

Contacting Your Transplant Team

Contacting Your Heart Transplant Coordinators

There is a team of heart transplant coordinators available for any health care concerns or questions you may have. OneChart messages is an easy and convenient way to contact the coordinators for non-urgent needs. If you need to call the coordinators, below is how and when to contact them for both emergent and non-emergent needs.

Non-emergency calls:

- Are expected during regular hours Monday through Friday, 8 a.m. to 4 p.m.
- Reasons for these calls are: prescription refills, questions about scheduling appointments, medical concerns during office hours and test results
- Calls left before 4 p.m. will be returned that day. Any calls left after 4 p.m. will be returned the next business day

Emergency calls:

- There is always a transplant coordinator on call during non-business hours, weekends and holidays
- Coordinators on call are not in the office or hospital and are available for emergencies only. Be ready to give the patient's date of birth, medical history and other information the coordinator may need to assist you

Transplant coordinator contact numbers:

Office number: 402.559.8888

Emergency number: 402.253.5597

Examples of Emergency Calls	Examples of Non-emergency Calls
<ul style="list-style-type: none"> • New heart failure symptoms after hours: <ul style="list-style-type: none"> – Weight gain of three pounds overnight – Worsening shortness of breath – Increased swelling – Inability to do activities you normally can – Passing out • If you have a central line: <ul style="list-style-type: none"> – Temperature > 101.5 – Fever, chills, flu like symptoms – Redness, swelling or pain at site • If you go to a local hospital or emergency department 	<ul style="list-style-type: none"> • Prescription refills • Questions about scheduling or appointments • Ongoing heart failure symptoms during business hours • If you are hospitalized at Nebraska Medical Center and have questions about your care (please address these with the inpatient team) • Lab/test results

Scheduling and Appointments

For questions or concerns regarding upcoming appointments or to schedule appointments, please contact the scheduling team.

Scheduler's number: 402.559.8888