UW Medicine

HEART INSTITUTE

About the Heart Institute

At University of Washington Medical Center

This section of the Congenital Heart Conditions notebook gives basic information about your care at University of Washington Medical Center (UWMC), the Heart Institute, and helpful contact information.

Scan this QR code with your phone camera for a digital copy of this handout.

What to Expect

The Heart Institute at UWMC uses a patient-centered, team approach to your care. That means a team of providers is devoted to your medical care, and you and your family are vital members of this team. All decisions about your heart care are made by you and your attending *cardiologist* (heart doctor).

At UWMC, a team of providers is devoted to your medical care. You are a vital member of this team.

During your time at UWMC, you will meet doctors in various stages of training. An Advanced Registered Nurse Practitioner (ARNP) may manage some of your care, along with your attending doctor. (See section entitled "Your Care Team.")

Protecting Your Healthcare Information

We cannot legally give information about your health and health care to anyone but you without your permission. But, you may give us the names of family members or friends who are allowed to receive this information.

Your MyChart Patient Portal

You can use MyChart to:

- Access your medical records
- Send an email to your care team

The Adult Congenital Heart Program at UWMC's Heart Institute was one of the first accredited centers of its kind in the U.S. To learn more about accreditation, visit www.achaheart.org/provider-support/accreditation-program.

- Schedule appointments
- Request prescription refills
- And more!

To learn more about MyChart, visit *www.uwmedicine.org/mychart*. If you have any trouble with your MyChart account, please call 855.520.5151.

Health Insurance

We strongly advise you to keep your insurance coverage active. To help with this, you can:

- Work at a company that has good medical benefits
- Pay for short-term insurance called COBRA when you have gaps in insurance coverage
- Stay on your parents' insurance if you are a student, or until you are 26 years old
- Use the Washington Health Plan Finder to find an insurance plan that works for you: *wahealthplanfinder.org*

Please tell us if you need help with financial issues. We can connect you with the hospital's financial counselor or other resources.

Parking

You must pay for parking at UWMC. To reduce the cost, bring your parking ticket to the front desk of the clinic where you are being seen. Ask them to validate the ticket.

Local Housing and Hotels

If you want to know where to stay in the Seattle area, please ask about this when you schedule your appointment. Make your hotel reservation well before you come to Seattle for your appointment.

To learn more, visit *www.uwmedicine.org/patient-resources/lodging-options*, where you will find information on:

- Overnight lodging
- Long-term housing
- Transportation
- Maps and directions to UWMC

Who to Contact

Heart Institute

ACHD nurse (**clinic hours only**, 8 a.m. to 5 p.m.) 206.598.0118

ACHD Program Manager 206.598.1764

Heart Institute operator (toll-free) 800.251.7695

New patient referrals and appointment scheduling 206.598.3734
or 206.598.5264

Return patient appointment scheduling 205.598.7112

Non-urgent issues only .... Email sachsj@uw.edu

Urgent concerns after clinic hours:

Urgent After Hours Triage Nurse Assistance 206.598.4300

UWMC

Operator 206.598.3300

Social Work and Care Coordination 206.598.4370

Anticoagulation Clinic 206.598.4874

UW Dentistry Campus Dental Center 206.685.8258
Talk with your ACHD care team about low-cost or free dental clinics.

Radiology/MRI (Imaging Services) 206.598.6214

Nuclear Medicine 206.598.4240

Pulmonary Diagnostics for CPET or PFT testing 206.598.4265

Maternal and Infant Care Clinic 206.598.4070

Financial Services/Patient Access Department 206.598.4320

Medical Records 206.744.9000

Harborview Medical Center

Operator 206.744.3000

Seattle Children's Hospital

Operator 206.987.2000
Toll-free 866.987.2000

Heart Center Clinic 206.987.2015

Heart Center Scheduling 206.987.2515

Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

Heart Institute Adult Congenital Heart Disease Program: 206.598.1764

Heart Institute | Box 356171
1959 N.E. Pacific St., Seattle, WA 98195 | 206.598.4300