



PO Box 154
Elsternwick VIC 3185
info@remoterhythm.com
www.remoterhythm.com
Phone Enquiries: 0412 326 149
Mon to Fri 9am to 5pm

Remote Rhythm Management Pty Ltd Terms and Conditions

Service

Remote Rhythm Management (RRM) is an Australian owned company that specialises in home monitoring of implanted cardiac devices: Pacemakers, Implantable Cardioverter Defibrillators (ICD) and Loop recorders. We work directly with your Cardiologist providing all the technical expertise for your home monitoring

A home monitor allows **much more frequent analysis** of your heart rhythm and device function. The home monitor allows your doctor to respond to any abnormalities detected by the device that warrant early action in a prompt manner.

Device specific details can be read at www.remoterhythm.com/patient-service

RRM will commence providing the Services from the device connection date unless the agreement is terminated (or the Services are suspended or terminated) earlier.

The Doctor agrees that:

1. They are solely responsible for the medical interpretation of information and data obtained by the Provider (RRM) as a result of the provision of the Services.
2. They shall be responsible to communicate any results of any information to the Do patients and data obtained by the Provider in the course of providing the Services
3. They shall not disclose any private or confidential information of the patient to any third party unless such disclosure is necessary in the performance of their obligations under this Agreement, to enable the Provider to provide the Services to the Doctor, or to enable him to provide appropriate medical care to the patient as the Doctor sees fit.
4. They shall at all times comply with all medical and ethical requirements and obligations imposed upon them as a Medical Practitioner.
5. The use and provision of the services is at the doctors sole risk and acknowledges that the Provider shall not be responsible for any malfunction, the faultless operation or any error in any medical device or receiver used by the Provider, the Doctor or their patients. The Provider will make reasonable attempts to ensure the Service functions appropriately.
6. The Doctor releases the Provider from any liability whatsoever that relates to the Services or provision of them excepting in the case of wilful error or failure of the Provider to forward necessary / relevant information to the doctor where the Provider could be reasonably expected to have done so.
7. All Remote Monitoring is dependent on a number of national and international landline telephone, cellular





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networks and the internet (Manufacturer Dependent). The Provider has no control over such networks.

8. The Provider shall not be held responsible for any disruption in the Services arising from a matter outside the control of the Provider or as a result of a force majeure event and including acts of g-d, fire, catastrophe, governmental prohibitions or regulations, national or local emergencies, permanent outage of carrier network or any part of the network of the Carrier war, riot, insurrections, acts of terrorism or viruses which did not result from the acts or omissions of such party, natural disaster, strikes, work stoppages or other labour difficulties, dispute, or law taking effect after the date of this agreement.

9. The Doctor has obtained the prior consent of each patient prior to the provision of the Services.

Terms of Payment

In consideration of the Services, the client agrees with RRM the annual fee set out in the mailed service letter. RRM shall be entitled to increase the Service Fee or impose additional fees and charges as RRM deems by giving the client thirty (30) days prior notice of such increase in the Service Fee or the imposition of additional fees. This fee can only be applied to the next annual fee for an existing client or new clients enrolling in the service moving forward.

The client agree that:

(a) The Service Fee is inclusive of any Goods and Services Tax (or other value added tax) imposed or to be imposed by any relevant Commonwealth, State or Territory law in effect from time to time.

(b) The Provider shall render a tax invoice to the patient yearly (or such other times as determined by the Provider) setting out the total of Service Fees owed

Annual fee is due 30 days after the date of the invoice.

Refund Policy

RRM will refund full or partial amounts of the annual fee dependant on the time provided at the discretion of the director.

