

# 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

## **Device Clinic staff**

The Device Clinic staff specializes in the care of patients with implantable heart devices. Our staff of nurses, technicians, advanced practice providers, and doctors will check your device and treat your heart rhythm problems at 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 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 member of our team 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 talk with you about the benefits of our home monitoring program (you can read more about this in the section below). Home monitoring is optional, but current treatment guidelines recommend it for most patients with a heart device. We highly recommend that you enroll in this program.
- We will answer any questions you may have during your visit. If you get home and have more 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 program**

- Your heart device can send information from your home to our clinic using a secure home monitoring system.
- Home monitoring is a convenient way for your heart device to communicate with us between clinic visits. Some of the benefits of home monitoring include:
  - Early detection of heart rhythm changes
  - Sending information about your heart device's battery life or lead wire condition
- The home monitoring system does not call 911 during a health emergency.

- Our Device Clinic technicians will schedule home monitoring transmission from your home monitor every 3 months, or more often as needed.
- The Device Clinic technicians are available if you have any questions or issues with your home monitoring system.
  - You can reach our Device Clinic technicians by calling (866) 292-0003 on Monday through Friday from 8:00 AM – 5:00 PM.

### **Important contact information**

Please read through the tables below for information on which phone numbers you can call depending on what your medical needs are or what questions you have.

#### **U-M Frankel Cardiovascular Center contact information**

<b>Reason for call:</b>	<b>Number to call:</b>
Emergency situation	<b>911</b>
Urgent needs after hours (after 5:00 PM or on weekends or holidays)	<b>Hospital paging: (734) 936-6267</b>  Ask to talk with the electrophysiology (EP) fellow on call.

Reason for call:	Number to call:
<p>If you:</p> <ul style="list-style-type: none"> <li>• Have new symptoms to report</li> <li>• Have device questions or concerns</li> <li>• Need prescription refills</li> <li>• Need prescription prior authorizations</li> <li>• Have medication questions</li> <li>• Can't go for your scheduled blood work</li> <li>• Need to schedule, cancel or confirm an appointment</li> </ul>	<p><b>FCVC Call Center</b></p> <p><b>(844) 369-7816, press option 1</b></p> <p>Available between 8:00 AM – 5:00 PM Monday through Friday.</p>
<p>You need to fax forms for a provider signature (disability, insurance, work, other)</p>	<p>Send fax to: <b>(734) 998-2324</b></p>
<p>You'd like to speak to a Device Clinic technician in the home monitoring program</p>	<p><b>(866) 292-0003</b></p> <p>Call between 8:00 AM – 5:00 PM Monday through Friday.</p>
<p>You want to schedule an electrophysiology procedure</p>	<p><b>(734) 936-5617</b></p> <p>Call between 8:00 AM – 5:00 PM Monday through Friday.</p>

### 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://BostonScientific.com">BostonScientific.com</a>
Medtronic, Inc.	(800) 551-5544	(800) 929-4043	<a href="http://Medtronic.com">Medtronic.com</a>
Biotronik, Inc.	(800) 547-0394	(800) 547-0394	<a href="http://Biotronik.com">Biotronik.com</a>
Abbott (formerly St. Jude Medical)	(800) 722-3423	(877) 696-3754	<a href="http://SJM.com">SJM.com</a>

### What are my educational resources and support services?

- The **Device Clinic** offers educational materials and support services for you and your family. Visit the Michigan Medicine Care Guides from Your Clinician website for more details:  
[careguides.med.umich.edu/browse-by-medical-service/heart-rhythms](http://careguides.med.umich.edu/browse-by-medical-service/heart-rhythms)
- The **Mardigian Wellness Resource Center** located on level 2 of the Cardiovascular Center also offers many educational materials.
- We offer **social work support services** for cardiovascular patients and families. Call **(734) 232-1559** to talk to our clinic social worker.
- We offer **patient financial counseling**. Call **(877) 326-9155** between 8:00 AM - 5:00 PM Monday through Friday to speak with 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 follow-up care at the 3 other locations listed in the table below.

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

If you have any questions or concerns about 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 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.

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