

## **Soundbite Transcript: Getting to the Heart of the Matter**

**Lori Foster, Clinical Supervisor, Anticoagulation Clinic, OSF HealthCare Cardiovascular Institute**

“The patients that we see in the clinic range anywhere from AFib (atrial fibrillation), which is an abnormal heart rhythm, we have patients who have clots, pulmonary embolism, deep vein thrombosis (DVTs), patients with mechanical heart valves. That category is usually patients who are prescribed the medication from the cardiologists.”

**Lori Foster, Clinical Supervisor, Anticoagulation Clinic, OSF HealthCare Cardiovascular Institute**

“We tried to get patients to test elsewhere or we have lab services that go out and see the patients. But patients were very afraid. We had about 75 patients who did not want to have their INRs (International Normalized Ratio) done at all. So we developed a way for patients to come to our clinic and have less exposure and very minimal contact between the patients and the staff, so that protects the patients and our staff as well.”

**Lori Foster, Clinical Supervisor, Anticoagulation Clinic, OSF HealthCare Cardiovascular Institute**

“It has gone very well. Patients are very happy. They like that they’re been safe and we are taking all the precautions when we go out and see the patients. Once they get their lab results the nurses call them so they do get the same nurses guidance they would if they came into the clinic. It’s just being done in the parking lot now.”

**William Johnson, Patient**

“It’s been wonderful for me. Everyone here is so nice to me. Coming here I get my Coumadin checked and it’s wonderful. In and out.”

“It’s much easier. I come, I make a phone call they come out and see me. It doesn’t get any better than that.”