

HEART FAILURE PROGRAM REGULATIONS CLÍNICA BÍBLICA HOSPITAL

1. General Provisions:

The HEART FAILURE PROGRAM (HFP) regulations belong to the COSTA RICAN MEDICAL SERVICES ASSOCIATION, forewith denominated ASEMECO (its acronym in Spanish), and owner of the registered trademark "Hospital Clínica Bíblica".

The Heart Failure Program (HFP) appears in response to a need of care for patients with a diagnosis of Heart Failure (HF) and with the crucial objective of optimum treatment for this group of patients, based on compliance with the international management guidelines for this disease.

Those who enter this program will do so in the understanding that they accept and submit to these conditions and limitations and to any modification that these regulations may undergo. ASEMECO reserves the right to modify or cancel, partially or entirely, according to what it considers necessary, the regulations, standards, privileges, benefits.

2. Cost:

The Heart Failure Program (HFP) will be offered free of charge both for the private as well as the public sector, as long as the participants comply with the criteria mentioned in point three.

3. Inclusion Criteria:

The HFP participants must comply with the following criteria:

- Patients with confirmed diagnosis of heart failure with a decrease of the systolic function with ejection fraction of the left ventricle equal to or less than 40%.
- Patient with self-care ability or who has a caregiver (it can be a relative or companion).
- Availability to receive education and follow-up from nursing and comply with the recommendations offered, both for the patient as well as the caregiver.

4. Services and benefits:

Every Heart Failure Program includes:

- a. Educational material for patients, relatives and/or caregivers related to the care of patients with HF:
 - i. Understanding HF.
 - ii. How HF is diagnosed.

- iii. Signs and Symptoms of HF.
 - iv. Diet for patients with HF.
 - v. Physical activity for patients with HF.
 - vi. Guide for measuring blood pressure at home.
- b. Educational classes related with the topics of the educational material taught by a nursing professional.
- c. Electronic sphygmomanometer and scale for patients who do not have one at home and the proper instructions from a nursing professional for their use and handling. Valid while supplies last.
- d. Review and update of the drug profile of each patient according to the last indication of the primary care physician.
- e. Delivery of a medication schedule for easy follow-up and compliance.
- f. Evacuation of questions for the patient, family and/or caregiver about secondary effects of medications, the importance of complying with them and a regular review of the compliance with the medication schedule through telephone or in-person contacts.
- g. Personalized follow-up for each patient via telephone, email and/or Skype, according to each patient's convenience.
- h. Regular and/or emerging report of the clinical condition of the patient to the primary care physician.
- i. Possibility of providing medical samples. This will depend on the availability of these.
- j. Education of emerging health topics that may come up during the nursing care process.
- k. Assistance in coordinating appointments and diagnostic studies at the Clínica Bíblica Hospital.
- l. Counseling by the cardiologist Program Director with regard to the optimization of the treatment for the primary physician.
- m. Reference to other specialties when the patient requires it.
- n. Registration of clinical information related with Heart Failure in a specific, confidential database with academic and scientific care purposes.

5. Exclusions:

The following services are excluded from the Heart Failure Program:

- a. Diagnostic tests (laboratories, cardiology tests, imaging diagnostics and nuclear medicine).
- b. Medical assessments with cardiology.
- c. Inter-consultations with other medical specialties.
- d. Home visits.
- e. All kinds of treatment and hospitalizations.

- f. Coordination of medical appointments outside the Clínica Bíblica Hospital.
- g. Benefits to third parties different from the patient, relative and/or caregiver registered with the HFP.

6. Responsibilities of the Attending Physician:

- a. Refer the patient complying with the admission requirements to the Heart Failure Program mentioned in the inclusion criteria.
- b. Attend to consultations or reports from the nursing professional in the shortest time possible seeking timely and quality assistance for the HFP patients.
- c. Take into consideration the medical recommendations issued for the optimization of the treatment and management of the patient with Heart Failure.

7. Responsibilities of the Nursing Staff

- a. Comply with the application of the initial assessment instruments (Kansas City Questionnaire for the assessment of the patient's life quality, Barthel Test, application of the online cardiovascular risk test. These tests will be applied every medical control appointment the patient has or through professional criterion as the need of a new application, or else the non-application of these, is observed in consultation with the nursing staff.
- b. Make calls and/or carry out follow-up controls of patients periodically according to how critical these may be.
- c. Assistance in the coordination of appointments or reminding patients of the regular medical control times according to the recommendation of the primary physician.

8. Responsibilities of the Patient:

- a. Communicate to the Nursing staff, in a timely manner, any change in their general condition which has been previously informed by the nursing staff.
- b. Open to telephone, email or Skype follow-up by the nursing staff according to the convenience of the patient himself.
- c. Provide real data of signs and symptoms of the patient, as well as the records of blood pressure, pulse, weight and symptomatology present.
- d. Comply with the recommendations issued related with the abidance to medical treatment and changes in life style, everything with the purpose of seeking the patient's welfare.
- e. Return of medical equipment provided (sphygmomanometer and scale) in case of deciding to leave the HFP or stop being a part of this HFP for any reason.

9. Final Provisions

The benefits stipulated in these regulations may not be transferred, ceded to, encumbered or disposed of in any way in favor of third parties. Everyone who acquires the HFP understands and knows the regulations in effect, so that upon claiming the program benefits, he/she has the obligation of knowing the conditions and the way of participating in it.

10. Derogation

These present regulations derogate any other previous regulations and the CLÍNICA BÍBLICA HOSPITAL will not be responsible for the changes this may imply for the users of the previous program.