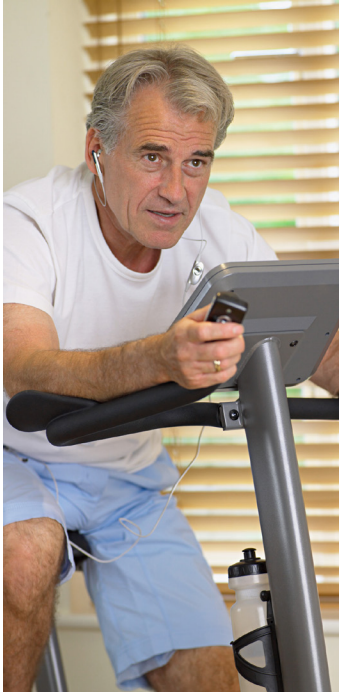


MY PATIENT EDUCATION



Congestive Heart Failure (CHF)



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WHAT IS HEART FAILURE?

Your heart pumps blood to all parts of the body. Heart failure does not mean that your heart has stopped working. Fluid can build up in your lungs and other areas of your body when your heart is not pumping normally. When your heart fails to pump blood at a rate required to meet the body's needs, you may have difficulty breathing, feel tired and experience swelling in your legs and feet.

WHAT CAUSES HEART FAILURE?

Heart failure is usually caused by other problems that make the heart function inadequately, both detectable and non-detectable. These problems can include:

- Coronary artery disease
- High blood pressure
- Abnormal heart valves
- Heart muscle disorder (cardiomyopathy)
- Severe lung disease
- Low red blood cell count
- Abnormal heart rhythm
- COPD
- Obesity
- Sleep apnea
- Kidney failure

SYMPTOMS

- Weight gain of 2 pounds in 24 hours or 3 to 5 pounds in a week
- New shortness of breath (trouble breathing)
- Waking up with a cough or constant cough
- Being more tired or weak
- Swollen legs or feet
- Stomach fullness
- Nausea or vomiting

ECHOCARDIOGRAPHY TEST AND EJECTION FRACTION

Echocardiography (EK-o-kar-de-OG-ra-fee), or echo, is a painless test that uses sound waves to create pictures of your heart and is commonly ordered to determine a diagnosis. The test gives your doctor information about the size and shape of your heart and how well your heart's chambers and valves are working. It can show areas of the heart muscle that aren't pumping normally. It may also show possible blood clots inside the heart or fluid in the sac around the heart (pericardium). An echo can also measure your ejection fraction which is the amount of blood that is pumped out of the heart chamber with each beat. The ejection fraction is reported as a percentage. A normal ejection fraction is 50-70%. The ejection fraction determines your type of heart failure. Ask your doctor what your ejection fraction is and if it is improving with heart failure treatment.



MANAGING MY CONGESTIVE HEART FAILURE (CHF) AT HOME

<p style="text-align: center;">Green Zone – I am having a GOOD day!</p> <ul style="list-style-type: none">• Breathe easily and have energy• No swelling in your ankles or legs• No weight gain• No decrease in your ability to maintain a normal activity level	<p style="text-align: center;">Actions to continue:</p> <ul style="list-style-type: none">• Your symptoms are under control• Continue your usual activities• Take your medicine every day• Weigh yourself every day in the morning after emptying your bladder and keep a record of these daily weights• Follow a low salt diet• Keep all physician appointments
<p style="text-align: center;">Yellow Zone – I am having a BAD day!</p> <ul style="list-style-type: none">• More short of breath than usual, especially when lying flat• Increased fatigue, weakness and more tired• Dry, nagging cough/night time coughing• Weight gain of 2 pounds in 24 hours OR 3 to 5 pounds in 1 week• Feet, ankles, legs or stomach swelling more than usual (shoes or pants may be tight)• Dizziness or lightheadedness when you rise• Nausea or lack of appetite• Irregular or rapid heartbeat	<p style="text-align: center;">Actions to take:</p> <ul style="list-style-type: none">• Your symptoms may indicate that you need an adjustment in your medications• DO NOT WAIT and hope your symptoms improve• Call your physician <p>Physician Number</p> <hr/>
<p style="text-align: center;">Red Zone – I am having a VERY BAD day!</p> <ul style="list-style-type: none">• Severe shortness of breath• Feel dizzy or faint• Feel scared about not being able to breathe• Sudden or severe chest pain or pressure• Frothy sputum	<p style="text-align: center;">Actions to take:</p> <ul style="list-style-type: none">• You need to be evaluated by a physician right away!• Call 911• Get to the nearest Emergency Room

WATCHING YOUR WEIGHT

One possible early sign of heart failure is excess fluid. The extra fluid causes you to gain weight. You can help by weighing yourself each day and looking for changes.

What do I need to do?

- Make sure you have a scale at home. If you do not have a scale, let your nurse or doctor know.
- Make sure you can read the numbers clearly on the scale.
- Write down your weight every day.
- Weigh yourself each morning at the same time
 - After urinating
 - Before eating or drinking
 - Same amount of clothing.
- Call your doctor if you gain 2 pounds in a day or 3–5 pounds in a week.



DAILY WEIGHT CHART

- Weigh yourself everyday at the same time – in the morning after you empty your bladder and before you eat breakfast is best.
- Make sure the dial is set to zero before you step on the scale.
- Record your weight below.
- Bring the log to all of your appointments.

Day	Month _____	Month _____	Month _____	Month _____
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
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21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				

If weight increases more than 2 pounds in a day or 3–5 pounds in a week, contact your nurse or your physician. If weight decreases more than 5 pounds within a week, contact your nurse or physician.

STAY ACTIVE TO BE HEALTHY

Your heart is a muscle and staying active can help your heart function efficiently. It is important for everyone to exercise on a regular basis. The heart is a muscle and must be exercised to stay healthy. Daily activity and exercise can help you in the following ways:

- Make you feel less tired
- Improve your mood
- Reduce stress
- Help you lose or maintain your weight
- Lower your blood pressure
- Raise your HDL “good” cholesterol
- Lowers risk of recurrent heart failure and hospitalization.

Do not do activities that require heavy lifting such as shoveling snow without checking with your doctor. If you are unable to walk, leg exercises using light weights or bands can be helpful to you. These types of exercises prevent you from losing muscle mass. Loss of muscle mass increases your risk of recurrent heart failure.

Check with your doctor if you feel like you want to exercise more than the guidelines allow. Wait at least one hour after eating before exercising.

WALKING TIPS

- Start Slow – 10 minutes at a time is a great way to get started.
- Make a Plan – Put walking on your calendar to make sure you have time to walk.
- Walk Fast – Fast enough that you cannot sing, but are able to talk.
- Find a Buddy – Walk with a partner to help you stick to your walking plan and connect with others.
- Walk Instead of Drive – Find a safe route to walk to work, school, the store or other places you would normally drive.
- Change Your Scenery – Walk in a park or trail you’ve never visited. Discover new places and have fun!

SEXUAL ACTIVITY

You should be able to have sex once your heart failure symptoms are under control. Ask your doctor if it is okay for you to resume sexual activity. It is best for you to have sex when rested. Avoid having sex right after eating a meal. If you feel uncomfortable or tired during sexual activity, stop and rest.

HOW TO FOLLOW A LOW SALT (SODIUM) DIET

LESS THAN 2,000 MG OF SODIUM/DAY TOTAL

Salt is sodium chloride. It retains water in our bodies. By decreasing salt in your diet, you can help prevent fluid overload and lighten the stress on your heart.

SODIUM CONTENT OF COMMON FOODS

Egg	1	65 mg
Chicken	4 ounces roasted (unsalted)	50–70 mg
Milk	1 cup	125 mg
Swiss cheese	1 ounce	80–130 mg
Colby cheese	1 ounce	170–220 mg
Bread	1 slice	150–225 mg
Cheddar cheese	1 ounce	180–300 mg
Cereal	1 serving	0–400+ mg
Salad dressing	2 Tablespoons	200–400 mg
Cottage cheese	1/2 cup	250–400 mg
Canned vegetables	1/2 cup	300–400 mg
American cheese	1 slice	300–400 mg
Frozen waffle	1	430 mg
Bacon	2 slices	250–450 mg
Spaghetti sauce	1/2 cup	550 mg
Hot dogs	1	400–600 mg
Chicken	4 ounces barbecue	600 mg
Pizza	1 slice	350–900 mg
Ham	3 ounces	1,300–1,500 mg
Subs	6"	800–1,900 mg
Canned soup	(per can)	2,000 mg
Country ham	3 ounces	2,500 mg

Note: amounts vary from brand to brand

SODIUM = SALT

It is important that you read food labels to find out the Sodium content of foods. It may also be helpful to know that the government ruled that some words used on labels must mean what they say:

KEY WORDS	MEANING
"Sodium free" (or "salt free")	Very little salt (less than 5 mg per serving)
"Very low sodium"	35 mg sodium or less per serving
"Low sodium"	140 mg sodium or less per serving
"Reduced sodium"	At least 25% reduction from the original
"Unsalted"/"Without added salt"	No salt added during process
"No salt added"	No salt added during process

HOW TO FOLLOW A LOW SALT (SODIUM) DIET

LESS THAN 2,000 MG OF SODIUM/DAY TOTAL

Salt is sodium chloride. Sodium retains water in our bodies. By decreasing salt in our diet, we can help to prevent fluid overload and lighten the work load for our hearts. You should eat no more than 2,000 milligrams (mg) of salt (sodium) each day. The following guidelines are designed to help limit sodium intake to 2,000 mg/per day.

Milk/Dairy: limited to 2 cups or the equivalent daily

(1 serving = 1.5 ounces natural cheese, 2 ounces processed cheese, 1 cup of milk or yogurt)

Foods included:

- Skim, low fat, chocolate, reconstituted evaporated milk
- Unsalted buttermilk
- Yogurt
- Unsalted or low sodium cheese
- Regular cottage cheese (limited to ½ cup daily)

Foods to avoid:

- Cultured buttermilk
- Commercial milk drinks
- All other cheeses
- Processed cheese (Cheese Whiz™, Velveeta™)

Meats and Meat Substitutes: 2-3 servings daily

(1 serving = 2.5-3 ounces cooked meat, 2 Tbsp peanut butter, 1 egg = 1 ounce of meat, ½ cup cooked beans)

Foods included:

- Meat, fish, poultry, liver, or eggs prepared without salt
- Dried beans or peas
- Unsalted nuts and textured vegetable protein
- Low sodium peanut butter

Foods to avoid:

- Meat, fish, poultry or eggs prepared with salt or sodium such as canned, cured, or smoked meats or fish, bacon, ham, luncheon meats, hotdogs, sausages, kosher meats, sardines, anchovies, herring, and shellfish
- Regular peanut butter
- Frozen convenience entrees or casseroles
- Fast food sandwiches unless prepared without salt or sauces



HOW TO FOLLOW A LOW SALT (SODIUM) DIET

LESS THAN 2,000 MG OF SODIUM/DAY TOTAL



Vegetables: 3-5 servings daily

(1 serving = $\frac{3}{4}$ cup vegetable juice, $\frac{1}{2}$ cup cooked or 1 cup raw vegetables)

Foods included:

- All fresh, frozen, and canned vegetables prepared without salt
- Low sodium tomato juice and other vegetables juices

Foods to avoid:

Canned vegetables or vegetables juices with salt added, sauerkraut, pickles, and other prepared in brine, instant potatoes or convenience prepared potato dishes

Fruits and Juices: 2-4 servings daily

(1 serving = $\frac{3}{4}$ cup juice, $\frac{1}{2}$ cup cooked or canned fruits, 1 medium fruit raw, $\frac{1}{4}$ cup dried fruit)

- No restrictions on types of fruits

Breads and Cereals: 6-11 servings daily

(1 serving = 1 slice of bread, 6 crackers, $\frac{1}{2}$ cup pasta, rice, hot cereals, 1 ounce ready to eat cereals)

Foods included:

- Regular, whole grain, or enriched sliced bread—limit to 3 slices daily; additional servings must be unsalted
- All cooked or dry unsalted cereals, and cooked, unsalted rice or pasta

Foods to avoid:

- Salted crackers
- Instant pasta
- Rice dishes with sauces
- Cheese breads, biscuits, croissants, pancakes, waffles

Fats: Use sparingly

Foods included:

- Unsalted butter, margarine, vegetable shortenings, and oils
- Mayonnaise
- Cream (sweet and sour)
- Unsalted salad dressings
- Vinegar and oil dressing

Foods to avoid:

- Bacon and bacon fat
- Salt pork
- Regular salad dressings
- Salted butter or margarine

HOW TO FOLLOW A LOW SALT (SODIUM) DIET

LESS THAN 2,000 MG OF SODIUM/DAY TOTAL

Soups:

Foods included:

- Unsalted broth or soups, low sodium commercial soups, homemade soups without salt

Foods to Avoid:

- Bouillon, broth, soups made with added salt, regular commercial soups

Desserts: Limit to one serving daily

Foods included:

- Ice cream, sherbet, fruit flavored ices, fruit whips, gelatin, custards, and puddings, made from milk allowance, cakes, cookies, pies

Foods to avoid:

- None

Sweets: Use sparingly

Foods included:

- Sugar, honey, syrup, jam, jelly, marmalade, hard candy, gumdrops

Foods to avoid:

None

Beverages: As desired

Foods included:

- All except those foods to avoid

Foods to avoid:

- Dutch processed cocoa or instant cocoa mixes
- Commercially softened water
- Alcohol should be limited to 1–2 servings, three times per week. A serving consists of 5 ounces of wine, 12 ounces of beer or 1 ounce of liquor.

Miscellaneous:

Foods included:

- Pepper, herbs, and spices without salt in name, Mrs. Dash™, lemon, flavorings, cocoa powder, vinegar, unsalted ketchup and mustard, fresh ground horseradish, Tabasco sauce, unsalted cream sauce made from milk allowance, unsalted meat base gravy

Foods to avoid:

- Salt added to food at the table, seasoned salts, monosodium glutamate, soy sauce, regular ketchup and mustard, steak sauce and other commercial sauces, olives, pickles, potato chips, and other salted snacks

Salt substitutes:

- Should be avoided because they contain potassium which can significantly change your potassium level, especially if you take potassium supplements. Abnormal potassium levels can cause dangerous irregular heart beats. Mrs. Dash™ is considered safe because it is an all herbal product and contains no potassium or sodium.



READING FOOD LABELS

Nutrition Facts	
Serving Size 1 cup (228g) ←	
Serving Per Container 2	
Amount Per Serving	
Calories 250	Calories from Fat 210
% Daily Value*	
Total Fat 12g	18%
Saturated Fat 3g	15%
Trans Fat 3g	
Cholesterol 30 mg	10%
Sodium 470 mg ←	
Total Carbohydrate 31 g	10%
Dietary Fiber 0 g	0%
Sugars 5 g	
Protein 5 g	
Vitamin A 4%	• Vitamin C 2%
Calcium 20%	• Iron 4%
*Percent Daily Values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs.	
	Calories 2,000 2,500
Total Fat	Less Than 65g 80g
Saturated Fat	Less Than 20g 25g
Cholesterol	Less Than 300 mg 300 mg
Sodium	Less Than 2,400 mg 2,400 mg
Total Carbohydrate	300 g 375 g
Dietary Fiber	25 g 30 g
Calories per gram	
Fat 9 • Carbohydrate 4 • Protein 4	

The first place to start when looking at the Nutrition Facts label is the serving size and the number of servings in the package.

Ask yourself, “How many servings am I consuming?”

Avoid foods that are high in sodium. Look for foods with 140 mg or less per serving.

A WORD ABOUT FAT, SATURATED FAT, TRANS FAT, AND CHOLESTEROL

Consume less than 10 percent of calories from saturated fats (less than 20-25 grams/day) and less than 300 mg/day of cholesterol, and keep trans fatty acid consumption as low as possible. Keep total fat intake between 20 to 25 percent of calories, with most fat coming from sources of polyunsaturated and monounsaturated fatty acids, such as fish, nuts, and vegetable oils.

TIPS FOR SHOPPING OR EATING OUT

- If it is fast and easy, it is likely to be salty and greasy.
- Cooking the old fashioned way, without salt, is the best way to control your salt intake.
- Always check serving sizes on a label when reading nutritional labels.
- If a company produces a low fat item, often salt and sugar are higher!
- Most buffets contain many high sodium items. Chinese, pizza, and Mexican foods are high in sodium.
- When ordering off the menu, instruct the waitress to write on the order, "No Added Salt."
- Think about whether the item you are ordering is made in bulk. Foods already made in large batches will have considerable amounts of sodium added.
- Fruits have little to no sodium.

Remember: Much more salt is "hidden" in prepared and processed foods than most people realize.



FLUID INTAKE, ALCOHOL AND CAFFEINE

- Drink no more than 8 cups per day (64 ounces). Your doctor may have you drink less depending on your condition.
- Limit alcohol to 1–2 servings, three times per week. A serving consists of 5 ounces of wine, 12 ounces of beer or 1 ounce of liquor.
- Limit caffeine to one beverage per day.

TIPS FOR A DRY MOUTH

- Sip cool beverages and snack on ice cold fruit and vegetables
- Suck on a frozen lemon or lime, try eating frozen grapes
- Suck on hard candy or chew gum
- Rinse mouth or use mouth wash
- Avoid salty, very spicy or very sweet foods

MEDICATIONS

Medicines make it easier for your heart to pump and remove fluid. It is important for you to take your medicines as ordered. Do not just stop taking a medicine without informing the doctor. Call your doctor if you have any side effects from the medicines. If you have problems paying for your medicines, call your doctor. A cheaper medicine may be available. Here are some of the types of medicines often used for heart failure.

Medicine	Drug Names	How They Work
Diuretics	Lasix (furosemide) Bumex (bumetanide) Hydrochlorothiazide (Microzide) Torsemide (Demadex) Spinelactone (Aldactone)	Help the kidneys remove fluid and salt. Reduce fluid in the lungs, feet, ankles or belly.
Potassium	Potassium chloride (Klor-Con, Micro-K)	Potassium is needed for muscles to work properly. It is often reduced with fluid pills and a supplement is needed.
Ace Inhibitors	Captopril (Capoten) Enalapril (Vasotec, Epaned) Lisinopril (Zestril, Prinivil) Quinapril (Accupril) Ramipril (Altace)	Relax blood vessels and lower blood pressure. This makes it easier for your heart to pump.
Beta-Blockers	Carvedilol (Coreg) Metoprolol (Lopressor, Toprol XL) Bisoprolol (Zebeta)	Make blood vessels larger and slow the pulse. This makes it easier for your heart to pump. These medicines are started at low doses and increased slowly as your body adjusts.
Angiotensin Blockers	Losartan (Cozaar) Valsartan (Diovan) Irbesartan (Avapro) Candesartan (Atacand) Olmesartan (Benicar) Telmisartan (Micardis)	Relax blood vessels and lower blood pressure.
Aldosterone Antagonists	Spironolactone (Aldactone)	Reduces retention of salt and water in the body. Helps to lessen fluid in the lungs, feet, ankles or belly.
Digitalis	Digoxin (Lanoxin)	Slows the pulse and makes the heart pump stronger
Angiotensin II Receptor Blocker Neoprilysin Inhibitor	Sacubitril/Valsartan (Entresto)	Used to treat heart failure

MEDICATION SAFETY TIPS

- Do not stop taking a medication without calling your doctor.
- If you can't pay for medications, let your physician or nurse know.
- Carry a list of medications in your wallet at all times.
- Know the name of each pill and what it looks like. Check with your pharmacy if your pill's name or color/shape looks different.
- Develop a routine for taking your medicines. Use weekly pill boxes to help prevent missing doses.





TOBACCO

Smoking makes it harder for your heart to do its job. Tobacco smoke contains nicotine which raises your heart rate and blood pressure. It also lowers the amount of oxygen going to your heart and body. Quitting smoking will make your heart failure symptoms better. Many people try to quit several times before they are successful.

After ten to fifteen years, an ex-smoker's risk of lung cancer approaches that of a person who never smoked.

TIPS FOR QUITTING

- Set a quit date.
- Get support from friends and family.
- Talk to your doctor about medications that can help you deal with nicotine withdrawal. These come in many forms such as gum, patches, inhalers and pills.
- Contact the Washington County Health Department, Cigarette Restitution Fund Program at 240-313-3314 for assistance locally.
- You can also find free information, advice and support at BeTobaccoFree.Gov or 1-800-Quit Now (1-800-784-8669).

A middle-aged man and woman are smiling warmly at the camera. They are holding a large, bright red heart that serves as a background for the text. The man is on the left, wearing a grey button-down shirt and blue jeans. The woman is on the right, wearing a red top and a blue denim jacket. The background is plain white.

PLANNING FOR THE FUTURE: ADVANCED DIRECTIVES

An Advanced Directive is a legal document to guide your family and doctor about your care wishes if you are gravely ill and unable to speak for yourself. Everyone has the right to make personal decisions about their health care and an advanced directive allows you to make known your wishes, while you're able to. That's why a growing number of people are taking an active role in planning for their care before they become seriously ill.

A first step is to talk with your family, friends, and your doctor about what you would want for future health care needs. Next, complete an Advanced Directives form to make known your health care decisions. Once you have completed the forms, make copies to keep in your home and give to your family members. Make sure that your family or closest friends can locate or provide these forms if you are too ill to speak for yourself.

MANAGING MY CONGESTIVE HEART FAILURE (CHF) AT HOME

<p style="text-align: center;">Green Zone – I am having a GOOD day!</p> <ul style="list-style-type: none">• Breathe easily and have energy• No swelling in your ankles or legs• No weight gain• No decrease in your ability to maintain a normal activity level	<p style="text-align: center;">Actions to continue:</p> <ul style="list-style-type: none">• Your symptoms are under control• Continue your usual activities• Take your medicine every day• Weigh yourself every day in the morning after emptying your bladder and keep a record of these daily weights• Follow a low salt diet• Keep all physician appointments
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<p style="text-align: center;">Red Zone – I am having a VERY BAD day!</p> <ul style="list-style-type: none">• Severe shortness of breath• Feel dizzy or faint• Feel scared about not being able to breathe• Sudden or severe chest pain or pressure• Frothy sputum	<p style="text-align: center;">Actions to take:</p> <ul style="list-style-type: none">• You need to be evaluated by a physician right away!• Call 911• Get to the nearest Emergency Room
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My heart medications (including fluid pills):

Name	Dose	When I take it	Special Instructions

If your symptoms are worse (Yellow Zone) you need to call your doctor. Tell the office staff you have CHF and your action plan says you need to call and make an appointment as soon as possible. Tell them **ALL** your symptoms and include this additional information:

Date of last CHF exacerbation (flare up) or fluid overload: _____

Date of last hospitalization for CHF or fluid overload: _____

You may call the Meritus Cardiac Care Specialist Monday through Friday at 301-790-8944 with questions or concerns about your heart failure.

Ask your doctor if you may be a candidate for the cardiac rehab program at Meritus Medical Center. Cardiac rehab is a monitored exercise program recommended for some individuals who have been diagnosed with heart failure. The cardiac rehab staff can be reached at 301-790-8940.

Meritus Medical Center offers a **FREE** telephone management program for individuals with heart failure. Participants will receive a weekly computerized call at an agreed upon day and time. The call will ask a series of questions about heart failure symptoms as well as weight. The responses are viewed by our cardiac care specialist and if the responses are out of the ordinary the participant will receive a phone call from the nurse. Participants are also free to contact the nurse Monday through Friday with questions. To enroll in this program call 301-790-8944.

RESOURCES

Tobacco Free for Life Program

Washington County Health Department
240-313-3310

Living Well, Living Well with High Blood Pressure, Living Well with Diabetes

Self-Management Workshops
1-800-803-1518
Meritushealth.com
(search “living well classes”)

Meritus Medication Assistance Center

11110 Medical Campus Road, Suite 203
Hagerstown, MD 21742
301-393-3441

Commission on Aging/Senior Center

Senior activities, benefits checkup,
economic security checkup
535 East Franklin Street
Hagerstown, MD 21740
301-790-0275
wccoaging.org

Nutrition Counseling

Meritus Diabetes Education
11110 Medical Campus Road
Suite 108
Hagerstown, MD 21742
301-714-4045

Capital Women’s Care
(accepts Medicare)

1165 Imperial Drive, Suite 300
Hagerstown, MD 21740
301-665-9098

Meritus Home Health Care

Visits at your home by a nurse to provide education and check on your heart failure symptoms. For more information, call 301-766-7800.

Telephone Management Program

Free weekly phone call to ask you questions about how you are feeling and symptoms of heart failure. For more information, call 301-790-8944.

Cardiac Rehab

Exercise and education program for cardiac patients often covered by Medicare and other private insurance companies. For more information, call 301-790-8940.

Learn more about dietary options and menu planning at the following websites:
cdc.gov/salt
myplate.gov
nih.gov
heart.org

DISCRIMINATION IS AGAINST THE LAW

Meritus Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Meritus Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Meritus Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Director of Patient Advocacy.

If you believe that Meritus Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Director of Patient Advocacy, Meritus Medical Center, 11116 Medical Campus Road, Hagerstown, MD 21742, 301-790-8105, Advocates@meritushealth.com. You can file a grievance in person or by mail, telephone, or email. If you need help filing a grievance, Meritus Health's Patient Advocate's Office is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Meritus Health cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Meritus Health no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

Meritus Health:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lenguaje de señas capacitados.
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
 - Intérpretes capacitados.
 - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Director of Patient Advocacy.

Si considera que Meritus Health no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Director of Patient Advocacy, Meritus Medical Center, 11116 Medical Campus Road, Hagerstown, MD 21742, 301-790-8150, Advocates@meritushealth.com. Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Director of Patient Advocacy está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C., 20201 1-800-368-1019, 800-537-7697 (TDD)

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

Discrimination is Against the Law

Meritus Health 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。Meritus Health 不因種族、膚色、民族血統、年齡、殘障或性別而排斥任何人或以不同的方式對待他們。

Meritus Health :

- 向殘障人士免費提供各種援助和服務，以幫助他們與我們進行有效溝通，如：
 - 合格的手語翻譯員
 - 以其他格式提供的書面資訊（大號字體、音訊、無障礙電子格式、其他格式）
- 向母語非英語的人員免費提供各種語言服務，如：
 - 合格的翻譯員
 - 以其他語言書寫的資訊

如果您需要此類服務，請聯絡

Director of Patient Advocacy

如果您認為 Meritus Health 未能提供此類服務或者因種族、膚色、民族血統、年齡、殘障或性別而透過其他方式歧視您，您可以向 Director of Patient Advocacy 提交投訴，郵寄地址為 Meritus Medical Center,

11116 Medical Campus Road, Hagerstown, MD 21742 ,

電話號碼為 301-790-8150 ,

電子信箱為 Advocates@meritushealth.com。您可以親自提交投訴，或者以郵寄、傳真或電郵的方式提交投訴。如果您在提交投訴方面需要幫助，Director of Patient Advocacy 可以幫助您。

您還可以向 U.S. Department of Health and Human Services (美國衛生及公共服務部) 的 Office for Civil Rights (民權辦公室) 提交民權投訴，透過 Office for Civil Rights Complaint Portal 以電子方式投訴：

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>，或者透過郵寄或電話的方式投訴：

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD) (聾人用電信設備)

登入 <http://www.hhs.gov/ocr/office/file/index.html> 可獲得投訴表格。

English

If you speak [insert language], language assistance services, free of charge, are available to you.

繁體中文 (Chinese)	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。	URDU ”متوجہ ہوں: اگر آپ کی زبان [اردو] ہے تو آپ کے لیے زبان میں معاونت کی خدمات مفت دستیاب ہیں۔“
Français (French)	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.	한국어 (KOREAN) “알려드립니다: 귀하가 사용하는 언어가 [한국어]인 경우, 언어지원 서비스를 무료로 이용하실 수 있습니다.”
Deutsch (German)	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.	AMHARIC ማስገንዘብ:- [አማርኛ] የሚናገሩ ከሆኑ፣ ነጻ የጽንዖት ድጋፍ አገልግሎቱ ይሰጣል።
Kreyòl Ayisyen (Haitian Creole)	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.	Arabic تنبیه: إذا كنت تتحدث [اللغة العربية]، فإن خدمات المساعدة اللغوية متاحة لك مجانًا.
Italiano (Italian)	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.	বাংলা (BENGALI) “মলে রাখবেন: আপনি যদি [বাংলাতে] কথা বলেন, আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাগুলি উপলব্ধ রয়েছে।”
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.	Farsi توجه: اگر به زبان [فارسی] صحبت می‌کنید، خدمات کمک زبان به صورت رایگان برای شما در دسترس هستند.
Español (Spanish)	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.	IGBO “NRUBAMA: O bụrụ na i na asụ [Igbo], oru enyemaka asusu, n’efu, dịjiri gi.”
Tagalog (Tagalog)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.	PENNSYLVANIA DUTCH “BASS UFF: Wann du [Pennsylvania Deitsch] schwetzschzt, kanschdt du Hilf in dei eegni Schprooch griege as dich nix koschte zellt.”
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.	
Türkçe (Turkish)	DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz.	



Meritus
Health

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MeritusHealth.com/cardiac