

THE PACEMATE® DIFFERENCE

More Than Software. A Team Built Around Your Clinic.

Every PaceMate Software-as-a-Service customer is supported by a dedicated account team, assigned for the life of your services with PaceMate. From there, three areas of service let your clinic move work to and through the PaceMate platform: Patient Communications, Clinical Monitoring, Technical Integrations, or all of them. The platform is the same either way. What changes is how much of the work your staff carries.

INCLUDED FOR EVERY CUSTOMER

Customer Success Manager

Manages onboarding and go-live, trains new hires as clinic staff turns over, and provides ongoing coaching on platform use, training, and workflow. Assigned for the lifetime of the customer.

Strategic Account Executive

Serves as a dedicated point of contact across billing and coding, physician, administrator, and nursing questions, and leads recurring business reviews based on account usage data.

THREE WAYS TO STRENGTHEN YOUR CARDIAC PROGRAM

Choose one, combine them, or change the mix later and your platform, your patient record, and your account team stay exactly where they are.

1. Patient Communications

Direct outreach on disconnected monitors or missed transmissions, live troubleshooting calls with patients on connectivity issues, scheduling and reminders to keep transmission cadence on track. Proactive outreach on overdue billable transmissions helps recover reimbursement otherwise lost, while a dedicated patient phone line connects patients with experts across all manufacturer monitors and apps for live education and support.

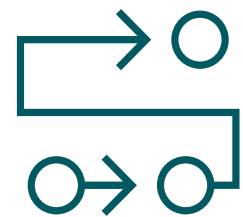
2. Clinical Monitoring

IBHRE-certified device specialists review transmissions across implantable devices — pacemaker, ICD, CRT, and loop recorder; completing a full preliminary assessment on each clinically significant event before it reaches your clinical team. Auto-Triage flags priority based on transmission data; a certified specialist confirms every report before it is released. Available as full monitoring, or as hybrid, where PaceMate reviews and your clinic retains final sign-off.

3. Technical Integrations

Epic, Oracle Health, athenahealth, and any other EMR connection built, validated, and tested in-house before go-live, using SMART on FHIR and/or HL7 connectivity for bi-directional integration. A dedicated integration specialist and/or project manager manages go-live testing.

Five technical offerings: FHIR API, Custom API, SMART on FHIR SSO, Results (Clinical Documentation), and Charges (Billing).



EHR Integration Maintenance Program

Ongoing support after go-live, regression and upgrade testing, authentication updates, and connection troubleshooting on an existing build.

WHO DOES WHAT

Responsibility	Software only	Patient communications	Clinical monitoring*	Full service*
Transmission review and triage	Clinic	Clinic	PaceMate	PaceMate
Preliminary assessment on significant events	Clinic	Clinic	PaceMate	PaceMate
Patient monitor education	Clinic	PaceMate	Clinic	PaceMate
Outreach on missed or disconnected transmissions	Clinic	PaceMate	Clinic	PaceMate
Scheduling and transmission reminders	Clinic	PaceMate	Clinic	PaceMate
Overdue billable transmission outreach	Clinic	PaceMate	Clinic	PaceMate

*Full service combines Patient Communications and Clinical Monitoring on one account, so PaceMate's team handles both patient-facing outreach and transmission review and triage, with around-the-clock monitoring coverage available.

BY THE NUMBERS

100+

clinical specialists
on staff

14+

years average team
experience

97%

patient connectivity
rate

100%

U.S.-based and
Medicare-compliant

Clinics using Full Service report an **average 61% reduction** in remote monitoring alert burden.

MORE CAPACITY FOR THE CARE THAT MATTERS MOST

PaceMate is more than a platform. We work as an extension of your team by adding dedicated expertise across Integration Services, Patient Communications, and Clinical Monitoring.

Every customer receives a dedicated Customer Success Manager and Strategic Account Executive, backed by specialists who work within your existing operation. Together, we extend your team's capacity so your staff can spend their time and expertise where it matters most: on the patients who need care.

That's the PaceMate difference—not just what the platform can do, but what becomes possible with the right partner beside you.

START WITH A CLINICAL, WORKFLOW & FINANCIAL ANALYSIS

Your PaceMate account team will walk you through your current transmission volume, staffing model, and reimbursement capture, then show where added coverage recovers the most clinical time and billable revenue. Talk to your Strategic Account Executive, or reach us at [PaceMate.com](https://www.pacemate.com).