

## Frequently Asked Questions

### What types of activities should be avoided while wearing the CAM patch?

You may resume all your regular daily activities, with the exception of activities such as swimming that could result in the CAM patch being fully submerged in water. It is recommended to avoid activities like hot yoga or sauna that may result in excessive perspiration.

### How do I bathe while wearing the CAM patch?

Avoid bathing for 24 hours after the monitor is applied. You may *shower* while wearing the CAM patch, but try to keep the showers short. Do not stand with the water stream directly on the CAM Patch; keep soap and direct spray of water on your back, away from the monitor. The monitor is water resistant, but not waterproof. You may **not** submerge in water for baths.

### Can I wear the CAM patch while exercising?

Yes, you may resume regular exercise activities, as long as they are cleared by your doctor. Refrain from engaging in heavy activity for at least 24 hours after application. Check in with your doctor if you plan to make changes to your exercise program while wearing the CAM patch. You may **not** participate in any swimming or water sports where the CAM patch is submerged in water.

### Can I wear the CAM patch while traveling?

Yes, it is appropriate to wear the CAM patch while traveling. Travel with a copy of the Patient Diary, which contains a Security Screening Statement that can be presented to airport security authorities upon request.

### How long do I need to wear the CAM patch?

Your doctor will provide instructions on how long the CAM patch needs to be worn.

### How do I return the CAM patch?

There are two options to return the CAM patch; you will either return it to your doctor's office or return it by mail. Your doctor or doctor's office will provide instructions on return of the CAM patch. It is important to return your CAM patch as soon as your monitoring period is finished. Please call your doctor's office if you have any questions on return.

### Do I need to recharge the CAM patch?

No, the CAM patch contains an internal battery that will last for the entire wear period.

### Can I wear my bra while wearing the CAM patch?

It is preferred that you wear a sports bra or tank top, and avoid underwire bras if possible. A bra can be worn as long as it does not rub along the very bottom portion of the monitor. Avoid wearing necklaces that contact the CAM patch.

### How do I remove the CAM patch?

When the wear period is complete, gently press your fingers against the skin, and using either tab end of the patch adhesive, slowly peel the CAM patch away from the skin. Wipe the skin and CAM patch with provided Adhesive Removal Wipe Pad.

### The CAM patch is starting to lift, what should I do?

Slight peeling on the edges of the CAM patch is normal and nothing to worry about. If the CAM Patch loosens, press and rub the adhesive portions of the CAM Patch back in place. First-aid tape and band-aids may be used to secure the monitor. If you continue to have difficulty, please contact your doctor.

### The CAM patch has fallen off.

If your patch has fallen off, it is usually due to it not bonding to your skin properly. This may be caused by improper application or too much skin moisture. Please try

to keep your skin dry and reapply the device. If still not staying attached, consult your physician about other options.

### **I am experiencing itching or irritation.**

It is normal to experience mild itching while wearing the CAM patch; however, if you experience severe itching, irritation or develop hives or blisters on the skin please contact your doctor.

### **What is the button used for? When do I push it?**

Press the button once gently, when you experience a symptom. Make sure to write down and record the day, time and symptom in the patient diary. Do not press the button more than once when experiencing a symptom. If you forget to push the button when experiencing a symptom, it's okay; the CAM patch is continuously recording activity.

### **I've lost my diary, what should I do?**

Call your doctor's office for instructions. You may also download

a copy from the website at: [bardydx.com/contact/resources](http://bardydx.com/contact/resources)

### **What if I don't experience any symptoms?**

It's okay, the CAM patch will continuously record heart activity during your period of wear.

### **How can I confirm the CAM patch is working?**

When the device was applied in clinic, the healthcare professional made certain the device was recording properly. If you applied the CAM patch by yourself, a green light should have blinked when the Recorder was attached to the CAM Patch. If you saw the green light, this confirms that the CAM patch is working.

### **Is it ok if the CAM monitor moves sideways or downward on my skin?**

Yes, some movement of the monitor on the skin is normal and there is nothing to worry about.

### **Who can I call if I have questions**

### **about the CAM patch?**

Please contact your doctor if you have questions or concerns related to your health.

### **What is the cost of the cardiac monitoring service?**

The cost varies depending on a number of factors, and BardyDx is here to help you with multiple payment options. Factors including your medical insurance plan, type of monitor used, duration of wearing the patch, and deductible status vary from patient to patient, and depending on your specific coverage, there may be a cost to you for the CAM Patch.

### **Why am I receiving a bill?**

You will receive an Explanation of Benefits (EOB) from your insurance company explaining how the claim is paid. The EOB from your insurance carrier is not a bill and the amount shown may not represent the amount you are responsible for. You will only receive a bill from BardyDx if there is any amount owed after your insurance company has

processed your insurance claim. This amount is determined by your insurance carrier and based on your plan.

### **Do you offer any payment plan programs?**

Yes. BardyDx offers several payment program options to assist you:

- Monthly Installment Payment Plans
- Financial Assistance Programs (Income-Based)
- Discounted Self-Pay Pricing
- Additional Flexible Payment Options

For additional information on BardyDx's payment plan programs, contact our **Billing Customer Service Representatives at:**

**1-844-341-1491**

For product-related questions, our **Customer Experience Team** is here to help. Please call our patient support hotline:

**1-844-777-9283**

