



Video Transcript: UnitedHealthcare Heart Health Support Program

Every Day a Gift

I have heart failure.

Carol, Heart Failure Patient

I was a little dubious about talking to someone on the phone regarding my health. And at first I thought oh it's just a bother, right.

But she quickly earned my trust.

Sandra, RN

Case Manager

Heart Health Support Program

The program is the ability to have patients be involved with a nurse, one on one, making sure they understand why they take their medications, why it's so important to follow their physician treatment plan.

She has a smile in her voice. And she's very knowledgeable and that knowledge comes through.

We call them every month and ask them about their symptoms. Were able to send out a biometric device where the patients are able to weigh themselves every day.

I stand on the scale. There's a little monitor and then magically it talks to you.

They answer specific questions related to heart failure like are you having more shortness of breath? Are you having more swelling? Have you taken your medications? That information will come to us electronically.

In three days I gained six pounds.

That's really significant. That could be they're retaining fluids.

Well I did have some ham.

We discussed the whole diet and that was a help because I might have ignored it. I would just highly recommend it for people because I think it's very, very helpful. And I'm still here and kicking. It's just I don't kick quite as high anymore.