



Catrin Hollings <viamed.catrin.hollings@gmail.com>

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## FW: Viamed Pricing Update

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**Catrin Hollings** <catrin.hollings@viamed.co.uk>

28 April 2026 at 09:45

To: "BEVAN, Chloe (TORBAY AND SOUTH DEVON NHS FOUNDATION TRUST)" <chloe.bevan@nhs.net>

Bcc: Main Account <viamedinbox@gmail.com>

Dear Chloe,

Thank you for your email. The weekend was lovely thank you, the sun finally has made an appearance!

From our assessment, the “double counting” you are observing at lower heart rates ( $\leq 60$  bpm) is a known phenomenon that can occur with Doppler devices. This is typically due to the device detecting both components of the cardiac cycle (the “lub-dub” or systolic and diastolic sounds), which can result in the displayed rate appearing doubled.

We have observed similar behaviour during in-house testing with our Sonicaid equipment. In most cases, this can be resolved by:

- Slightly adjusting the probe position
- Reducing or optimising the volume/sensitivity
- Allowing the signal to stabilise, as it can often self-correct

If required, a simple practical check can be carried out by listening to the signal directly, which should help confirm whether the device is detecting both elements of the heartbeat rather than producing an incorrect BPM reading.

I have checked the servicing records for this device (SN: PR065A10) and can see it was serviced in September last year and was working correctly.

Please do let us know if the issue persists despite the above adjustments, and we will be happy to investigate further.

Kind regards

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