

Our Mission

is to provide high quality care to patients requiring anticoagulation therapy in a safe and effective manner.

Anticoagulation Management Services (AMS)

provides comprehensive monitoring, management and education for patients who require anticoagulation therapy. Patients must be referred by a MGH-affiliated physician and also have periodic follow-up with a MGH-affiliated physician.

The information contained in this brochure highlights key aspects of our service. AMS is staffed by experienced nurses who have specific knowledge in anticoagulation therapy. We have a primary nurse model for our practice and your primary nurse will explain more. Our leadership team is comprised of two physicians, a nurse director and clinical nurse specialist. We use a variety of computerized systems to support the staff with many aspects of patient management.

Our secretaries are also pleased to assist you and can be reached by calling the general clinic phone number: 617-726-2768

Drug Information

is provided for you on the additional handout(s) in your AMS folder. During your first visit with AMS, your nurse will discuss this important information in more detail with you. This information is summarized on additional handout(s) located in your AMS folder. Please review this information once you are home and share it with your family and/or friend.

Blood Tests

are required when taking *warfarin*. This blood test, called the INR, helps us safely monitor your response to *warfarin* therapy and determine the best dose for you. This test can be done at a laboratory that is convenient for you. Your nurse will provide the documentation needed for this. In the beginning, blood tests will be done at least once or twice a week. Then tests are done weekly, then every two weeks, and eventually once a month. AMS requires monthly INR testing. We have a detailed follow-up process to remind patients if they miss a scheduled blood test. This is designed with your safety in mind. It is important to respond to our letter(s) to avoid being dismissed from our service.

Emergency Identification

will allow others to know important information about your anticoagulation medicine. We will provide you with an Anticoagulation ID Card. Keep this card with you for as long as you take *warfarin*. If you will be taking *warfarin* for more than six months, please consider obtaining a MedicAlert bracelet or necklace.

Patient Communication

is essential. You will receive a phone call from your nurse and a results letter from AMS in the mail following your first two INR tests. After this, AMS will mail a letter to you following every INR we receive. Expect to receive this letter within four days of your test. If you do not receive this letter, please call us! We need to know that you did not receive it and explore why. Most importantly, we need to provide you with your current *warfarin* dose information. Please be assured that a nurse will contact you by phone if your INR result requires faster action.

The information in your results letter includes:

1. Your INR result
2. Up-to-date information on your *warfarin* dose. Continue to take *warfarin* according to the schedule on the letter until you receive a new letter or phone call from us.
3. Date of next INR
4. A reminder of your current pill size (Please notify AMS if your pill size changes.)

Call and Report if . . .

- You need to reschedule your test date or change your lab location
- Your letter from AMS did not arrive within four days of a blood test
- A physician orders the INR on a day other than scheduled by us
- There are any changes in your medications, including nonprescription drugs
- There are major changes in your diet
- You have extended travel or holiday plans
- Your address, phone or emergency contact information changes
- Your physician or dentist instructed you to stop *warfarin* prior to a procedure
- Any bleeding symptoms develop
- Any clotting symptoms develop

Your primary nurse is:

Contact this nurse at:

Office Hours:

Monday–Friday, 8:00am–4:30pm
Closed weekends and holidays

Please call your doctor if an emergent question arises during non-business hours.

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Anticoagulation Management Services

at Massachusetts General Hospital



MASSACHUSETTS
GENERAL HOSPITAL