

Care Concern Letter from the Heart Failure Program

Why am I receiving this letter?

We are contacting you from the Michigan Medicine Heart Failure Program. We have tried to contact you multiple times by calling you and/or messaging you through the patient portal. To date, we have not received a response from you.

- Calls from Michigan Medicine will appear on your caller ID as **(734) 232-2000**. Please make sure your phone is set up to receive incoming calls from our number.

What are the concerns and risks for my current health?

We are concerned about your health. This is because, based on our records, you may have not:

- Had your requested labs drawn
- Had the recommended tests done
- Gone to your scheduled clinic visits
- Sent us your latest weight, blood pressure, or pulse readings

Not doing this follow-up care can cause harm and increase your health risks.

We are sending you this letter to make sure that you understand these risks.

These risks include:

- Worsening health problems
- Increased emergency room (ER) visits
- Increased hospital stays
- Serious harmful events, including death

What support is available to help me get the care I need?

If you have any non-medical issues that make it hard for you to get care – like financial concerns, trouble getting rides to and from your appointments, etc. – call our Guest Assistance Program at **(800) 888-9825** for help.

What do I need to do after receiving this letter?

As soon as you get this letter, please call us at **(888) 287-1082** on Monday through Friday from 8:00 AM – 5:00 PM or send us a message through the online patient portal ([MyUofMHealth.org](https://myuofmhealth.org)). If we do not hear back from you, we will no longer call or reach out to you about this issue.

As always, we care about your health, and we hope to hear from you soon to continue your care.

Sincerely,

The Michigan Medicine Heart Failure Program

Disclaimer: This document contains information and/or instructional materials developed by University of Michigan (U-M) Health for the typical patient with your condition. It may include links to online content that was not created by U-M Health and for which U-M Health 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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