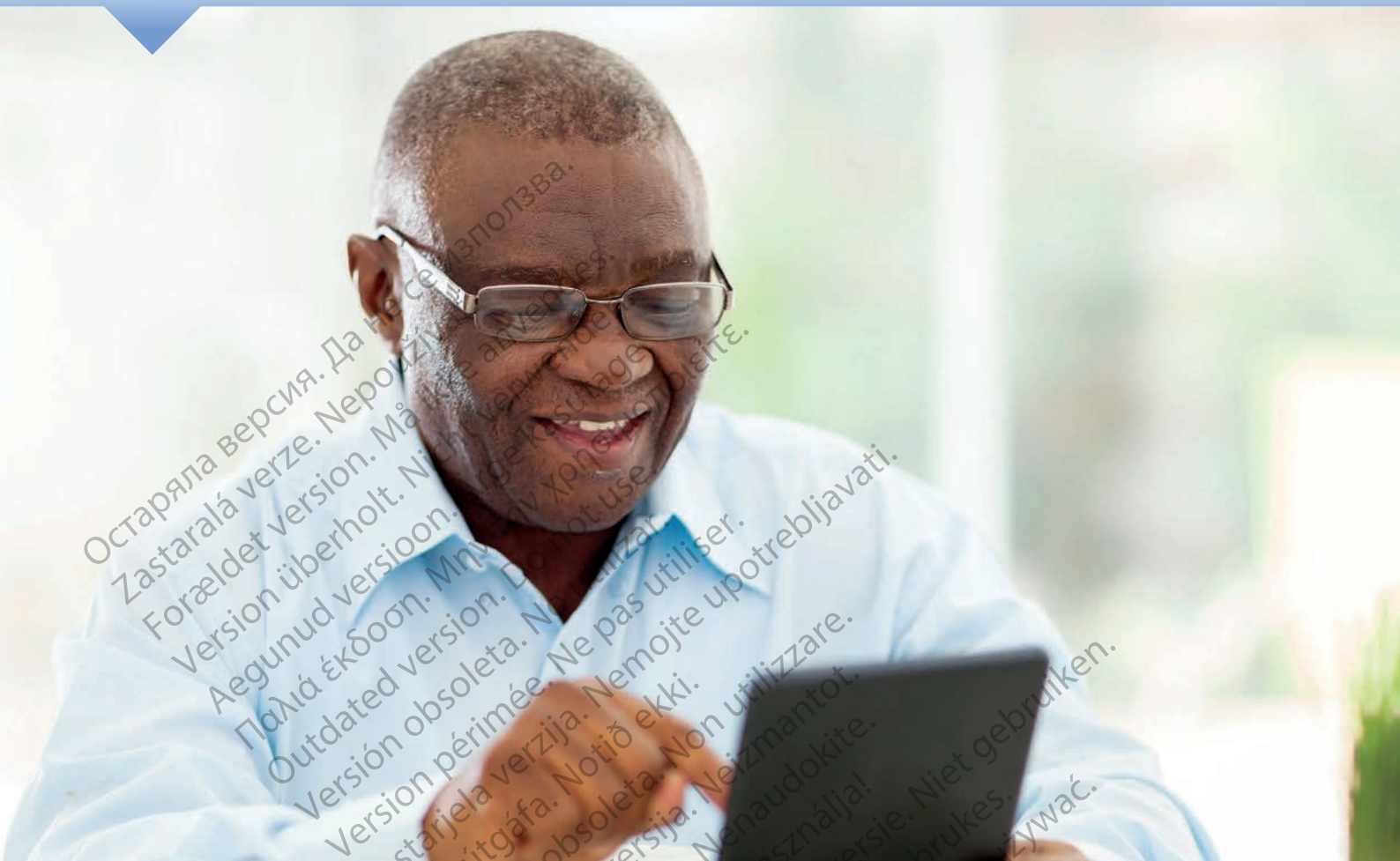




Welcome to the Patient Support Program for Heart Failure



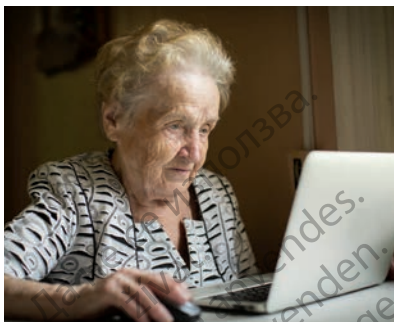
The Patient Support Program for Heart Failure has been carefully designed to give you information about, and support regarding, your heart failure.

The aim of the program is to help you manage your symptoms and enjoy the best possible quality of life.

Of course, throughout this time you will continue to see doctors and nurses and use medical services in the usual way. The program is an addition to your usual medical care, it does not replace anything. You can choose to leave the program at any point. Doing so will not in any way change your entitlement to care as usual from your healthcare team.

The program will offer you support through:

EMAILS



Emails that contain information, suggestions and helpful resources.



TELEPHONE SUPPORT



Regular, scheduled telephone support from nurses.



TEXT MESSAGES



SMS (text) messages to give you handy hints and keep you motivated.



You may decide to share, and discuss, some or all of the program materials with members of your healthcare team, people who care for you and/or members of your family. We know that it is helpful when both patients and their families are involved in communication and decision-making about their self-care^{1a}.

So, we think you have made a good choice in joining this program. Please read on to find out more about it.



What to expect from the Patient Support Program for Heart Failure

6 Months

Phone support



Email support



Text messages



Note: Frequency of calls, emails and text messages vary by patient.



The benefits of the Patient Support Program for Heart Failure

The main aim of this program is to help you manage your symptoms and enjoy the best possible quality of life.

Some people find it a challenge to manage their condition, for example some people do not take their medicines in the way their doctor asks them to³. There can be many reasons for this, including anxiety and depression⁴—but of course, managing your condition successfully is the key to better health.



We do know that people with heart failure who decide to work with programs like this one, often experience better health outcomes^{2a}.

That's why this program focuses on offering you information, suggestions, practical hints and tips, as well as useful resources that can help you to manage your heart failure in the best way possible.

This program will help you and those who care for you to understand your heart failure and deal with problems that you may experience. The program will support you in enjoying the best possible quality of life!

If you happen to have an urgent medical concern, please call your doctor, go to your local emergency room, or call your local Emergency Contact number. Remember, your doctor is your primary source for information on your condition and treatment. Be sure to speak with them if you have any questions or concerns.

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