

# The Device Clinic

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Welcome to the University of Michigan Device Clinic. You were referred to our clinic because you have one of the following **Heart Devices**:

- Pacemaker
- Implantable Cardioverter Defibrillator (ICD)
- Biventricular Pacemaker and ICD
- Implantable Loop Recorder

## **Device clinic staff**

The device clinic staff specializes in the care of patients with implantable heart devices. Our staff of nurses, nurse practitioners, technicians, and doctors will evaluate your device and treat your heart rhythm problems at clinic and home monitoring appointments.

## **Five locations are available for your follow-up care:**

- U-M Frankel Cardiovascular Center, Third Floor, Ann Arbor, MI.
- Chelsea Health Center, Chelsea, MI.
- Brighton Health Center, Brighton, MI.
- Northville Health Center, Northville, MI.
- West Ann Arbor, Ann Arbor, MI.

We look forward to meeting you in the University of Michigan Device Clinic.

Sincerely,

The Device Clinic Team

## **What kind of follow-up care can I expect after my device is implanted?**

### **Clinic visits**

- You will be seen in the Device Clinic regularly for follow up.
- During your visit, a Device Nurse uses a computer called a “programmer” to communicate with your device. During this check, the nurse is able to
  - Perform necessary testing
  - Interpret information stored on your device
- We will answer any questions you may have during your visit. If you get home and have further questions, follow these steps to call the Frankel Cardiovascular Disease Management Call Center:
  1. Dial **(734) 647-5499 or toll free (844) 369-7816**
  2. Press option 1
  3. Ask to speak to a Device Clinic Nurse. They are available by phone Monday through Friday from 8:00 am - 5:00 pm.

### **Home-monitoring visits:**

- Your device can send information from your home to the doctor’s office using a home monitoring system.
- Some of your follow-up visits will be scheduled using this home-monitoring system.
- The home monitoring system allows for closer follow-up of your device.
- The Device Clinic Technicians will schedule these home monitoring appointments.
- The Device Clinic Technicians are available as necessary to help you do these checks at home.
- At your clinic visit, the Device Clinic Technicians will give you information for your Home Monitoring appointments.
- If you have any questions, you can reach our Device Clinic Technicians by calling toll free **(866) 292-0003**, Monday through Friday from 8:00 am - 5:00 pm.

## Important information:

It is important for you to continue to follow-up with:

- A **Primary Care Provider** for general health issues.
- A **General Heart Doctor** for needs such as heart failure, high blood pressure, and cholesterol control.

## What are my educational resources and support services?

- The Device Clinic offers educational materials and support services for you and your family. See Michigan Medicine Care Guides website for more details <https://careguides.med.umich.edu/heart-rhythms>
- The Mardigian Wellness Resource Center located on level 2 of the Cardiovascular Center also offers a variety of educational materials.
- Social Work Support Services for Cardiovascular Patients and Families, Call (734) 232-1559 to talk to our clinic social worker.
- Patient Financial Counseling, contact a Patient Financial Counselor by phone at (877) 326-9155 between 8 a.m. and 5 p.m. Monday-Friday

## Heart Device Companies Contact Information:

Heart Device Company	General Device Information	Home-Monitoring Support	Website
Boston Scientific (formerly Guidant)	(866) 484-3268	(866) 484-3268	<a href="http://www.bostonscientific.com">www.bostonscientific.com</a>
Medtronic, Inc.	(800) 551-5544	(800) 929-4043	<a href="http://www.Medtronic.com">www.Medtronic.com</a>
Biotronik, Inc.	(800) 547-0394	(800) 547-0394	<a href="http://www.Biotronik.com">www.Biotronik.com</a>
Abbott: (formerly St. Jude Medical)	(800) 722-3423	(877) 696-3754	<a href="http://www.sjm.com">www.sjm.com</a>

# Important Contact Information

## U-M Frankel Cardiovascular Center:

Reason for call	Number to call
Emergency situation	<b>9-1-1</b>
Urgent needs <b>after hours</b>	<b>Hospital Paging</b> (734) 936-6267 after 5pm, weekends or holidays. Ask to speak with the Electrophysiology (EP) Fellow On Call.
<ul style="list-style-type: none"> <li>• Report new symptoms</li> <li>• Device questions or concerns</li> <li>• Prescription refills</li> <li>• Prescription prior authorizations</li> <li>• Medication questions</li> <li>• Can't go for your scheduled blood work</li> <li>• Schedule, cancel or confirm an appointment</li> </ul>	<b>FCVC Call Center</b> (844) 369-7816, <b>press option 1</b> between 8am and 5pm Monday-Friday.
<ul style="list-style-type: none"> <li>• Fax forms for provider signature (disability, insurance, work, other).</li> </ul>	Send fax to: <b>(734) 998-2324</b>
<ul style="list-style-type: none"> <li>• Speak to a Device Clinic Technician in the home monitoring program</li> </ul>	<b>(866) 292-0003</b> between 8am and 5pm Monday- Friday.
<ul style="list-style-type: none"> <li>• Schedule an Electrophysiology Procedure</li> </ul>	<b>(734) 936-5617</b> between 8am and 5pm Monday- Friday

## Additional Follow Up Appointment Locations:

Location	Phone Number	Appointment Availability
Brighton Health Center	Call <b>(810) 227-9510</b> between 8am to 5pm Monday through Friday	Appointments available Monday and Thursday
Chelsea Device Clinic	Call <b>(734) 475-1321</b> between 8am to 5pm Monday through Friday	Appointments available Tuesday Afternoons
Northville Device Clinic	Call <b>(248) 305-4400</b> between 8am to 5pm Monday through Friday	Appointments available Thursdays
West Ann Arbor Health Center	Call <b>(734) 998-7380</b> between 8am to 5pm Monday through Friday	Appointments available Fridays

If you have any questions or concerns regarding this information,  
please contact our team at:

**(734) 647-5499** or toll free **(844) 369-7816**

We look forward to participating in your care and meeting both you  
and your family.

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

Reviewers: Bethany Lee-Lehner, RN, MSN  
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