

# Phone Numbers

## Michigan Medicine

Billing .....	855-855-0863 734-615-0863
Call Center .....	888-287-1082
CVC Check-in Desk .....	734-232-4547
Office of Clinical Safety (comments) .....	877-285-7788
Emergency Department .....	734-936-6666
Guest Assistance Program (GAP) (accommodations) .....	800-888-9825
Hospital Operator .....	734-936-4000
Lost & Found .....	734-936-7890
Mardigian Wellness Resource Center .....	734-232-4120
Parking & Transportation .....	734-764-7474
Registration & Insurance Verification .....	866-452-9896
Patient & Visitor Accommodations .....	800-544-8684
Tobacco Consultation Services .....	734-938-6222
Social Work .....	734-232-1559

## Units (Patient Care)

UH-7A .....	734-936-8088
UH-7B .....	734-615-0467
UH-7C .....	734-936-4646
UH-7D .....	734-936-4744
UH-8B .....	734-936-4674

## Other

Michigan Quit Line (Smoking) .....	800-784-8669
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## **Address - mail**

Frankel CVC (room number/unit if known)

or UH (room number/ unit if known)

Person's Name

Michigan Medicine

1500 E. Medical Center Drive

Ann Arbor, MI 48109

## **Building Location - visiting**

Samuel and Jean Frankel Cardiovascular Center

1425 E. Ann St.

Ann Arbor, MI 48109

University Hospital

1500 E. Medical Center Drive

Ann Arbor, MI 48109

## **Clinic Locations**

### **Ann Arbor**

#### **Cardiology Clinic at U-M Frankel Cardiovascular Center**

1500 E. Medical Center Dr. Level 3

888-287-1082

#### **Cardiovascular Medicine at Briarwood Health Associates**

325 Briarwood Circle, Building #5

Ann Arbor, MI 48108

888-287-1082

#### **Cardiovascular Medicine at Domino's Farms**

4008 Ave Maria Dr.

Lobby A, Suite 300

Ann Arbor, MI 48105

888-287-1082

### **Brighton**

#### **Cardiology at Brighton Center for Specialty Care**

7500 Challis Rd.

Brighton MI 48116

810-227-9510

### **Canton**

#### **Cardiology at Canton Health Center**

1051 N. Canton Center Rd.

Canton MI 48187

734-844-5400

### **Chelsea**

#### **Cardiology (Heart Care) at Chelsea Health Center**

14700 E. Old US 12

Chelsea MI 48118

888-287-1082

### **Northville**

#### **Cardiology at Northville Health Center**

39901 Traditions Drive, Suite 210

Northville, MI 48168

248-888-9000

## Hospital Services and Facilities

Michigan Medicine offers a variety of special amenities and services. If you have any questions about the following services and facilities, please ask your nurse for additional information.

### Online Patient Portal (MyUofMHealth.org)

To create an account, **visit [www.myuofmhealth.org](http://www.myuofmhealth.org)**

Follow the instructions on the web site to set up an account.

MyUofMHealth.org is a secure way to manage your health online, offering a 24/7 connection to Michigan Medicine and important health information.

Our online patient portal gives you secure access to health information anywhere, at any time.

### Guest Assistance Program (GAP)

The Guest Assistance Program (GAP) is a program of the Michigan Medicine Department of Social Work and provides assistance with non-medical needs and resources to patients who are actively receiving medical care (in-patient and out-patient). Our dedicated social workers problem-solve, research community resources, and assist with the coordination of various needs that arise during medical treatment.

- The Guest Assistance Program office is open Monday – Friday, from 9 a.m. – 5 p.m;
- GAP staff is available on-call (only) Saturdays and Sundays from 8:30-5:00pm.

Patients or family may refer themselves (telephone or walk-in) or request any hospital staff member contact the Guest Assistance Program office at **(800) 888-9825** or **(734) 764-6893**. The GAP office is located in University Hospital, Room 2B203, near the gift shop and Cashiers Office.

Our social workers focus solely on barriers to care needs that would keep patients from maintaining treatment or appointments that would impact their health. Services include emergency financial needs, parking and transportation, lodging assistance, meals, community resources, assistance with medication and supplies, and a free Wig Bank.

### Care After You Leave the Hospital (Continuing Care)

Prior to your hospital discharge, a discharge planner will be available to assist you with planning for your continuing care needs. Should you need visiting nurse follow-up, physical or speech therapy or services at home, this can be arranged for you.



### **Patient and Visitor Accommodations**

The **Med-Inn** is a 30 room hotel connected to Michigan Medicine. Single and double units, suites and family units are available. Free cribs, cable television and continental breakfast are included. Microwaves and refrigerators are also available for an additional fee.

Michigan Medicine has agreements with other hotels that provide shuttle service to the medical campus. To learn more, contact the Guest Assistance Program at **(800)-888-9825**.

**Mennonite Guest House:** is a small Bed and Breakfast, only 3.5 miles from the hospital that is funded exclusively by contributions. There is no charge to stay but donations are greatly appreciated. The guest house provides private rooms, daily continental breakfast, a separate kitchen for guests to use, laundry facilities and shuttle services to and from the hospital. To check availability, please call **(734)-222-6233**.

### **Families and Visitation**

Family, as designated by the patient, is welcome at all times throughout the recovery process.

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### **Spiritual Care**

Spiritual Care is available as needed, 24-hours a day, for spiritual ministry, prayer and sacraments for patients of all denominations. A chapel is also available. Catholic and Protestant services are available. Quiet Rooms for reflection or meditation are available in the CVC.

### **Mardigian Wellness Resource Center - Level 2, CVC**

The Mardigian Wellness Resource Center (MWRC) is a resource for patients and families. The center offers a full-service library on cardiovascular health, fax/copier, wireless internet access as well as devices such as iPads and computers for checkout.

## **Dining Facilities**

University Hospital (Level 2) options include a cafeteria, a vending area, and eateries located in front of the cafeteria. Atrium Healthy Heart Café is located in the Cardiovascular Center (Level 2).

## **FRIENDS Gift Shops**

The gift shops are operated by the FRIENDS of Michigan Medicine. The shops sell candy, cosmetics, magazines, paperback books, toys, stuffed animals, apparel, gift items, games, greeting cards, writing supplies, jewelry, accessories, infant items and much more.

For patients who are unable to go to the gift shop, a gift cart circulates around the patient floors on weekdays. A small gift shop is located within the Mardigian Wellness Resource Center on CVC Level 2.

## **Pharmacy**

Prescriptions can be filled at the Patient/Visitor Pharmacy on the first floor of the Taubman Center. Non-prescription medications are also available. The Pharmacy accepts most credit cards and participates in many insurance programs. Prescriptions can be transferred to or from other pharmacies. Mail order prescription service is also available. Prescriptions may take up to three hours to fill. Please be prepared for this delay.

## **Electronic Equipment**

Use of head phones/earbuds can reduce noise. You can ask your nurse for a set of headphones/earbuds or bring some from home.

To avoid loss, consider the security of any electronic devices that you bring to the hospital. Label all items you bring from home with your name and phone number.

Because of the complex and critical nature of the health system's electrical systems, and for safety reasons, we do not permit the use of personal TV sets or electric radios.

## **Billing**

All billing correspondence will be mailed directly to your home address. Please feel free to ask any questions about your bill by calling the Patient Accounts office (855)-855-0863 or the telephone number shown on your hospital bill. Patient financial counselors are available to address concerns regarding insurance or cost of care (877)-326-9155.

# Glossary of Terms

**aneurysm** ( \ 'an-yə-ri-zəm \ )

A bulge or weakness in the walls of a blood vessel.

**angina** ( \ an-'jī-nə )

Chest pain - often associated with blockage of the arteries that serve the heart.

**aorta** ( \ ā-'or-tə \ )

The large artery that carries oxygen-rich blood from the left ventricle of the heart to the rest of the body.

**aortic valve** ( \ ā-'or-tik \ )

The valve that controls blood flow between the left ventricle of the heart and the aorta (as blood exits the heart).

**arterial line** ( \ är-'tir-ē-əl \ )

A tube inserted into an artery, e.g., in the leg or wrist.

**atherosclerosis** ( \ ,a-thə-rō-sklē-'rō-səs \ )

A buildup of plaque within arteries that can lead to narrowing or blockage of blood flow.

**atria** ( \ 'ā-trē-ə \ )

The upper (filling) chambers of the heart. The right atrium receives un-oxygenated blood from the body, and the left atrium receives oxygen-ated blood from the lungs.

**autologous** ( \ au-'tä-lə-gəs \ )

The patient's own blood.

**blood pressure**

The pressure of moving blood on artery walls.

**Bridge clinic appointment**

A type of cardiology follow-up appointment where you will be seen by a nurse practitioner for 60 minutes. During this time, the nurse practitioner will assess your status, treatment, provide education, and adjust medications, if necessary.

**coronary angiogram** \* ( \ 'k r-ə-,ner-ē) ( \ 'an-jē-ə-,gram)

A medical procedure used to diagnose and treat some heart conditions. A long, thin, flexible tube called a catheter is put into a blood vessel in your arm, groin (upper thigh), or neck and threaded to your heart. Through the catheter, your doctor can do diagnostic tests and treatments on your heart.

\* <http://www.nhlbi.nih.gov/health>

**catheter** ( \ 'ka-thē-tər)

A thin flexible tube placed into the body.

**cholesterol**

Found in cell walls throughout the body; used to make hormones, bile acids, vitamin D, and other substances. There are 2 kinds of cholesterol:

**HDL** \*

High density lipoprotein (or “good” cholesterol) takes cholesterol from the tissues to the liver, which removes it from the body. A low level of HDL cholesterol increases your risk for heart disease.

**LDL** \*

Low density lipoprotein (or “bad” cholesterol) carries cholesterol to tissues, including the arteries. Most of the cholesterol in the blood is the LDL form. The higher the level of LDL cholesterol in the blood, the greater your risk for heart disease.

\* <http://www.nhlbi.nih.gov/health>

**chordae** ( \ 'k r-də \

Tendon-like cords which connect the edges of heart valves to the papillary muscle thereby restricting how far the valve leaflets can open or close.

**coronary arteries**

The large blood vessels that supply the heart with oxygen-rich blood.



**Coumadin®**

The commonly used trade name for the drug warfarin, an anti-coagulant (blood thinner) often prescribed to reduce the chances of stroke.

**diabetes**

A metabolic disease that prevents the body from producing insulin (necessary to break down glucose) and regulating glucose levels in the blood.

**echocardiogram\***

A painless test that uses sound waves to create moving pictures of your heart. The pictures show the size and shape of your heart. They also show how well your heart's chambers and valves are working.

\* <http://www.nhlbi.nih.gov/health>

**hypertension**

A greater than normal blood pressure.

**IV**

Abbreviation for intravenous - a catheter inserted into the veins used to dispense medications and fluids.

**leaflets**

The small flaps on the valves of the heart which serve as “doors,” allowing or preventing the passage of blood.

**mechanical valve**

An artificial device implanted in the heart to take the place of a natural valve.

**mitral valve** ( \ 'mī-trəl \ )

The valve between the left atrium and left ventricle.

**monounsaturated fats** ( \ ,mä-nō-ən-'sa-chə-rā-təd \ )

Fats that tend to be liquid at room temperature and can lower LDL (low density lipoprotein, or bad) cholesterol when used in place of saturated fats in the diet; good sources are olive, canola and peanut oils.

**plaque**

A substance made up of fat, cholesterol, and other substances that can buildup and block the blood flow in an artery.

**polyunsaturated fats**

Much the same as monounsaturated fats, as they can also lower LDL; good sources are corn, soybean and safflower oils; fish and flax.

**pulmonic valve** (\ pul-'mä-nik)

The heart valve between the right ventricle and the blood vessels that lead to the lungs (where blood is pumped to pick up oxygen).

**saturated fats**

Fats that tend to be solid at room temperature and can contribute to elevated levels of LDL; taken mostly from animal sources.

**stenosis** (\ stə-'nō-səs \)

Narrowing or blockage of an artery or heart valve opening.

**trans fat**

Fats that are made during a process called hydrogenation, which turns a liquid oil into a solid or semi-solid fat at room temperature; these fats can increase LDL and decrease HDL; avoid foods with partially-hydrogenated or hydrogenated oils.

**tricuspid valve** (\ (,)trī-'kə-spəd \)

The heart valve between the right atrium and the right ventricle.

**urinary catheter**

A drainage tube inserted into the bladder to drain urine.

**ventricle** (\ 'ven-tri-kəl \)

A lower (pumping) chamber of the heart. The right ventricle pumps oxygen-poor blood to the lungs for oxygenation, and the left ventricle pumps oxygen-rich blood to the body.