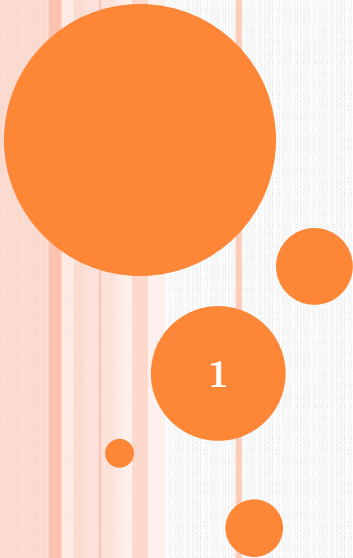




# ANTICOAGULATION MANAGEMENT SERVICE

## PATIENT AND FAMILY EDUCATION



1

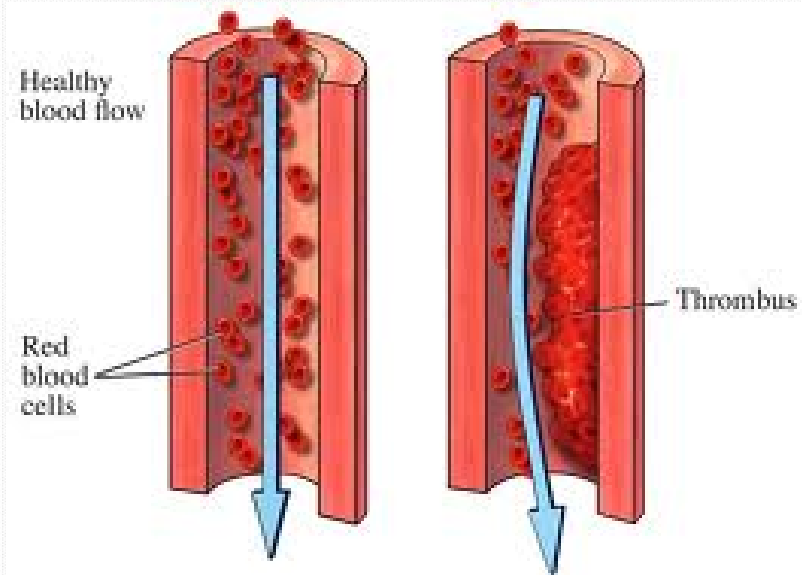


MASSACHUSETTS  
GENERAL HOSPITAL

# WHY DO YOU NEED WARFARIN (COUMADIN®)?

- “blood thinner”
- To prevent or treat blood clots

This is how a blood clot might look inside a blood vessel

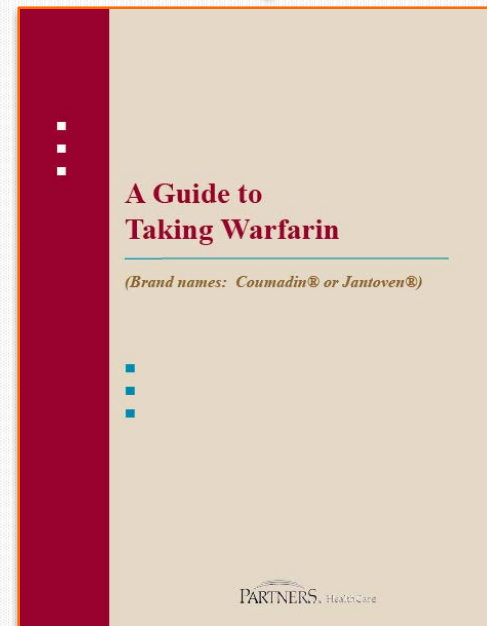


Thrombus = Blood Clot

# TOPICS WE WILL REVIEW

- Reason
- Warfarin Safety
- Blood Tests
- INR Range
- Side Effects
- Refills

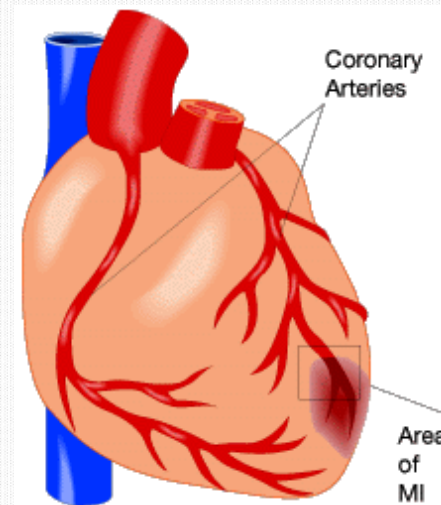
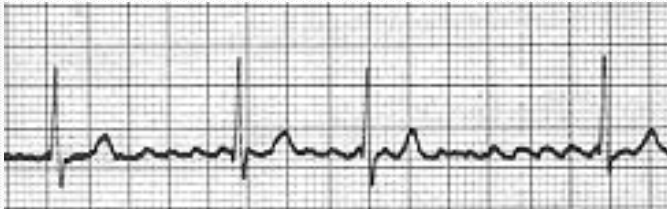
Information we discuss can be found in this Guide for review at home



# HERE ARE COMMON REASONS WHY PEOPLE TAKE WARFARIN:

## Heart Problems

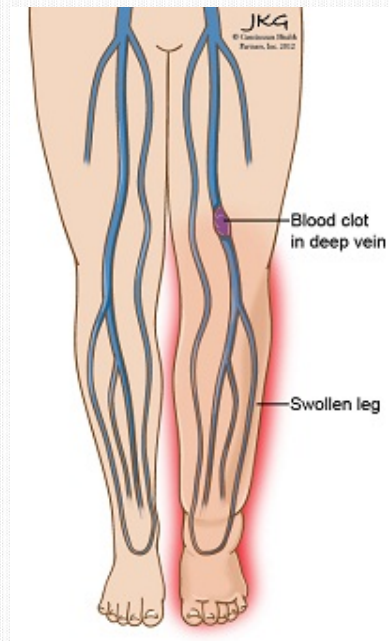
- Afib (atrial fibrillation)
- Artificial heart valves
- Heart attack



# HERE ARE COMMON REASONS WHY PEOPLE TAKE WARFARIN:

## Blood Clots

- Legs
- Lungs
- Arms

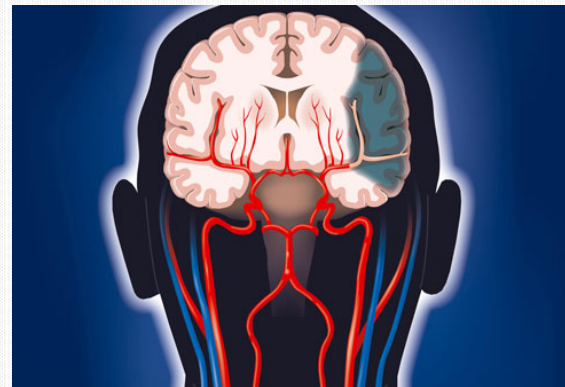


The location of the clot gives clues to symptoms.

# HERE ARE COMMON REASONS WHY PEOPLE TAKE WARFARIN:

## Stroke

- Stroke
- TIAs (transient ischemic attack)
- Mini-strokes



The location of the clot gives clues to symptoms.  
See details in Guide & Handout

**A** → Anticoagulation

**M** → Management

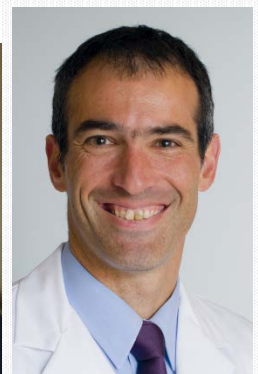
**S** → Service

- Every patient has a primary nurse – your **AMS nurse** is your ‘**warfarin manager**’

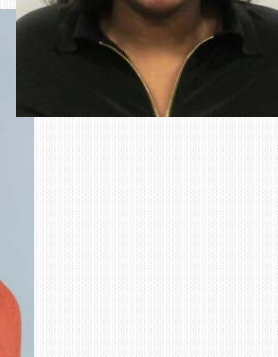
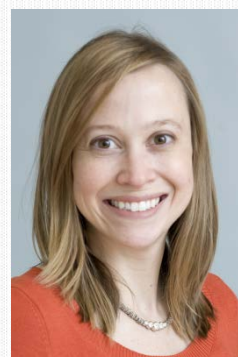
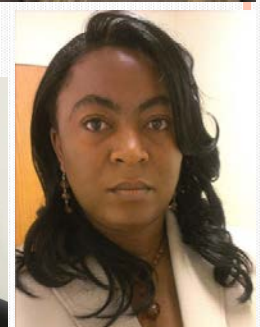
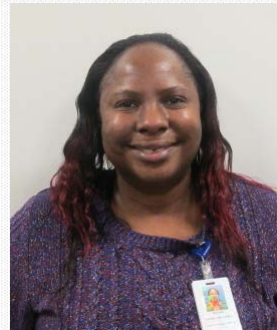
### **AMS Office Hours**

- Monday – Friday: AMS nurse phone lines answered 8 am – 4 pm
- Weekends & Holidays: An AMS nurse available for emergencies only





# The AMS Team





# THE INR IS THE NAME OF YOUR BLOOD TEST

- INR = International Normalized Ratio
- The goal is to stay in a specified INR range
- It is normal to vary



Your INR range is: \_\_\_\_\_ to \_\_\_\_\_

# BLOOD TESTS ARE IMPORTANT SO WE KNOW HOW YOUR WARFARIN IS WORKING

- Get your blood test done when asked
- If you get a phone message, email or letter about missing blood tests, **CALL** the number given



# REMINDER CALLS FOR MISSING BLOOD TESTS

- If you missed your blood test date, we will remind you
- Reminder phone calls are made when 2 days late around 6 pm
- This is what the call says:



English

Hi, this is a message for a member of your family. The Anticoagulation Management Service at the Massachusetts General Hospital has not received your INR. If you have not had your INR done, please do so by *\_reschedule date\_*.

If you have had your INR please call 617-726-3919 and leave your first and last name and medical record number or date of birth. Include the name of the lab and the date you went for your INR.

If you have any questions and wish to speak to someone in your native language, please call the interpreter services at 617-726-6966 and ask that an interpreter call our clinic.

Thank you.

# REMINDER PHONE CALLS IN OTHER LANGUAGES



Spanish



Arabic



Cambodian



Chinese-  
Cantonese



Chinese-  
Mandarin



Italian



Portuguese



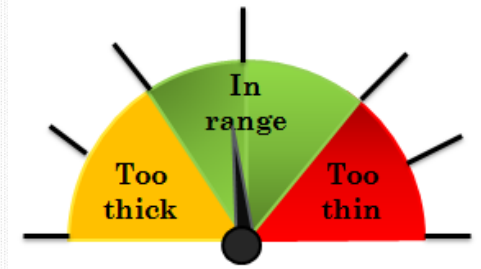
Russian

# HOW OFTEN DO YOU NEED BLOOD TESTS?

- When you first start, testing is often
- Later, it will be less
- There are many reasons you may be asked to have your blood tested more often
- We will provide a Standing Order for your INR blood test at MGH (valid at other Partners hospitals). This is preferred.
- If not possible to travel to a Partners hospital laboratory, we will provide an order for an different lab.



# BE AWARE OF FACTORS THAT MIGHT CHANGE YOUR INR



## Medications

- prescription
- over-the-counter
  - Tylenol
  - Aspirin
- minerals & herbals



## Being sick



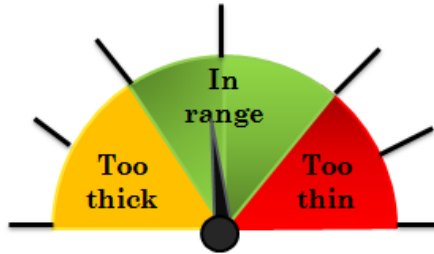
- Nausea, vomiting and/or diarrhea for more than 2 days
- Fever

# MORE FACTORS THAT MIGHT CHANGE YOUR INR

## Diet



**Consistency is best!**

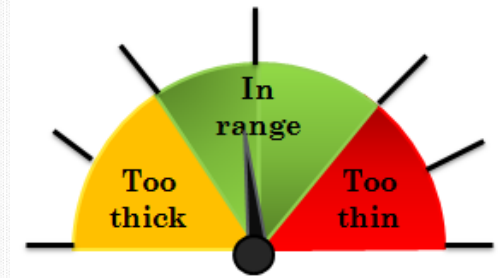


## Alcohol

1 drink = 12 oz. beer  
or 5 oz. wine  
or 1.5 oz. liquor



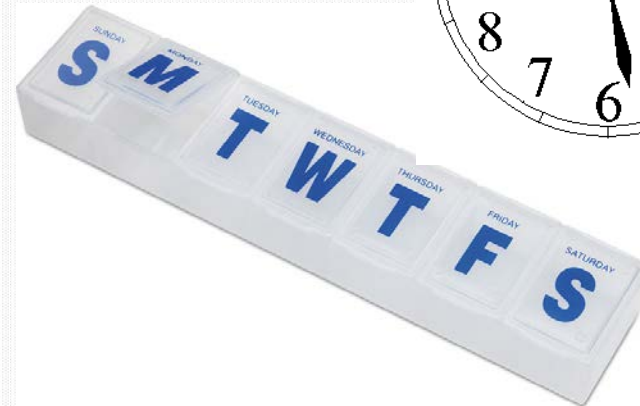
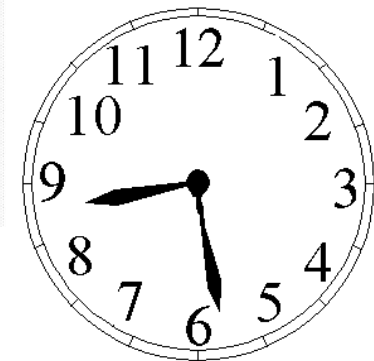
# WHAT IF YOU MISS A DOSE?



- Take your regular dose as soon as possible if you remember before midnight
- Never double your dose
- Call your AMS nurse about any missed doses

## Helpful Hints:

- Take at same time daily
- Use pill box



# HOW DO YOU KNOW HOW MUCH WARFARIN TO TAKE?

- We send you a letter or email after each INR
- Read the letter or email carefully for any changes
- If you do not receive the letter within 4 days or email 1 day after a blood test, call your **AMS nurse**
- If you need a dose change right away, we will call you

# DOSE INSTRUCTION LETTER

Requesting Location: AM-01  
Patient Name: [REDACTED]  
MRN: [REDACTED]  
Date of Birth: [REDACTED]  
Ordering Provider: Moulaison/Hughes  
87957  
Diagnosis: v58.61

3/24/2015

Dear [REDACTED]

INR result

Your test result on **03/16/2015** was **2.4** and your goal INR range is **2.0 - 3.0** (**2.5 Target**).  
Your result is **In Range**.

Pill  
Strength

Our records show you use **Warfarin 1 mg strength pills**. Here is your current warfarin (Coumadin®) dose instruction (take the number of pills per day as shown below):

Dose  
Instruction:  
Pills & mg rows

Warfarin	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Pills 1mg (Pink)	2	3	2	2	2	2	2
<b>Total mg</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>

Next INR  
Date

Your next test is scheduled for **Monday 03/23/2015**.

Please call **617-726-2768, press 1, then option 2** if:

- If you cannot test within **2** days of the above date
- If the laboratory listed at the bottom of this page is not correct
- If you need a new standing order for your laboratory
- If you change your mailing address or phone number
- If your physician, Lynn Oertel, no longer prescribes your Warfarin (Coumadin)

All other questions can be directed to your primary nurse **Lynn Oertel, RN at 617-726-6955**. Every effort will be made to answer your voice messages promptly.

Thank you for the opportunity to manage your anticoagulation.

Patient's Laboratory is: P MGH & Health Centers



# DOSE INSTRUCTION LETTER WITH SKIP OR BOOST MESSAGE

Requesting Location: AM-01  
Patient Name: [REDACTED]  
MRN: [REDACTED]  
Date of Birth: [REDACTED]  
Ordering Provider: Moulaison/Hughes  
87957  
D. Lois: v58.61

3/24/2015

Dear [REDACTED],

Your test result on **03/12/2015** was **4.3** and your goal INR range is **2.0 - 3.0 (2.5 Target)**.  
Your result is **High**.

Our records show you use **Warfarin 5 mg strength pills**. Here is your current warfarin (Coumadin®) dose instruction (take the number of pills per day as shown below):

One time instruction

Skip 1 day then:

Warfarin	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Pills 5mg (Peach)	1	1½	1	1	1½	1	1
<b>Total mg</b>	<b>5</b>	<b>7.5</b>	<b>5</b>	<b>5</b>	<b>7.5</b>	<b>5</b>	<b>5</b>

Your next test is scheduled for **Thursday 03/19/2015**.

Please call **617-726-2768, press 1, then option 2** if:

- If you cannot test within **2** days of the above date
- If the laboratory listed at the bottom of this page is not correct
- If you need a new standing order for your laboratory
- If you change your mailing address or phone number
- If your physician, Lynn Oertel, no longer prescribes your Warfarin (Coumadin)

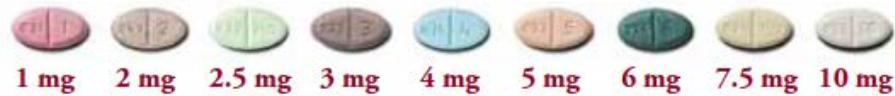
All other questions can be directed to your primary nurse **Lynn Oertel, RN at 617-726-6955**. Every effort will be made to answer your voice messages promptly.

Thank you for the opportunity to manage your anticoagulation.

Patient's Laboratory is:

# WHAT IS YOUR PILL COLOR AND MILLIGRAM (MG) STRENGTH?

*Sample of generic warfarin (Barr Pharmaceuticals, Inc.)*



*Sample of generic warfarin (Taro Pharmaceutical Industries)*



*Sample of Coumadin®*



*Sample of Jantoven®*



# DEMONSTRATE FILLING PILL BOX



Our records show you use **Warfarin \_mg strength pills**. Here is your current warfarin (Coumadin®) done instruction (take the number of pills per day as shown below):

<b>Warfarin</b>	<b>Sun</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>	<b>Sat</b>
Pills _mg (color)							
<b>Total mg</b>							

# HEALTHCARE PROVIDERS NEED TO KNOW YOUR EXACT DOSE

It's important for you to know:

- 1) How many pills to take each day
- 2) Color of your prescribed mg strength

Your doctor needs to know:

- 1) Mg per day
- 2) Pill strength you use

Share this information for:

- ✓ Requesting refills
- ✓ Hospitalizations
- ✓ Doctor visits and questions about your medication list

# HOW DO YOU GET REFILLS?

- Call the doctor who prescribes warfarin
- Your AMS nurse can help with a refill request during business hours

COUMADIN® (warfarin sodium)

1 mg	2 mg	2.5 mg	3 mg	4 mg	5 mg	6 mg	7.5 mg	10 mg
								

Know your pill color and mg strength!



- Get your refill when you have a 2 week pill supply remaining



# BLEEDING IS A POSSIBLE SIDE EFFECT

Minor



Requires medical attention



# WHEN TO CALL 911 ---DANGER SIGNS---



- Chest pain, discomfort in arms, back, neck, or jaw
- Trouble breathing
- Severe headache, confusion or numbness
- Sudden vision changes
- Stroke signs:



© 2013 American Stroke Association

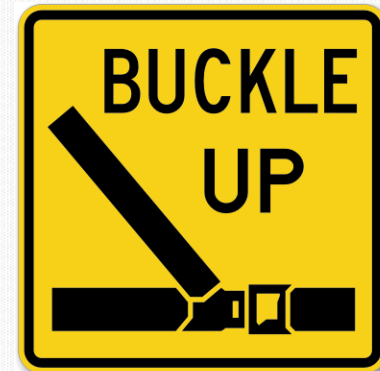
- Fall or injury to your head
- Throwing up blood (might be bright red or looks like coffee grounds)
- Bleeding you cannot stop

# SAFETY TIPS

## ○ Avoid injury

- Carry anticoagulant wallet card
- Wear proper safety gear

I AM TAKING AN ANTICOAGULANT	
Name:	_____
DOB:	_____
Emergency Contact:	_____
Phone:	_____
Care Provider:	_____
Phone:	_____
→ ANTICOAGULANT ALERT →	



# PREVENT FALLS



- Remove hazards
  - Clear clutter from stairs
  - Remove scatter rugs
- Use safety devices
  - Walkers, canes, stair rails
- Improve lighting
  - Night lights

# YOU MAY NEED TO STOP YOUR WARFARIN A FEW DAYS BEFORE CERTAIN PROCEDURES

- The doctor who prescribes your warfarin should be the one to provide instructions
- Call your **AMS nurse** about:
  - Colonoscopy
  - Dental surgery
  - Heart procedures
  - Steroid injection
  - Surgery



# TIPS FOR TRAVELING

- Tell your AMS nurse:
  - Dates you plan to be away
  - How we can contact you
- Carry medicines with you
- Do NOT place medicines in checked luggage

Call your AMS nurse if your telephone or address change



# PREGNANCY / BREASTFEEDING

- If pregnant, you should NOT take warfarin
- Use appropriate form of birth control
- Talk with your doctor to make plans for pregnancy or breastfeeding



# LET'S REVIEW:

- Why are you taking warfarin?
- What is your INR range?
- What is the strength and color of your warfarin pill?
- What are some factors that affect the INR?
- Who refills your prescription?
- What symptoms require medical attention?

*Call your AMS nurse with ANY questions about your warfarin safety*





## Anticoagulation Management Service

First Name:

Last Name:

MRN:

Primary Nurse:

Massachusetts General Hospital • POB – Suite 101 • 275 Cambridge Street • Boston, MA 02114

### AMS Patient Agreement

Anticoagulation therapy [commonly using warfarin (Coumadin®)] has certain risks due to the number of lifestyle and health related changes that influence the way your body uses these drugs. Safe management will help lower the risks of bleeding or clotting. This requires timely INR testing and follow-up by your warfarin (Coumadin®) manager. To remain with AMS you must be responsible to:

- maintain good communication with AMS. This includes having a working phone number

AMS wants you to be actively  
involved with your care



# THE PATIENT AND FAMILY EDUCATION PROGRAM

## REVISED BY:

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36

## ANTICOAGULATION MANAGEMENT SERVICE

Massachusetts General Hospital

Professional Office Building – Suite 101

275 Cambridge Street

Boston, MA 02114

617-726-2768

[mghams@partners.org](mailto:mghams@partners.org)

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