

## Appendix A-7c: Patient Welcome Letter

### Atrial Fibrillation Medication Management Patient Agreement

#### Welcome to the [Insert Health System] Atrial Fibrillation Medication Management Clinic

##### What will the pharmacists managing your rate control medications do?

- The clinic will provide information about risks and benefits of rate control medications, including the risks and benefits of no medicine as an option
- The clinic will provide you with a blood pressure cuff
- The clinic will provide information about how to take a proper reading of your blood pressure, heart rate, and heart rhythm
- The clinic will contact you via telephone (or by an alternative method if applicable) for follow-up of rate control medicines
- The clinic will answer your phone call or patient portal messages, Monday through Friday from 9:00 AM to 4:30 PM
- The clinic will write your rate control medication prescription(s)
- The clinic will call you on a regular basis to assess adherence to your medication regimen and ensure you are not having trouble getting it from your pharmacy, ask about any signs or symptoms of atrial fibrillation, ask about other side effects of your rate control medications, and may ask you to take additional blood pressure or heart rate readings when needed
- The clinic may leave a voicemail containing readings and recommendations on the phone number that you have indicated is your preferred contact line

##### What will the pharmacists managing your rhythm control medications do?

- The clinic will provide information about the risks and benefits of rhythm control medications, including the risks and benefits of no medicine as an option
- The clinic will contact you via telephone (or by an alternative method if applicable) for follow-up of rhythm control medicines
- The clinic will answer your phone call or patient portal messages, Monday through Friday from 9:00 AM to 4:30 PM
- The clinic will track and order necessary labs as needed
- The clinic will screen electrocardiogram for possible heart-wave prolongation and any possible adverse drug events or drug-to-drug interactions

##### What will I do?

- You will take your medicines as instructed by the pharmacist at the clinic
- You will take blood pressure and heart rate readings and report any symptoms related to your atrial fibrillation or side effects potentially related to your medications used to control your heart rate
- You will have a working phone number or active patient portal account so that the clinic can reach you

##### When will I call the Atrial Fibrillation Medication Management Clinic?

You will call the Atrial Fibrillation Medication Management Clinic at [Insert phone number] if you

- Have any signs of shortness of breath, dizziness, racing heart, or other symptoms you believe could be associated with any of your medications used to control your heart rate
- Are hospitalized for a reason related to atrial fibrillation
- Are told by another doctor or nurse to change or stop your rate control medications for any reason
- Miss a dose or take the wrong dose of your rate control medication(s)
- Need a new prescription for your rate control medication(s)
- Change your phone number or email for patient portal communication

**What will happen if I do not follow up with the Atrial Fibrillation Medication Management Clinic?**

- The clinic will continue to try to reach you up to 4 times via phone or patient portal message for follow-up and management
- After the fourth time, the clinic will reach out to your referring physician for assistance in contacting you
- If we are still unable to obtain readings or contact you, the clinic will send a letter informing you that we will no longer be able to manage your rate control medicine if you do not respond within the time specified in the letter
- This policy is for your safety and will help us figure out a different arrangement that may better fit your needs

**If you do not understand or cannot follow the responsibilities outlined above, please contact our service at [Insert phone number].**

**By continuing care in our clinic, you agree to these terms and consent to the Collaborative Drug Therapy Management Protocol.**