

## 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.*

### 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](http://www.achaheart.org/provider-support/accreditation-program).*

- Schedule appointments
- Request prescription refills
- And more!

To learn more about MyChart, visit [www.uwmedicine.org/mychart](http://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](http://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](http://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 ( <b>clinic hours only</b> , 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 [sachs@uw.edu](mailto:sachs@uw.edu)

### Urgent concerns after clinic hours:

UW Medicine Community Care Line ..... 206.744.2500

### 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
<i>Talk with your ACHD care team about low-cost or free dental clinics.</i>	
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 .....

Operator .....	206.744.3000
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### Seattle Children's Hospital

Operator .....	206.987.2000
<i>Toll-free</i> .....	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