



# critical events

## NorthEast Monitoring Newsletter

[www.NEMon.com](http://www.NEMon.com)

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Volume 8, Number 1

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### Adding value is good LCE (Life Cycle Engineering) - part 1

Creating a good, solid, reliable product is only the first step in a product's life cycle. Adding value to that product with every step is equally as important. At NEMon, we try hard to keep that in mind. Each new software release, each new recorder, each new option is measured for its ability to add value to our end-users. Let's look at how we have put this philosophy to work at NEMon to provide "life cycle engineering" and value to our end-users.

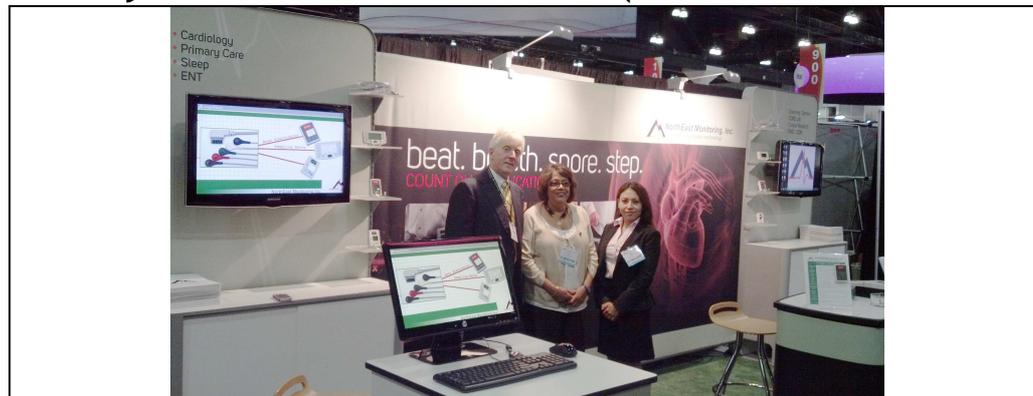
### Evolution of the DR180 Series (DR180, DR180+, DR181)

The original DR180 was certainly a credible Holter offering, taking advantage of new digital technology available in the 1990's to replace a cassette tape with a memory card. Shortly after its debut, NEMon added 3-day recording capability, setting the stage for a true, multi-day Holter capability. With the development of a new OxyHolter cable to facilitate simultaneous recording of oximetry and ECG, a realistic assessment of patients' activity in the course of their daily lives became a reality. A stable assessment for long-term oxygen therapy became a repeatable, quantifiable metric for doctors, oxygen providers / DME's and insurance companies alike.

As digital technology advanced, power efficiencies at higher sample rates enabled 12-lead recording capability to be built into the same DR180 Series platform. Then, an even higher sample rate and a higher resolution A/D in the DR181 now allow analysis of late potentials or SAECG (signal averaged ECG).

So for one basic product platform – the DR180 Series - a series of enhancements has provided 3CH (5- or 7-wire) Holter, multi-day Holter capability, OxyHolter (oximetry and ECG), 12-lead and SAECG / late potential, all of which give our end-users a very versatile "tool" in their bag.

### New stylish new look for the booth (but the same ole' crew!)



If you're not paying attention at the next conference, you might just "walk on by". The drab gray slab walls of the NEMon's old 10 x 20 booth have been replaced by this stylish, new, open-plan booth with dual wall mounted displays, dual demo stations and a lot of

storage space. On the other hand, some things never change. Pictured in the booth are the usual suspects, S. Winick (sales), S. Reis (support) and R. Ortega (sales). Photo by M. Hubelbank (president).

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Meet the members  
of the NEMon team

## One at a Time... meet the members of the NEMon team



**Bonnie Courtemanche**, Sales Assistant, joined NEMon October 1, 2012.

Monday, September 10, 2012 was a fateful day for Bonnie, as that was the day she responded to our ad for a Sales Assistant. Within about three weeks, she was "on board" and we'll venture to say that life's never been the same since. In our organization, the Sales Assistant functions in so many important roles it is hard to enumerate all of them, but to name a few, she handles all new orders, repairs/returns, invoicing, accounts

receivable, staging materials for all conferences and exhibits. Get the picture? Basically she's the conduit for all the stuff coming into or going out from NEMon.

As you'll see below and as we are sure you will notice as you have a chance to interact directly with her, she comes "fully loaded" with all the options - the right skill set to be a significant contributor at NEMon. We're glad she has joined us.

Bonnie has over twelve years of experience in the medical technology field working in proposal writing, marketing communications, patient education and product documentation. She graduated from Wheaton College in 1992. As a mom to five, she is very comfortable in a multi-tasking role!

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## Hey, Stella! A word from Tech Support



### Launching an ONLINE Tech Support Session

Sometimes the most effective way to resolve a software question or demonstrate a feature is for us to be "on" your computer to "see" what you "see". It often saves a lot of back-and-forth by email and/or vmail. We have automated the process by which you can allow our Support staff to briefly log onto your system. We put an icon on one of our web pages that will simply and easily launch the Support session. To the left is the "Click for Quick Support" icon and below are instructions for launching an online session.

- Using an internet browser, go to [www.NEMon.com](http://www.NEMon.com).
- In the left-hand vertical bar, click on "Technical Support".
- Scroll down until you can see the blue button, "Click for Quick Support".
- Click on the blue button, "Click for Quick Support".
- If you see a message asking you whether to SAVE or RUN, please choose RUN.
- In a short time - maybe 1 minute, depending on your network and computer settings - a message will pop up with your MEETING ID.
- Tell the Support person / presenter / host the number of your MEETING ID.

## FYI...

### HRS/NASPE-2013, May 8, Denver, CO - Opening Plenary



You might want to keep this date and meeting in mind. HRS/NASPE (Heart Rhythm Society / North American Society for Pacing and Cardiac Electrophysiology), May 8, 2013, at the Colorado Convention Center in Denver CO. Guess who's speaking? The ever-affable ex-president Bill Clinton.

**President Bill Clinton**

*"Embracing Our Common Humanity"*

Wednesday, May 8, 2013 at 5 p.m.

<http://www.hrsonline.org/Education-Meetings/Scientific-Sessions/Scientific-Program/Opening-Plenary>

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## FYI...

### CMS "crushes" 93229 payments for outpatient services

CMS (Centers for Medicare & Medicaid Services) is proceeding with its proposal to reduce payment for mobile cardiac telemetry (93229) performed in the hospital outpatient setting. OPPS (Outpatient Prospective Payment System) services are paid based on APC's (Ambulatory Payment Classifications) which group a number of related services (defined by CPT code) into a single payment group. CMS had proposed to reassign telemetry to an APC that would have resulted in payment of \$49 instead of the current \$808. The stated rationale for this was that 2011 hospital cost data showed the service had a cost of approximately \$172. Medicare payment rates for hospital outpatient department services are based on actual hospital cost and thus are very different than the methodology used under the physician fee schedule.

The RCSPG (Remote Cardiac Service Providers Group) submitted comments on the proposal urging that CMS delay any payment reductions until it had more data from more claims. We also took the position that because the code was relatively new and utilization by hospitals was low, the hospital cost data may reflect coding errors resulting from coding lower cost procedures as telemetry. As such, we urged that it not be relied upon. CMS declined RCSPG's request for a delay but decided to assign the service to a different APC (APC 213) than originally proposed with a higher payment rate of \$172 as opposed to \$49!

To read the entire CMS discussion and the comments, see the following:

<http://www.gpo.gov/fdsys/pkg/FR-2012-11-15/pdf/2012-26902.pdf>, page 68323

This change does not affect services paid under the physician fee schedule. But it would affect services RCSPG members may provide to hospitals under contract.

## Upcoming Events...

ACC-2013 <a href="http://www.nemon.com/Nemon_shows.html">http://www.nemon.com/Nemon_shows.html</a>	March 9-11, 2013 Moscone Center, San Francisco, CA <a href="http://www.expo.acc.org/acc13">http://www.expo.acc.org/acc13</a>
HRS-2013 <a href="http://www.nemon.com/Nemon_shows.html">http://www.nemon.com/Nemon_shows.html</a>	May 9-11, 2013 Colorado Convention Center, Denver, CO <a href="http://www.hrsonline.org">http://www.hrsonline.org</a>
FIME-2013 <a href="http://www.nemon.com/Nemon_shows.html">http://www.nemon.com/Nemon_shows.html</a>	August 7-9, 2013 Miami Beach Convention Center, Miami Beach, FL <a href="http://www.fimeshow.com">http://www.fimeshow.com</a>
AHA-2013 <a href="http://www.nemon.com/Nemon_shows.html">http://www.nemon.com/Nemon_shows.html</a>	November 17-19, 2013 Dallas Convention Center, Dallas, TX <a href="http://my.americanheart.org">http://my.americanheart.org</a>

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## Current releases...

Holter LX Analysis	v5.4c (release date, August 2011)
LX Event	v2.10 (release date, March 2012)
Keyless REMOTE	v2.0 (release date, April 2011)
DR200 firmware	V4.21 (release date, Sept. 2012)
DR181 firmware	v3.04 (release date, October 2012)

## Late potentials... a final word

### What is eMSA?

The acronym stands for **e**xtended **M**aintenance and **S**ervice **A**greement. **eMSA** adds two (2) years of warranty support. Think of it like insurance on your Holter system. Like of it until it is too late. system might be the best insurance. In fact, if you the regular price. NEMon hardware and software means priority technical they occur. Software any time. On hardware, recorders, **eMSA** must purchase OR, if after our possession so that we can verify it is in good working order when **eMSA** is added to it.



But when you buy a Holter time to think about do buy it then, it is 50% off offers **eMSA** on both its products. On software, that support and UPDATES as **eMSA** can be purchased at which really means be added at the time of that, when the recorder is in

## How to Reach NEMon...



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