



# Michigan Heart Sleep Center

## **MICHIGAN HEART SLEEP CENTER**

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## **WHAT WE'RE HEARING AND HOW WE CAN IMPROVE YOUR PATIENT'S EXPERIENCE. (PHYSICIAN FAQ)**

### **"We have to make an appointment with a Sleep Specialist before a second study can be ordered"**

We are currently writing a policy which will not require ALL patients to see a Sleep Specialist prior to a sleep study. However, in an effort to maintain compliance with all AASM standards, a certain percentage of patients must have a sleep consultation. Typically, only patients with mild or border line results will be required to be seen by a Sleep Specialist.

### **"We seldom receive reports back in timely manner"**

Our policy is that scoring will be done in 1-2 business days and interpretation within 5-6 business days from the time the study is performed. We believe this to be extremely responsive with other sleep centers based on feedback we've received.

### **"It's very difficult for my patients to see the Sleep Specialist following their study"**

Not all patients will be required to see the Sleep Specialist unless they fall into a specific criterion. (i.e. negative result for sleep apnea but still excessive daytime sleepiness or failed CPAP therapy) However, for those that require consultation, Michigan Heart is closely affiliated with the Sleep Specialists currently directing our sleep center, thus patients are seen in timely manner.

### **"There is a lack of follow-up from the technicians and doctors"**

Michigan Heart prefers to use a durable medical equipment (DME) provider called Cardiosom, a company that is widely recognized for their outstanding patient follow-up care. Patients going through Cardiosom for CPAP equipment will have a very thorough follow-up regiment in order to ensure effectiveness and comfort with their CPAP device. This is modeled after our experience with our pacemaker clinic.

Follow-up care is as follows:

- Follow-up phone call 24-48 hours after their initial setup
- Visit to Michigan Heart's CPAP clinic at one month
- Visit to Michigan Heart's CPAP clinic at 6 months
- Final visit to CPAP clinic at one year
- Phone call one week following their compliance download
- Phone call at 3 months
- Phone call at nine months

Patients who do not elect to use Cardiosom may still visit Michigan Heart's CPAP Clinic at 1, 6, and 12 month intervals for follow-up and compliance downloads.

### **"My patients always complain about the sleeping conditions as well as the CPAP device"**

Our patient rooms are patterned after what you would find in a luxury hotel room. Patients have their own bathrooms as well as a flat screen TV. Juices and snacks are available to the patient while they stay with us. Also, we schedule sleep studies starting at 8:15pm in order to allow your patients ample time to relax, read or watch TV prior to going to sleep. It's our intention to create an atmosphere that is conducive to the patient's home and nightly routine.

Regarding equipment, we stock every mask that a DME provider would have in order to make sure your patient has a large selection to choose from.

We also have a full time nurse practitioner in our CPAP Clinic available to adjust pressure levels on the machine at any point during the patient's treatment.