

The Device Clinic

Welcome to the University of Michigan Device Clinic. You were referred to our clinic because you have one of these heart devices:

- Pacemaker
- Implantable cardioverter defibrillator (ICD)
- Biventricular pacemaker and ICD

Device Clinic staff

The Device Clinic staff specializes in caring for patients with implantable heart devices. Our team which includes nurses, technicians, advanced practice providers, and doctors, will check your device and manage your heart rhythm issues during clinic and home monitoring appointments.

4 locations are available for your follow-up care:

- U-M Frankel Cardiovascular Center - Floor 3 (Ann Arbor, MI)
- Chelsea Health Center (Chelsea, MI)
- Brighton Health Center (Brighton, MI)
- Northville Health Center (Northville, MI)

We look forward to meeting you at 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 have regular follow-up appointments at the Device Clinic.
- During your visit, a team member will use a computer called a programmer to communicate with your device. During this check, they will:
 - Perform necessary testing
 - Interpret information stored on your device
- We will discuss the benefits of our home monitoring program with you (you can read more about this in the section below). Although it is optional, it is highly recommended and aligns with current treatment guidelines for most patients with heart devices.
- We will answer all your questions during your visit. If you have more questions after you return home, follow these steps to contact 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 program

- Your heart device can securely send information from your home to our clinic through a home monitoring system.
- Home monitoring allows your device to communicate with us conveniently between clinic visits. Benefits include:
 - Early detection of heart rhythm changes
 - Information about your device's battery life and lead wire condition
- Please note, the home monitoring system does not call 911 in a health emergency.
- Our Device Clinic technicians schedule data transmissions from your

home monitor every 3 months, or more often if needed.

- If you have questions or issues with your home monitoring system, you can contact our Device Clinic technicians at (866) 292-0003, Monday through Friday from 8:00 AM to 5:00 PM.

Important contact information

Please use the numbers below based on your medical needs or questions.

Medical emergencies	
Examples:	Number to call:
You have an emergency, and you need immediate medical help.	911

Urgent concerns	
Examples:	Number to call:
You have urgent arrhythmia or device-related issues that should be addressed quickly, including: <ul style="list-style-type: none">• New urgent symptoms• Urgent medication or device concerns	<p>On Monday through Friday from 8:00 AM – 5:00 PM: Call the FCVC Call Center at (844) 369-7816, option 1</p> <p>After 5:00 PM or on weekends and holidays: Call Hospital Paging at (734) 936-6267</p> <ul style="list-style-type: none">• Ask to speak with the electrophysiology (EP) fellow on call. Be sure to stay by your phone for a call back.• Please use this service only for urgent arrhythmia or device-related matters that cannot wait until the next business day.

Non-urgent concerns	
Examples:	Number to call:
<p>You have questions or non-urgent needs about:</p> <ul style="list-style-type: none"> • Medications or devices • Prescription refills or prior authorizations • Not being able to go for your scheduled blood work • Scheduling, canceling, or confirming an appointment 	<p>(844) 369-7816, option 1</p> <ul style="list-style-type: none"> • Ask to speak with a Device Clinic nurse. • Call between 8:00 AM – 5:00 PM Monday through Friday.
You need to fax forms for a provider signature (disability, insurance, work, etc.).	Send fax to (734) 998-2324
You have questions about the home monitoring program or issues with your home monitor.	<p>(866) 292-0003</p> <ul style="list-style-type: none"> • Call between 8:00 AM – 5:00 PM Monday through Friday.
You want to schedule an electrophysiology procedure.	<p>(734) 936-5617</p> <ul style="list-style-type: none"> • Call between 8:00 AM – 5:00 PM Monday through Friday.
You have questions about billing and insurance.	<p>(855) 855-0863</p> <ul style="list-style-type: none"> • Call between 8:00 AM – 4:00 PM Monday through Friday.

Heart device companies contact information:

Company	For general device information:	For home monitoring support:	Website
Boston Scientific (formerly Guidant)	(866) 484-3268	(866) 484-3268	BostonScientific.com
Medtronic, Inc.	(800) 551-5544	(800) 929-4043	Medtronic.com
Biotronik, Inc.	(800) 547-0394	(800) 547-0394	Biotronik.com
Abbott (formerly St. Jude Medical)	(800) 722-3423	(877) 696-3754	SJM.com

What are my educational resources and support services?

- **Device Clinic:** Provides educational materials and support for you and your family. For more information, visit the Michigan Medicine Care Guides website: careguides.med.umich.edu/browse-by-medical-service/heart-rhythms
- **Mardigian Wellness Resource Center:** Located on level 2 of the Cardiovascular Center, this center offers a variety of educational materials.
- **Social work Support:** Available for cardiovascular patients and their families. Call (734) 232-1559 to speak with our clinic social worker.
- **Patient financial counseling:** Call (877) 326-9155 between 8:00 AM - 5:00 PM, Monday through Friday to talk to a financial counselor.

What are other locations for follow-up appointments?

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.

Along with the U-M Frankel Cardiovascular Center Device Clinic, you can get

Frankel Cardiovascular Center
The Device Clinic

follow-up care at the 3 other locations listed in the table below.

Location	Phone number	Appointment availability
Brighton Health Center	Call (810) 227-9510 between 8:00 AM – 5:00 PM Monday through Friday	Appointments available Monday and Thursday
Chelsea Device Clinic	Call (734) 475-1321 between 8:00 AM – 5:00 PM Monday through Friday	Appointments available Tuesday afternoons
Northville Device Clinic	Call (248) 305-4400 between 8:00 AM – 5:00 PM Monday through Friday	Appointments available Thursdays

If you have any questions or concerns, please contact our team at (734) 647-5499 or toll-free (844) 369-7816.

We look forward to being part of your care and meeting you and your family.

Disclaimer: This document contains information and/or instructional materials developed by University of Michigan (U-M) Health for the typical patient with your condition. It may include links to online content that was not created by U-M Health and for which U-M Health 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.

Author: Bethany Lee-Lehner, RN MSN
Edited by: Brittany Batell, MPH MSW
Control #70

Patient Education by [U-M Health](#) is licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International Public License](#). Last revised 05/2025