides detailed reports as requested by the clinician.

LIFEWATCH SERVICES, INC. Expanded territory, received great customer service and support and collaborated with Verizon Wireless to extend battery life on cardiac telemonitoring systems.

With LifeWatch Services’ LifeStar ACT® Ambulatory Cardiac Telemetry devices, cardiologists can keep their patients under close supervision, without requiring frequent office visits.

ACT and ACT III are remote cardiac-monitoring systems that analyze, transmit and store real-time electrocardiogram (ECG) data. Prescribed by cardiologists for diagnosis, pre- and postsurgical monitoring and to assess the effects of new medications, AC I devices are used by patients of all ages and in all stages of health.

Patients wear electrodes wired to a device that gathers the ECG data; the device then transmits the data, via Bluetooth® technology, to a smartphone. The smartphone contains a software program that analyzes the data according to patient-specific criteria. If the program detects an abnormal heart rhythm, it automatically transmits the ECG waveform to a LifeWatch call center in Chicago, Philadelphia or San Francisco, which is staffed by certified technicians 24 hours a day, seven days a week, 365 days a year. These technicians inform the physician of arrhythmias and coordinate with the patient based on pre-established criteria. Patients can also send cardiac transmissions on demand to LifeWatch if they experience any unusual symptoms.

Patients can wear an ACT device for up to 30 days. Throughout the service period and for six months after, authorized clinicians can log on to a secure Web site to access their patients’ data. LifeWatch also provides detailed reports as requested by the clinician.

LIFEWATCH SERVICES, INC.
www.lifewatch.com

COMPANY DESCRIPTION: LifeWatch Services, Inc., a subsidiary of LifeWatch AG, is headquartered in Neuhausen am Rheinfall, and listed on the SIX Swiss Exchange (LIFE). LifeWatch provides 24/7 cardiac monitoring to over 300,000 patients annually through its call centers in Illinois, Pennsylvania and California. LifeWatch telemonitoring services include wireless Ambulatory Cardiac Telemetry (ACT), which helps physicians analyze and treat irregular heart rhythms before they become major issues. LifeWatch is Medicare-certified as an Independent Diagnostic Testing Facility (IDTF), maintains Joint Commission accreditation and is HIPAA-compliant.
**CHALLENGES:**
+ Wanted to expand ACT into new territories and markets
+ Needed better operational and customer support

**SOLUTION:**
+ Switched to Verizon Wireless

**RESULTS:**
+ LifeWatch is able to expand into new territories.
+ ACT patients are now connected to LifeWatch via America's largest and most reliable 3G network.
+ Verizon Wireless customized a smartphone to extend battery life and reduce reconditioning time.
+ Verizon Wireless created a custom white-box solution for LifeWatch.
+ LifeWatch now has dedicated customer support and sales support.

**SOLUTION**
Leverenz met with a Verizon Wireless business specialist, who showed him a data coverage table arranged by ZIP code. It was immediately clear that Verizon Wireless could take LifeWatch into the areas where it wanted to expand.

And it was just as quickly apparent that Verizon Wireless was willing to go the extra mile to help LifeWatch succeed.

Verizon Wireless helped LifeWatch customize a smartphone to run only the LifeStar ACT application. The changes extended the smartphone’s battery life, giving patients more time between charges. With these changes, LifeWatch is able to provide its customers a device that allows a better experience suited to their health-care needs. “This is a great example of the commitment Verizon Wireless has to LifeWatch and its customers,” says Leverenz.

“Every time a patient sends a device back to LifeWatch, we follow HIPAA guidelines and reboot it to delete all of the patient data,” says Leverenz. “We also download the next version of the software before we send it off to the next patient.” This all used to take a lot of time, he says, but the customization—and the support Verizon Wireless provides to quickly activate the phones on their network—has helped with that, too.

Verizon Wireless also collaborated with LifeWatch to create a “white-box” solution, so that LifeWatch receives only the pieces it needs for the ACT system. “We used to get all the DVDs, CDs, cables and manuals that normally come with a smartphone,” says Leverenz. “So they streamlined the process for us.” And that, he reports, saves time and reduces waste, especially when LifeWatch receives large shipments of devices.

**RESULTS**
Thanks to the breadth of the Verizon Wireless network, ACT is now available to patients in areas where it was previously unavailable. And those patients are now connected to LifeWatch via America’s largest and most reliable 3G network.

“Our launch with Verizon Wireless was a huge success,” Leverenz says. “It opened up a lot of doors, in the northeast in particular.”

LifeWatch currently has over 13,000 customized smartphones in circulation. Dedicated members of the Verizon Wireless sales team visit the company regularly to upgrade the devices as they come back from the patients. “It’s really helped our cycling time,” says Leverenz.

Verizon Wireless is now the preferred network for LifeWatch’s ACT service, and Leverenz plans to keep expanding the company’s relationship.

“Early on in the negotiation process, it was obvious that Verizon Wireless was dedicated to the success of LifeWatch,” he says. “Verizon Wireless showed that it is willing to grow with LifeWatch, so both organizations can be successful.”