NELLCOR™ PULSE OXIMETRY
FAQs

Medtronic

Nellcor™ Pulse Oximetry Frequently Asked Questions

Q. How should I apply Nellcor™ pulse oximetry sensors to obtain optimal results?
A. Always apply the sensor to the patient first. This speeds the response time for posting sensor data, and it helps reduce the effect of motion, light, or electrical interference on the monitor. If you want visual reminders for your staff, please ask your Medtronic sales representative to deliver our complimentary Sensor First monitor stickers and hang tags. Or, fill out an order form.   You can also access sensor application guides from our product support webpage.

Q. How can I obtain copies of Nellcor™ pulse oximetry sensor application guides?
A. Ask your Medtronic sales representative to deliver them or fill out an order form for complimentary sensor user guides or hangtags, and we'll send them to you. You can also access sensor application guides from our product support webpage.

Q. Do you offer accredited courses on pulse oximetry?
A. Yes. Both accredited and non-accredited courses are available. Pulse oximetry courses include introduction to pulse oximetry monitoring, continuous pulse oximetry, CCHD screening, alarm management and more. Browse the online catalog and check out more than 120 learning opportunities for nurses, physicians, respiratory therapists and EMTs.

Q. Can I use Nellcor™ pulse oximetry to screen my patients for CCHD?
A. Yes. Nellcor™ pulse oximetry sensors with OxiMax™ technology are validated for use on neonates during motion with SpO_2 accuracy of ±3% using the MAXN neonatal sensor in the standard range of 70% to 100% saturation.[1]

Q. What types of Nellcor™ pulse oximetry sensors are available and how can I learn more about them?
A. Our pulse oximetry sensors are suitable for preemies to adults in virtually all monitoring situations, including motion, low saturation, low perfusion, and for post-op and critically ill patients. Check out the sensor selection guide.

Q. I need technical support. How do I get help?
A. You can reach our technical product support experts by calling 1-800-Nellcor.

Q. Where are the Nellcor™ pulse oximetry product support staff located?
A. Customer support experts are located in the United States. Technical representatives — available at 1-800-Nellcor — can assist with device troubleshooting and problem resolution. Clinical product specialists (Registered Nurses and Registered Respiratory Therapists) provide complimentary customer education services. Your Medtronic sales representative will put you in touch with your local clinical product specialist.

Q. What can I expect when I call for service?
A. Whether you call us at 1-800-Nellcor or submit a request online, you'll interact with an experienced product expert who is cross-trained on all patient monitoring devices. You can expect a pleasant, professional conversation focused on identifying and resolving problems — without annoying scripts. When necessary, service representatives can replicate your issues on the same monitors you're using to make sure they see what you're seeing.

Q. What is the warranty on my Nellcor™ pulse oximetry monitor?
A. We provide five-year warranties on Nellcor™ pulse oximetry monitors because we know they are reliable and durable. Some other manufacturers provide one- to three-year warranties.

Q. We're overwhelmed with pulse oximetry alarms. Is there a way to manage them?
A. Yes. Nellcor™ SatSeconds alarm management technology, which you can control through monitor settings, is engineered to differentiate between serious hypoxemia and minor transient events. This may help reduce the number of clinically insignificant alarms, which in turn helps reduce alarm fatigue. Watch a short video about our alarm technology.

Q. How can I learn more about using a forehead sensor for difficult-to-monitor and critically ill patients?
A. A forehead sensor is recommended in certain monitoring situations because it provides SpO_2 readings faster than finger sensors. Read more about the Nellcor™ SpO_2 forehead sensor.

Q. Do you have portable pulse oximetry solutions?
A. Yes. Our small, lightweight, portable pulse oximetry solutions may be used in mobile, pre-hospital, and EMS situations. The Nellcor™ portable SpO_2 patient monitoring system, PM10N, incorporates patented OxiMax™ digital signal processing technology to deliver SpO_2 and pulse rate values.

Q. How can I better understand Nellcor™ pulse oximetry technology and motion tolerance?

A. The Nellcor™ pulse oximetry motion-tolerant bedside monitor portfolio is FDA-cleared for use on newborns to adults and is ISO 80601-2-61 compliant. Our pulse oximeters focus on the cardiac-based consistent, rhythmic nature of the pulse and are engineered to disregard "noise" caused by motion that can interfere with accurate SpO_2 and pulse readings. Watch a short video to learn more about motion tolerance.

Q. Isn't all pulse oximetry signal processing the same?
A. No. Pulse oximetry manufacturers take different approaches to signal processing. We believe the safest, most reliable approach is linking arterial oxygen saturation and a patient's cardiac-induced pulsatile signals. Nellcor™ pulse oximetry technology focuses on pulse signals and evaluates the beat-to-beat consistency, which means we don't report a pulse when there isn't one. Learn more by watching The Beat Goes On video.

Q. Do you have a remanufacturing program for Nellcor™ pulse oximetry sensors?
A. Yes. For every qualifying sensor returned, you can purchase one remanufactured sensor. Our sensors are remanufactured to the original quality specifications for Nellcor™ pulse oximetry sensors. Learn more about our remanufacturing program and calculate your potential savings.

Q. What's the difference between remanufactured and reprocessed sensors?
A. We remanufacture Nellcor™ pulse oximetry sensors to original quality specifications using 50 proprietary procedures and specifications to ensure quality. Reprocessed sensors are produced by a company other than Medtronic. Reprocessed sensors may look similar but cannot match our quality and performance claims. And, they often have high failure rates. Compare the data of new and remanufactured Nellcor™ pulse oximetry sensors with those of third-party reprocessors.[2]

Q. Do you offer a recycling program?
A. Yes. For qualifying hospitals, we offer a recycling program at no cost. We'll provide the containers and arrange for pickups and shipping. Find out which sensors are recyclable and learn more about our sustainability program.

Q. What are the best practices for applying and using Nellcor™ pulse oximetry sensors?
A. We offer a webpage with Nellcor™ pulse oximetry sensor application guides. The guides describe application, use and rotation procedures for adult, pediatric, infant and neonatal patients. Always refer to the product Instructions for Use for complete details.

Q. Is Nellcor™ pulse oximetry technology validated for the Infant Car Seat Challenge?
A. Yes. The Infant Car Seat Challenge (ICSC) observation is performed by hospital staff who are trained in positioning infants properly in a car safety seat and in detecting apnea, bradycardia, and oxygen desaturation. Nellcor™ sensors and monitoring platforms are validated for use with neonates and infants, for which performance during motion is an important evaluation factor. Learn more.

Q. Can I use Nellcor™ pulse oximetry technology for the six-minute walk test?
A. Yes. Early mobility is important in critical care. The handheld The Nellcor™ portable SpO_2 patient monitoring system, PM10N can help you be sure patients aren't overly challenged. It assesses heart rate and oxygenation during the six-minute walk test (6MWT), so you can be alerted quickly to changes in patient status. View a presentation about the portable PM10N monitor.

Q. Is Nellcor™ pulse oximetry technology validated for neonates?
A. Yes. For Labor and Delivery and NICU patients, Nellcor™ SpO_2 non-adhesive sensors provide heart rate and SpO_2 readings. Within seconds you can confirm that a newborn's SpO_2 is progressing each minute, ensuring that lungs are clearing with proper ventilation and resulting oxygenation. These single-patient-use sensors are an ideal choice for neonates and preterm infants needing special skin protection.[3] Read more about neonatal patients.

Q. Does Nellcor™ pulse oximetry technology work with non-Medtronic multi-parameter monitors?
A. Yes. Through our partnerships with original equipment manufacturers (OEMs), we integrate our monitoring technology into OEM monitoring platforms. Learn about our OEM solutions.

Q. What factors go into the long-term cost of pulse oximetry?
A. Upfront cost is one of many factors. Others are the length of the warranty, the product components and manufacturing processes, post-warranty maintenance and software updates, sensor usage, and accessories like wraps and cables. Contact your Medtronic sales representative, who can estimate your long-term costs using an ROI calculator.

Q. What types of pulse oximetry sensors are recommended for which types of uses or patients?
A. Nellcor™ pulse oximetry sensors are suitable for preemies to adults in virtually all monitoring environments:

- Reusable sensors — for spot checks or short-term monitoring
- Adhesive sensors — with LoSat expanded accuracy feature and tear-resistant bandages
- Nonadhesive sensors — for neonates and patients with sensitive skin

- Remanufactured sensors — to help support sustainability initiatives with sensors that adhere to the same FDA specifications that apply to new sensors

Q. We want to do more data analytics. Is there a Nellcor™ pulse oximetry tool to help us?
A. Yes. The Nellcor™ pulse oximetry analytics tool, which is available for download at no charge, shows you how to transfer patient data from your Nellcor™ pulse oximetry monitors to a computer. Then you can view and analyze data for one or multiple patients, and customize data displays, graphs, and reports. Learn more about the tool and download it.

Callout boxes:

Data Analysis Made Easy
Integrate patient data from certain Nellcor™ pulse oximetry monitors to support patient care decisions, research, and education. Download the Nellcor™ Analytics Tool.

Pulse Oximetry Education
Expand your knowledge and gain new skills with both accredited and non-accredited courses: Browse the Catalog.

Product Support
Call us at 1-800-Nellcor. Or submit a request online: Contact Us

The Nellcor™ pulse oximetry monitoring system should not be used as the sole basis for diagnosis or therapy and is intended only as an adjunct in patient assessment.

REFERENCES
1. PMB10N (LP100):10143241 - Clinical Report, Springboard OxiCable Motion Study including validation of motion performance during controlled hypoxia with MaxA and Max N over 70-100% saturation; 10047614 - Saturation and Pulse Rate Comparative performance of theN-595 During Combined Motion and Low Perfusion (Clinical report including the validation of motion and low perfusion conditions combined with N-595/Max A); 10035078 - N595 Standard Motion Study Summary ReportSaturation and Pulse Rate Accuracy of the N595 During Standard Motions with N595/Max A and N395/D25.
2. SterilMed Instructions for Use, Reprocessed Pulse Oximeter Sensors, Rev G. 2017.
3. Indications for Use: SC-A, SC-NEO, SC-PR.