



Frequently Asked Questions for the Philips FRx

Why did we switch AEDs?

EHS MFR Services switched all of the defibrillators currently owned by EHS to the new Philips FRx device because Medtronic is no longer manufacturing the LP500 device. The FRx was the successful device chosen from three leading AED devices. All three devices were presented to a committee consisting of three EHS registered Medical First Responders, three members of the EHS Quality and Learning department, and three support staff with no previous medical background. After the presentations and hands-on sessions, all nine committee members selected the FRx as the preferred device.

A second presentation was made to the EHS MFR Services management team and again the FRx was chosen as the best device for the EHS MFR provincial program.

Will our agency be getting an FRx? How do we obtain it?

In order to receive a Philips FRx defibrillator you must be registered as a fully sponsored agency with EHS MFR Services.

How many does each agency get?

Each fully sponsored EHS MFR agency will receive one Philips FRx defibrillator.

How does department get training on the FRx?

EHS MFR Services staff and approved EHS MFR Facilitators can provide basic in-servicing on use of the FRx or you can request a refresher session for your department with an EHS MFR Facilitator.

Is there a separate trainer for FRx?

Yes, there is a separate trainer for the FRx. The facilitator that provides your training will have full access to these trainers to show you the correct operating procedure of the device.

How many sets of training pads will be supplied?

The facilitator that provides the training will have training pads for your session. No training pads will be issued to agencies.

Can we upload new CPR guidelines into this unit?

The FRx can be upgraded to meet new ILCOR CPR Guidelines. These upgrades will be completed by the manufacturer when required.

How many sets of defibrillator pads do we get with each unit? How do we obtain more?

When you receive your new FRx there will be one set of pads plugged into the device, ready to use, and a spare set inside the case. After you use your primary set on a call, open the new package located in the back of the case, plug in the connector and place the unit back in service. For replacement of the used pads, simply fill out a *Request for Return of Missing/Damaged Equipment* form and submit it to EHS MFR Services (fax: 832-8602); a new set of pads will be sent to you.

Regularly check the expiry date on your defibrillator pads; they generally have a 2-year shelf life.

Are the FRx pads compatible with the LIFEPAK 12?

The FRx pads are only compatible with the LP 12s used by the paramedics if the proper adaptor is used. The adaptor is carried with the LP12 on all EHS ambulances.

How many batteries come with the unit?

Your FRx comes with a new battery inserted. This battery is good for approximately four years, depending on the use of the device. When your device shows “battery low” you have the ability to deliver nine shocks or 15 minutes of operating time before the device will turn off. When you notice your battery is low, please submit a *Request for Return of Missing/Damaged Equipment* form to EHS MFR Services (fax: 832-8602); a new battery will be sent to you.

When the battery is replaced the device will automatically perform a comprehensive self-check, prompting the installer to press the green off/on button and the shock button. The device will automatically shut down when the test is complete.

How many shocks can one battery provide?

One battery can deliver up to 200 shocks, depending on operating times.

How often does the unit have to be serviced?

The FRx automatically completes a daily self-test and comes with a 5-year warranty. As long as the green light is flashing, your device is ready for use. If the green light is not flashing, just press the “i” button and the defibrillator will tell you what to do next to fix the problem. No extra maintenance is required.

Is there a user test that has to be completed daily, weekly, monthly?

No, this is done automatically by the defibrillator. As long as your green light is flashing, the defibrillator is ready for use.

It is actually preferred that you do not continuously turn your defibrillator on and off when not in use as this will decrease the battery life.

What does the “i” button do?

The “i” button has multiple functions. If the defibrillator is in standby mode, and the green light is no longer flashing but the red light is, you can press the “i” button and the device will advise you of the problem (i.e. replace battery, plug in pads, etc.).

While using the defibrillator you can press the “i” button and it will provide voice prompts for doing compressions as well as a “beat” for keeping time during compressions.

How do we use the Infant/Child key? When is the key used?

The Infant/Child key should be used on all patients who weigh less than 55lb (25kg) or are under the age of 8. If in doubt, use the defibrillator in adult mode. This follows the manufacturer’s recommendations (page 1 of your infant/child key manual).

To use the key, simply insert the end of the pink tab into the slot on the front of the defibrillator at any time and follow the directions of the defibrillator.

Do we need pediatric pads with this unit?

No, you do not need pediatric pads. Adult pads are accepted for use as long as the pads are placed at least 1-inch apart or are placed on the front (anterior) and back (posterior) of the patient.

Is the FRx waterproof?

No, the FRx is not waterproof.

What temperature can the FRx and defibrillator pads be stored at?

The FRx unit and defibrillator pads should be stored in a temperature range of 0°C-50°C and can not be stored at sub-zero temperatures.

If you have any questions about the Philips HeartStart FRx device, please contact EHS MFR Services at 832-8356.