



# Heart Failure and Transplant Management Program

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**Welcome to the Heart Failure and Transplant Management Program at the University of Michigan!**

**On behalf of the Cardiologist-Nurse Teams, we welcome you to the University of Michigan Heart Failure and Transplant Management Program. Our doctors and nurses consider you a partner in care and look forward to assisting you in your heart failure management.**

**Our cardiologist-nurse teams include:**

Keith D. Aaronson, MD, MS

Abbas Bitar, MD

Kareem Ballut, MD

Monica Colvin, MD

David B. Dyke, MD

Jessica Golbus, MD

Reema Hasan, MD

Scott Hummel, MD

Todd M. Koelling, MD

Matthew Konerman, MD

Taylor Lebeis, MD

John M. Nicklas, MD

Maryse Palardy, MD

Robert Solomon, MD

Stacy Willner, DO

Supriva Shore, MD

Marty Tam, MD

Lisa Freeman, RN

Jane Green, RN

Kaitlyn Lim, RN

Charlotte Matthews-Ester, RN

Valerie McDade, RN

Joan Meagher, RN

Megan Montecinos, RN

George Rushton, RN

Jerri Sibel, RN

Alison Skellenger, RN

April Smith, RN

Ping Sweet, RN

Ashley Ware, LPN

**Bridge** Rachel Key, PA  
**Clinic:** Brandon Dec, PA  
Rachel Bowers, NP  
Chiao-Jou Chiu, NP

**Nursing Supervisor:** Robin Ross, RN, BSN

Heart Failure is a frequent cause of hospitalization. Our team works with you both in person and by telephone to prevent the problems which lead to a hospital stay. We believe that our program will help you:

- Learn and do the things that prevent heart failure
- Find and avoid the factors that may worsen your heart failure

### **Tele-management - heart failure care by phone**

- A nurse case manager works closely with you by telephone and coordinates your care - working with you, your local doctor and your heart failure specialist. The nurse provides this care Monday-Friday, 8:00am - 5:00pm. Doctor advice is also available after hours, weekends, and holidays through the hospital paging system.
- Patients are able to call and report symptoms. Early symptom detection and intervention by phone, not only helps to avoid a hospital stay, it improves your quality of life.
- Since diet and fluid issues are common causes for hospitalization, nurses carefully review your diet and fluid intake.
- Temporary adjustments in medications and lab work help keep you symptom free and as active as possible.

### **Our pledge to you:**

You can expect the following from your Nurse Case Manager:

1. Call you when your lab report is abnormal.
2. Tell you the date of your next blood draw.

3. Explain and follow-up on medicine changes.
4. Call your pharmacy for cardiac medicines prescribed by your doctor; we allow 24-48 hours for prescriptions to be filled.
5. Teach you:
  - The safe use of your medicines, and
  - The signs and symptoms of heart failure and when to call the Nurse Case Manager.
6. Intervene on your behalf to the doctor.
7. Prevent readmissions by seeing you at the Bridge Clinic within 7-14 days after a hospital stay.
8. Return your calls, leaving a short message as to urgency of our call.  
**Please note:** Health care rules (HIPAA) permit us to speak only to you directly or to people you have chosen. Be sure we know the names of those who can take messages on your behalf.
9. Expect you to contact us immediately when you are not feeling well.

### **Your role as a patient in heart failure care:**

We think of you as a partner in care. We expect you, the patient, to do the following to aid in your care:

#### **1. Provide us with a reliable way to contact you**

- Tele-management patients need either voicemail (or phone answering machine) or a cell phone.
- If you must leave home for the day or before the coordinator's call, you must call and leave a phone number where we can reach you.
- Provide several numbers as contacts to be sure we can reach you.

#### **2. Learn about heart failure**

- Read the information in your Heart Failure folder.
- Learn the Heart Failure Green-Yellow-Red Signs & Emergency Action.

- Make or get a list of your medicines. Keep it up-to-date. Always carry the list with you. Bring your medicines and your list to your appointments.

### **3. Follow your treatment plan**

- Follow your sodium restriction of 2000mg. or less per day – every day.
- Follow your fluid restriction of 64 ounces or less per day – every day.
- Never run out or skip medications; call the HF nurse if having side effects.

### **4. Watch for and report signs of worsening heart failure**

- Get a home scale and weigh yourself every day.
- If needed, get a device to measure your blood pressure and heart rate.
- Record the following daily:
  - body weight
  - appetite
  - salt and fluid intake
  - urine output
  - the presence of all body swelling
  - blood pressure and heart rate (if asked)
- If any are “reportable” signs and symptoms, call the Nurse Case Manager.
- When you call our office, Tele-management staff will ask your name, who you are calling and the reason for your call. They ask these questions to identify urgent needs; this helps us provide safer patient care.
- Learn and report to us any new or worsening signs and symptoms of heart failure.

### **5. Complete all lab work**

- All lab work needs to be done by 10:00 a.m. so our team can get your results by early afternoon of the same day.

- We will follow up with you on your lab results:
  - If abnormal, we phone you about appropriate treatment.
  - Otherwise, we send you a letter within the week.
- Call us if you need to change your lab date.
- Avoid Friday blood draws unless we schedule them.
- Avoid making a fist during blood draw; this can cause false high potassium levels.

## **6. Appointments**

- Attend all clinic appointments as scheduled.
- If you do not feel well, call us first - do not just cancel your appointment.
- Phone the FCVC Call Center to reschedule or make appointments.
- All patients must have a local family doctor or internist to provide care for physicals, colds, and other general medicine related issues or concerns.

## **7. Other Issues**

- Be involved in your care. Tell us what is working, what is not and where you need help.

**On behalf of the Heart Failure and Transplant Management Program,  
thank you for joining our program.**

## Contact Information:

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 your heart failure doctor.
• Heart Failure Symptom concerns • Prescription refills (for those waiting to be placed on the transplant list) • Appointment scheduling/rescheduling	<b>Main FCVC Call Center (888) 287-1082</b> If having symptoms, hit prompt #3.
Fax forms for provider signature (disability, insurance, work, other).	<b>Send fax to:</b> (734) 763-8075 <b>Please note:</b> Write the name of your UMHeart Failure doctor on the cover sheet.

### Address:

Frankel Cardiovascular Center  
Room # 5463,  
1500 East Medical Center Drive  
Ann Arbor, MI 48109-5867