

What You Need to Know

A Resource for Patient and Caregivers



Home and Hospice Services

(847) 475-3002

Important Contact Information

NORTHSHORE HOSPICE

(847) 475-3002

Staff is available 24 hours a day, 7 days a week

OFFICE HOURS

Monday through Friday, except holidays

8:30 a.m. to 5 p.m.

AFTER HOURS

NorthShore Hospice employs registered nurses to serve in an on-call capacity after business hours and on weekends. Please do not hesitate to call our main number at any time day or night with your questions or concerns. If the on-call nurse does not answer, your call will be transferred to an operator who will inform the on-call nurse. In the unlikely event you do not receive a reply within 15 minutes, please call the main number again and let the operator know this is your second call.

TELEPHONE FAILURE

In the unlikely event that there is a telephone failure, and our phone lines are down, we can be contacted by calling Evanston Hospital at **(847) 570-2000**. Identify yourself as a hospice patient and state you are having difficulty getting through. The operator will relay the information to the proper on-call nurse.

HOSPICE EMERGENCY PREPAREDNESS PLAN

Keep emergency numbers, your home address and your telephone number by all telephones. Please register bedbound patients with the local fire department, other proper authorities and utility companies.

EMERGENCY PHONE NUMBERS

Hospitals	Evanston Hospital	(847) 570-2000
	Glenbrook Hospital	(847) 657-5800
	Highland Park Hospital	(847) 432-8000
	Skokie Hospital	(847) 677-9600

Doctors	Hospice Attending	_____
	Primary	_____
	Specialist	_____

Funeral Home _____

Ambulance *(please call hospice nurse first)* 911

(If you call 911 without calling NorthShore Hospice, you may be responsible for the ambulance bill.)

Police or Fire Emergencies 911

Non-Emergency Number *(call this number to assist a patient after a fall)*

Chicago 311

Outside Chicago _____

Gas

City of Chicago: People’s Gas(866) 566-6001
Suburbs: Nicor Gas(888) 642-6748

Electric

ComEd(800) 334-7661

Other “Electricity Provider”_____

Red Cross(312) 440-2000
redcross.org

Weather Bureau(815) 834-0675

Poison Control(800) 222-1222

GLENBROOK HOSPITAL PHARMACY

The Glenbrook Hospital Pharmacy provides fast and accurate filling of prescriptions and home delivery services to hospice patients 24 hours a day. Your hospice nurse will communicate all new prescription orders and refill requests to the pharmacy. NorthShore Hospice will be responsible for the cost of medications related to pain and symptom management.

Please call the hospice team at **(847) 475-3002** if you have any medication needs or questions regarding your medications.

DURABLE MEDICAL EQUIPMENT PROVIDER

Your hospice nurse will arrange for all of your durable medical equipment needs. If you have an equipment need, please contact your hospice nurse at **(847) 475-3002**. You may contact the durable medical equipment provider for any questions/problems with your equipment. Our two primary providers are:

Home Medical Express (630) 530-9777

AdvaCare (888) 233-7677

LANGUAGE LINES

When English is not the preferred language for communicating health concerns, telephone interpreters are available.

Routine Language Line Calls (800) 874-9426
Account number 206280

Emergency Language Line Calls . . (800) 523-1786

Chicago Hearing Society
(*Sign language translation*) (773) 248-9121
ext. 6
After 4:30 p.m. (312) 939-8999

Chicago Area Interpreter Referral Services (CAIRS)
(*Available 24 hours a day*) (312) 895-4300

Personal Contacts

Family and Friends

Name _____

Name _____

Number _____

Number _____

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Your Complete Satisfaction Is the Key to Our Success

Your opinion matters! To ensure the continuation of the best possible care, NorthShore Hospice has contracted with Strategic Healthcare Programs (SHP), an independent agency, to gather feedback about your experience. Approximately two months after the death of a patient, or upon termination of hospice services, SHP will send a satisfaction survey to every family served by NorthShore Hospice. When you receive your survey, please take a few moments to let us know about your experience and offer any suggestions you may have about how we can improve the care we provide.

"NorthShore Hospice did a quality job for my family. They always provided services in a timely manner."

"The level of care that my father received, and the staff assigned, went above and beyond in providing the best possible care. Thank you!"

"Thank you all. I have already recommended NorthShore Hospice."

"Everyone was very caring; they all were wonderful in taking care of both of us. Thank you so much!"

"Although my husband was in hospice for a relatively short time, it was the emotional care and support that I am forever grateful to have had."

"Every hospice person we had contact with was knowledgeable, friendly and extremely helpful."

"I cannot say enough positive things about the hospice care that my husband received. It allowed him to be at home and for us to be together in his last days. I asked for contributions to go to hospice."



STRATEGIC HEALTHCARE PROGRAMS, LLC



Home and Hospice Services

Please let us know about your concerns as soon as they happen so that we can work together to address your needs.

Call our 24-hour number (847) 475-3002 with questions or concerns so we can provide timely care.

COMPLAINTS AND GRIEVANCES

NorthShore Hospice strives to provide quality care and service. We encourage you to keep us informed of your concerns, complaints and/or grievances regarding treatment or care that is or fails to be furnished, or regarding lack of respect for property by anyone furnishing services on our behalf. You will not be subjected to discrimination or reprisal for doing so. You may contact the appropriate agency personnel by telephone or written correspondence at:

Denise Rehberger, BSN

Hospice Manager
(847) 475-3002

Myleene Sunga Bosch, RN, MSN

Senior Director Home & Hospice Services
(847) 982-4383

NorthShore University HealthSystem

Home & Hospice Services
4901 Searle Parkway, Suite 160
Skokie, Illinois 60077

David Rahija, PT, MPT, MBA, FACHE

Senior Vice President of Glenbrook Hospital
(847) 657-5602

NorthShore University HealthSystem

Glenbrook Hospital
2100 Pfingsten Road
Glenview, Illinois 60026

Once a complaint has been received, NorthShore Hospice will investigate the complaint and address a resolution. Additionally, the Illinois Department of Public Health maintains a toll-free number: (800) 252-4343, to address complaints or inquiries about home health (hospice) agencies that operate in Illinois. This number may also be used to register complaints about an agency's implementation of advance directives. This number is available Monday through Friday between the hours of 8 a.m. and 5 p.m., except holidays. Calls received after business hours will be responded to the next business day.

To report abuse, neglect or exploitation of the elderly, please call the Illinois Department on Aging at (800) 252-8966.

NorthShore Hospice voluntarily participates in the survey and accreditation process from The Joint Commission, the regulating body for Medicare. As our patient/client, you have the right to call the Joint Commission Hotline at (800) 994-6610 to report any complaint you have about our service.

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