

## Using Your HeartBug

We provide Australia's friendliest heart monitoring service. It's great to be working with you. We only have a few conditions for using the HeartBug Monitoring Service, here they are:

### LOOK AFTER THE HEARTBUG

- This HeartBug is being loaned to you with a supply of electrode stickers
- We ask you to look after the HeartBug carefully, as it is quite expensive
- Your role is to wear it all the time and tap "Make a Recording" in the app when you feel unwell
- Please return the HeartBug back to us in the Reply Paid envelope when you are finished.

### ACCIDENTAL DAMAGE

- If your HeartBug gets damaged by accident we will be upset, but we won't blame you.

### IF YOU DON'T RETURN THE HEARTBUG

- If you don't return the HeartBug after the monitoring period, we may charge you \$950 to replace it. You will also be permanently banned from ever using HeartBug again.

### NOT AN EMERGENCY SERVICE

- This is not a 24/7 emergency service, or intended for life threatening situations
- If you feel seriously unwell, **you should call 000 immediately.**
- If we see something clinically significant, then we may try to call you as well

### DO YOUR BEST EFFORT

- Please wear the HeartBug all the time – we are relying on you to do this

### SKIN IRRITATION

- A small percentage of people may have an allergic reaction to our stickers. If this happens, remove the stickers immediately and please let us know.

### WE'RE MAKING HEALTHCARE FRIENDLY

- If we find that we are not working nicely together then we may withdraw the HeartBug
- We do our best to be friendly at all times, so any abusive/rude conversations, emails or texts will earn you a permanent ban
- If you need help or have any questions, please call us on 1800 529 275. We love to help.