

Heart Failure Program: When to Call Your Doctor

What symptoms are considered an emergency?

Call 9-1-1 immediately if you have any of the following:

- Chest tightness at rest
- Unrelieved chest pain (if no nitroglycerin prescription)
- Unrelieved chest pain after taking a total of 3 nitroglycerin tabs/sprays
- Wheezing
- Confusion
- Fainting episode
- Shortness of breath when you are at rest
- Irregular or rapid heart beats

Attention: If you are admitted to an emergency room other than Michigan Medicine, please ask the outside hospital doctor to contact us.

What symptoms are considered urgent?

The following signs and symptoms need to be treated before they become an emergency:

- Weight gain: 2 pounds or more in a day, or 4 pounds or more in one week
- Cough
- Shortness of breath with activity
- Decrease in urine output
- Loss of appetite, nausea or vomiting
- Worsening fatigue or weakness
- Increased swelling in your ankles, feet, legs or belly
- Trouble breathing when lying flat (need to sit in a chair or use more pillows to sleep)
- Decrease in urine output
- Occasional diarrhea or abdominal cramping

What is the number to call?

- Monday through Friday 8:00am-5:00pm:
 - Call the Frankel Cardiovascular Call Center at **(888) 287-1082**. Ask to speak to the Heart Failure Nurse if you have any of the signs or symptoms above. A Call Center Representative will place you on hold and page the Heart Failure Clinical Nurse Coordinator. You will be directly connected to a Heart Failure Clinical Nurse Coordinator.
- For urgent needs after 5pm, weekends or holidays:
 - Call the hospital operator **(734) 936-6267**. Ask the Operator to page your heart doctor.

Summary:

Reason for call:	Number to call:
Emergency situation	9-1-1
Urgent needs outside of normal business hours (Normal business hours are Monday-Friday 8:00am-5:00pm)	Hospital Paging (734) 736-6267 after 5pm, weekends or holidays. Ask to speak with your heart failure doctor.
Symptoms during normal business hours: <ul style="list-style-type: none"> • Heart failure symptom concerns • Lab results • Prescription refills • Prescription prior authorizations • Medication questions • Can't go for your scheduled blood work • Schedule, cancel or confirm an appointment 	FCVC Call Center (888) 287-1082 between 8am to 5pm Monday through Friday
<ul style="list-style-type: none"> • Fax forms for provider signature (disability, insurance, work, other). (Normal business hours are Monday-Friday 8:00am-5:00pm)	Send fax to: (734) 615-3326

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.

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