**ALBA**
*MEDICAL*

# <u>ALBA Online Holter Transmission</u>     <span style="color:red">**Troubleshooting guide on back**</span>

Your ALBA Digital Holter uses a standard SD or CF flash card. When you insert your flash card in a properly installed card reader and look at the files on that card, you will notice there is only one file on each Holter card called "flash.dat". The concept of online Holter transmission is to get us this file (the 24-hour recording), and also the patient demographics and other important information. We use a file transfer company called **HighTail Opentext** for this file transfer. Please note that the Holter file is too large to email, and this is why we need to use this "Drop Box".

## <u>Step One: Go to our "Drop Box"</u>

1. Go to www.albamedical.com and then click TRANSMIT HOLTER.
2. You will see these instructions again, and also the link for the Drop Box. (Click that link).

## <u>Step Two: Transmit a Holter to ALBA Medical</u>

You will see a message that says "*Drag files here to share or pick from your computer.*"

1. You can "drag" the flash.dat file from your Holter chip to the box, or you can click "computer" to open a browser. With the browser, find your flash drive (e: or f: or similar) and then choose the file recorded on it (flash.dat).

2. Enter your Full Name
3. Enter your Email (this is where your report will be emailed to)
4. Enter Message= **<u>Your name and phone number (very important)</u>** then dog's Name, Age, Breed, and any notes you want to tell us about the recording period.
5. Click "Send". The file will then be sent over to us in a matter of minutes.


   **<u>Please note</u>**: Do not erase the flash card using the "My computer" or "Windows Explorer". If the flash.dat file is not present, the Holter will not function. Leave your card full. The next time you are hooking up another dog, insert the card, and the Holter will prompt you to erase the card.

**<u>Regarding Payment</u>** –We now use a company called Square to hold our credit cards on file, and to charge the cards. If we have your credit card and CCV in the new Square system, you will receive a paid invoice from Square, and the report will be an attachment to the invoice. If we do not yet have your card and CCV in the new system, you will receive an invoice to pay online. After paying online, we recommend that you click the button that authorizes us to keep your credit card on file. After you pay the invoice, we will send you a paid invoice with the report attached.

# Troubleshooting Guide -Transmitting to ALBA and receiving reports

Q: I am trying to transmit to ALBA online, but my computer keeps getting stuck.

**A:** There are two ways to get us this data.  One is to use this online transmission.  The other way is to physically mail us the card.  This online version is straightforward if you have a good internet connection and a bit of computer savvy.  Every computer and Internet system is a little different, and we cannot provide extensive tech support for every situation.  If you have a problem, you are free to call us, but if we determine that our system is working correctly, you will probably be directed to send in your card.  Please check our website to get a form that includes our address.

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Q: When looking at the flash.dat file after recording my dog, the date stamp still says 2017.  Did my Holter record correctly?

A: Yes, everything is fine.  The DR200 and DR180 Holters are not sophisticated enough to change the time stamp of the file.  The time and date shown was the date that the flash file was first created, and will never change.

## Getting your report back from ALBA (or a message that the test failed)

Q: "I sent my Holter to ALBA, but they say there was no readable ECG data on there.  What can I do to prevent this from happening again?"

A: When we have blank studies, this is the things that cause this problem:
1. Expired or dried out electrodes: 70%
2. Bad job of hook-up tech/uncompliant patient: 20%
3. Broken or internally damaged patient cable: 8%
4. Something wrong with the Holter itself: 2%

When you are hooking up the patient, you will see a preview screen for the ECG.  This is WYSIWYG (what you see is what you get).  If you see good clean tracings on all three channels, then that is what will be recorded.  If you are getting a blank screen with three 0's, then you should not continue, because nothing will be recorded.

Something to note about electrodes:
When you buy electrodes from us, they are sold in single patient packs.  They usually have an expiration of 1.5 years.  There is an expiration date printed on all packages of electrodes that we sell.  Please note that the bag that holds the electrodes is a special bag that protects from air and light.  When this bag is ripped open, the electrodes will actually expire a month from that moment.  (Air and light gets in the bag, which accelerates the expiration).  This is why we sell individual bags, and not big bags of 30 electrodes.  If you are using bags of 30 electrodes, you must up within one month, or you might experience failures like no data.