Senior Services Resource Guide
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About Loyola Medicine
Loyola Medicine includes Loyola University Medical Center in Maywood, Gottlieb Memorial Hospital in Melrose Park, MacNeal Hospital in Berwyn and a large ambulatory network in Cook, Will and DuPage counties. Loyola Medicine is a member of Trinity Health, one of the largest multi-institutional Catholic healthcare delivery systems in the nation. Together, Loyola Medicine and Mercy Hospital & Medical Center in Chicago make up the Trinity Health Illinois region.

Loyola University Medical Center is a nationally ranked academic medical center with 547 licensed beds. They offer emergency, inpatient and outpatient medical services.

Gottlieb Memorial Hospital is a 254-licensed bed acute care hospital in Melrose Park that offers emergency, inpatient and outpatient medical services. The hospital campus is home to a cancer care and research center, weight loss center, rehabilitation services facility and Gottlieb Center for Fitness.

MacNeal Hospital is a 374-bed teaching hospital with over 550 medical staff members in 50 specialties, advanced inpatient and outpatient medical, surgical and psychiatric services.

Mercy Hospital & Medical Center is a 292-licensed bed general medical and surgical hospital in Chicago that offers emergency, inpatient and outpatient medical services. They were the first chartered teaching hospital in Chicago.

In addition, our large ambulatory network throughout suburban Chicagoland provides a wide range of services. These outpatient centers offer the convenience of having your primary care doctor close to home or immediate care nearby when you need it.

Our Mission
We, Loyola Medicine, a regional health ministry of Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

We are committed to going beyond the treatment of disease. We also treat the human spirit.

Our Core Values

REVERENCE
We honor the sacredness and dignity of every person.

COMMITMENT TO THOSE WHO ARE POOR
We stand with and serve those who are poor, especially those most vulnerable.

JUSTICE
We foster right relationships to promote the common good, including sustainability of Earth.

STEWARDSHIP
We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

INTEGRITY
We are faithful to who we say we are.
**Insurance/Billing**
Loyola Medicine accepts many types of insurance, including policies from major insurers, dental and vision plans, Medicare replacement and supplemental policies, Medicaid, Affordable Care Act plans and other coverage. We also offer financial assistance through our charity care program for those who qualify.

If you have questions or would like more information regarding our billing and financial services, please call 800-424-4840 or go online: [loyolamedicine.org/patient-information/billing-insurance](loyolamedicine.org/patient-information/billing-insurance) OR [gottliebhospital.org/patient-information](gottliebhospital.org/patient-information)

**myLoyola**
myLoyola is a free patient portal that offers patients personalized and secure online access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With myLoyola, you can use the Internet to:

- Request medical appointments
- View your health summary from the myLoyola electronic health record
- View test results
- Access trusted health information resources
- Communicate electronically and securely with your medical care team

To sign up, please request a myLoyola activation code during your next clinic visit. More information can be found online at [myloyola.luhs.org/mychart](myloyola.luhs.org/mychart).

**Parking**

**GOTTLEB MEMORIAL HOSPITAL**
There is free visitor parking in front of the hospital. Valet parking is also available Monday through Friday for $4 day. This service is free if you have a disability parking placard or license plate. If you have any questions, please call 708-681-3200.

**LOYOLA UNIVERSITY MEDICAL CENTER**
There are visitor lots and a visitor parking garage, as well as valet parking. Parking in the lots and the garage is $5 for the day. Valet parking is $6 for the day.

Hours for valet vary by location:

- Cardinal Bernardin Cancer Center — Monday to Friday, 6:30 am – 6 pm
- Loyola University Medical Center main entrance — Monday to Friday, 5:30 am – 9:30 pm
- Loyola Outpatient Center — Monday to Friday, 7:30 am – 6 pm

If you have questions, please call the parking office at 708-216-9092.

**Contact Us**
We can help you reach nearly any service or department in addition to answering your general questions. Please use the numbers below for assistance.

**Gottlieb Memorial Hospital:**
708-681-3200

**Loyola University Medical Center:**
888-584-7888 • TTY: 708-216-4030
Loyola Medicine Care Locations
| 1 | Loyola University Medical Center | 2160 S. First Ave. | Maywood, IL 60153 | 708-216-9000 |
| 2 | Gottlieb Memorial Hospital | 701 W. North Ave. | Melrose Park, IL 60160 | 708-681-3200 |
| 3 | MacNeal Hospital | 3249 S. Oak Park Ave. | Berwyn, IL 60402 | 708-783-9100 |
| **Burr Ridge** | 4 | Loyola Center for Health at Burr Ridge | 6800 N. Frontage Road | 708-327-1000 |
| **Chicago** | 5 | Loyola Center for Health at Chicago | 7634 W. Belmont Ave. | 708-327-1570 |
| **Elmhurst** | 6 | Loyola Center for Health at Elmhurst at 300 N. York St. | 708-327-7030 |
| **Elmwood Park** | 7 | Loyola Center for Health at Elmwood Park | 7255 W. Grand Ave. | 708-327-1600 |
| **Hickory Hills** | 8 | Loyola Center for Health at Hickory Hills | 9608 S. Roberts Road | 708-233-5395 |
| 9 | Loyola Center for Health at Homer Glen | 15750 Marian Drive | 708-645-3400 |
| **La Grange Park** | 10 | Loyola Center for Health at La Grange Park | 321 N. La Grange Road | 708-485-1020 |
| **Maywood** | 11 | Loyola Center for Dialysis on Roosevelt | 1201 W. Roosevelt Road | 708-931-7050 |
| 12 | Loyola Center for Health on Roosevelt | 1211 W. Roosevelt Road | 708-531-5200 |
| 13 | Loyola Center for Rehabilitation on Roosevelt | 1219 W. Roosevelt Road | 708-216-5300 |
| **North Riverside** | 14 | Loyola Center for Health at North Riverside | 1950 S. Harlem Ave. | 708-354-9250 |
| **Oakbrook Terrace** | 15 | Loyola Center for Health at Oakbrook Terrace | 1S260 Summit Ave. | 708-327-1410 |
| 16 | Loyola Center for Health at Oak Park South | 1100 Lake St., Suite 150 | 708-327-1555 |
| **Oak Park** | 17 | Loyola Center for Health at Oak Park North | 7005 W. North Ave. | 708-327-1410 |
| **Orland Park** | 18 | Loyola Center for Health at Orland Park | 16621 S. 107th Court | 708-873-7350 |
| **Park Ridge** | 19 | Loyola Center for Health at Park Ridge | 1030 W. Higgins Road | 708-327-7000 |
| **River Forest** | 20 | Loyola Center for Health at River Forest | 7617 W. North Ave. | 708-771-1300 |
Adult Day Centers

Elder Care Locator
800-677-1116
www.eldercare.gov
Elder Care Locator is a public service of the U.S. Administration on Aging, connecting you to services for older adults and their families.

Choices for Care
800-252-8966
www.state.il.us/aging
Choices for Care is a public service of the Illinois Department on Aging that links older adults and their caregivers to local services.

Gottlieb Memorial Hospital –
Adult Day Center
555 W. North Ave.
Melrose Park, IL 60160
708-538-5700
gottliebhospital.org/adult-day-center
We provide individualized daytime care for older adults with physical, psychosocial or cognitive impairments. Program participants enjoy the benefits of tailored social and recreational activities with peers in a safe, caring setting. Caregivers enjoy a daily respite and the peace of mind that their loved ones are engaged in activities designed especially to help maintain or restore an optimal level of functioning. You can trust our team, comprised of nurses and aides, to provide the highest level of personalized care.

Advance Directives (Living Wills, Powers of Attorney)

Loyola University Medical Center–
Advance Directive Clinic
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
We are a clinic offering one-on-one consultations with patients regarding their advance directives, including the Power of Attorney for Healthcare form. During this visit you will meet with a physician who can help you complete your paperwork. The physician will also talk with you about your personal values and sense of dignity. This conversation will help your doctors know more about you and the kind of medical treatments you would want to receive if you were ever to become seriously or chronically ill.

We welcome all patients who are at least 18 years of age.

This clinic meets at the Loyola Outpatient Center, 3rd floor, Medical Specialties Practice. To schedule an appointment, call the Patient Access Center at 708-216-8563. Ask for an appointment in the Advance Directive Clinic.

ADDITIONAL RESOURCES
For more information about Advance Healthcare Directives, living wills, healthcare agents or the POLST, please speak with your primary care physician or contact:

Illinois Department of Aging
800-252-8966
www.state.il.org/aging

Practitioner Orders for Life-Sustaining Treatment (POLST) Illinois
www.polstit.org

Illinois State Medical Society
A Personal Decision Brochure:
www.isms.org/APD

Illinois Department of Public Health
www.dph.illinois.gov/topics-services/health-care-regulation/nursing-homes/advance-directives
What is an Advance Healthcare Directive?
It is a healthcare power of attorney, living will, or written combination of a healthcare power of attorney and living will. It is a document that states your choices about medical treatment or names someone to make decisions about your medical treatment if you are unable to make these decisions yourself.

What is a healthcare power of attorney?
It is a document in which you designate an individual to make healthcare decisions for you when you are unable. This person is called your healthcare agent.

What is a living will?
It is a document that expresses your wishes and instructions for healthcare when you are unable and have an end-stage medical condition or are permanently unconscious.

To whom should I give my Advance Healthcare Directive?
You should give a copy to your doctor(s), hospital, nursing home, hospice or any other healthcare provider. You should also provide your healthcare agent (if you have named one), family, friends or other trusted loved ones with a copy.

Whom can I select to be my healthcare agent?
You can appoint almost any adult to be your agent. You should select a person knowledgeable about your wishes, values and religious beliefs, in whom you have trust and confidence, and who knows how you feel about your healthcare. You should discuss your wishes with the person(s) you have chosen and make sure that they understand and agree to accept the responsibility.

The only people who cannot be appointed as your healthcare agent are: 1) your attending physician or other healthcare provider unless he/she is related to you by blood, marriage or adoption; and 2) an owner, operator or employee of a healthcare facility in which you are receiving care unless he/she is related to you by blood, marriage or adoption.

What is a POLST?
POLST stands for Practitioner Orders for Life-Sustaining Treatment. POLST is intended for people of any age who are seriously ill or have a life-limiting illness. It is designed to help healthcare professionals know and honor the treatment wishes of their patients by allowing people with advanced illness to choose the type of treatment they would want. The POLST form is an advance directive in accordance with Illinois law. It is NOT intended to replace a healthcare power of attorney form, but is to be used in addition to this form.
Alzheimer’s Disease

Please see Memory Disorders on page 35 for more information.

Gottlieb Memorial Hospital
708-681-3200
gottliebhospital.org

Loyola University Medical Center
888-584-7888 • TTY: 708-216-4030
loyolamedicine.org

It is important to consult a healthcare provider when you or someone you know has concerns about memory loss, thinking skills or behavioral changes. To locate a physician with extensive knowledge of Alzheimer’s, other types of dementia and other memory disorders, please call Loyola University Medical Center or Gottlieb Memorial Hospital.

Alzheimer’s Association
800-272-3900
www.alz.org

The Alzheimer’s Association 24/7 Helpline provides reliable information and support to all those who need assistance. Call toll-free any

By 2050, it is anticipated that Americans aged 65 or older will number nearly 89 million people, or more than double the number of older adults in the United States in 2010. Source: Centers for Disease Control and Prevention, The State of Aging & Health in America, 2013.
What is Alzheimer’s disease?
- The most common form of dementia
- A progressive disease beginning with mild memory loss, possibly leading to loss of the ability to carry on a conversation and respond to the environment
- Involves parts of the brain that control thought, memory and language
- Can seriously affect a person’s ability to carry out daily activities

How do I know if I have Alzheimer’s disease?
Alzheimer’s disease is not a normal part of aging. Memory problems are typically one of the first warning signs of cognitive loss.

According to the National Institute on Aging, in addition to memory problems, someone with Alzheimer’s disease may experience one or more of the following signs:
- Gets lost.
- Has trouble handling money and paying bills.
- Repeats questions.
- Takes longer to complete normal daily tasks.
- Displays poor judgment.
- Loses things or misplaces them in odd places.
- Displays mood and personality changes.

If you or someone you know has several or even most of the signs listed above, it does not mean that you or they have Alzheimer’s disease. Call your doctor to discuss your concerns.
There are 13 planning and service areas in Illinois that are each managed and served by an Area Agency on Aging (AAA). Each AAA has the primary task of planning and coordinating services and programs for older adults in their respective areas through contracts with local agencies. For those who qualify, these services may include:

- In-home Personal Care and Support Services
- Family Caregiver Support
- Transportation
- Home-delivered Meals
- Adult Day Centers
- Health Insurance Counseling
- Adult Protective Services
- Legal Assistance Health Promotion Programs
- Eligibility for Pharmaceutical Assistance
- Rent and Property Tax Rebate Program

Bereavement Support

Loyola Medicine Sponsored Support Groups

Loyola Medicine offers a variety of support groups to help patients and families cope with disabilities, illnesses and grief. Please call us or go online to find out more about our support groups.

Gottlieb Memorial Hospital
708-681-3200
gottliebhospital.org/patient-information/support-groups/support-groups

Loyola University Medical Center
888-584-7888 • TTY: 708-216-4030
loyolamedicine.org/patient-information/support-groups

GriefShare Group
www.griefshare.org/

GriefShare is a friendly, caring group of people who will walk alongside you through one of life’s most difficult experiences. You don’t have to go through the grieving process alone. There are groups meeting weekly at various locations throughout Illinois. Find a group near you.
Cancer Resources

Loyola Medicine Cancer Centers
Multiple Locations
888-584-7888 • 708-226-4357
(708-CAN-HELP)
loyolamedicine.org/cancer
gottliebhospital.org/cancer-treatment

Loyola Medicine is nationally recognized for its expert team of specially trained cancer doctors who come from a wide variety of clinical specialties. These multidisciplinary specialists provide the expertise, translational research experience and compassionate care needed to diagnose and treat cancer. We offer a full continuum of care for a broad range of cancers in all stages.

Our services include:
• Day hospital
• High-dose therapy unit
• Cancer risk assessments
• Cancer genetics evaluations
• Clinical trials
• Art and pet therapy
• Support and Resource Center
• Coleman Foundation Image Renewal Center
• Psychology services
• Social work support
• Special events, including Survivors’ Day Celebration and Bone Marrow Transplant Picnic, plus educational seminars throughout the community

Adults age 60 and older tend to be happier with their relationships compared to adults aged 40 to 59. Source: AARP Social Engagement and Brain Health Survey, 2016.
Coleman Foundation Image Renewal Center
2160 S. First Ave.
Maywood, IL 60153
708-327-2277
loyolamedicine.org/cancer/coleman-foundation-image-renewal-center

This is a facility where you can look and feel your best in a comfortable and relaxed setting with the help of our compassionate, professional team. We provide a wide range of therapeutic services for those undergoing cancer treatment. As part of Loyola’s cancer survivorship program, the center is designed to help you care for your health, mind and body in a peaceful environment. Services provided include:

- Educational classes
- Hair care and hair alternatives
- Lymphedema care and products
- Massage therapy
- Nutritional consultation and exercise plans
- Pre- and post-mastectomy, lumpectomy and breast prosthesis fitting
- Support groups

According to the 2008 Physical Activity Guidelines for Americans, older adults need to do two types of physical activity each week to improve health—aerobic and muscle-strengthening. Source: Centers for Disease Control and Prevention, State-specific trends in fruit and vegetable consumption among adults—United States, 2000-2009.
American Cancer Society
800-227-2345
www.cancer.org
This is a voluntary health organization dedicated
to eliminating cancer by funding and conducting
research, sharing expert information, supporting
patients and encouraging prevention.

Cardiac Resources

Gottlieb Memorial Hospital –
Cardiac Rehabilitation
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/cardiac-rehabilitation
If you suffer from angina or have recently
experienced a heart attack, heart surgery,
coronary angioplasty or congestive heart
failure, our cardiac rehabilitation program can
assist you in achieving optimal health and
fitness. The three main goals of the Cardiac
Rehabilitation program are to:

• Increase your physical work capacity
  through exercise, thereby improving your
  cardiovascular fitness and muscle strength.

• Help you recognize and modify your cardiac
  risk factors through individual and group
  education sessions.

• Improve the overall quality of your life by
  helping you return to work faster, decrease
  stress and renew self-confidence.

Gottlieb Memorial Hospital – Cardiology
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/cardiology

Loyola Medicine Heart and
Vascular Medicine
Multiple Locations
888-584-7888 • 708-681-3200
loyolamedicine.org/heart-vascular
Loyola Medicine specialists, including those at
Gottlieb Memorial Hospital, have the experience
and technology to treat the most difficult heart
and vascular conditions, including:

• Chest pain
• Heart failure
• Heart disease in women
• Peripheral arterial disease
• Complex cases

Our multidisciplinary team of internationally
recognized cardiologists, vascular specialists and
radiologists perform state-of-the-art diagnostic
heart and vascular tests. Our expertise in high-
resolution imaging allows our world-class
team of imaging specialists to see details and
detect complications that might otherwise
go undiagnosed. We provide imaging and
consultation for the most severe cardiovascular
cases, including complex arrhythmias and heart
transplant candidates. Our heart and vascular
diagnostic testing includes:

• Cardiac catheterization
  (also called Cath or Angiogram)
• ECG/EKG
• Echocardiogram
• Stress testing
One in four adults have some form of cardiovascular disease, which is the leading cause of death in the United States. While not all risk factors can be controlled, you can take measures to prevent cardiovascular disease by making lifestyle and other changes.

We are proud to work with you to have a healthy life and reduce your risk of heart and vascular disease through the following programs:

- Cardiac risk assessment
- Cardiovascular genetics
- Heart disease prevention
- Hypertension management
- LiveSmart vascular screening
- Preventive cardiology and lipid program
- Stroke prevention

Becker's Hospital Review named Loyola University Medical Center to its 2018 list of “100 Hospitals and Health Systems with Great Heart Programs.” Blue Cross and Blue Shield of Illinois has also awarded our cardiac care program with its Blue Distinction® Center+ designation. The accolade highlights the exceptional care that our clinically integrated team of heart specialists provide to patients every day.

American Heart Association
800-252-8511
www.americanheart.org
This is a non-profit, voluntary health organization in cardiovascular disease and stroke care, support and research.

Two-thirds (66 percent) of 40-plus adults say their social groups make them feel connected. Adults age 60-plus (72 percent) are more likely to feel this way compared to those aged 40 to 49 (59 percent) and 50-59 (63 percent).
Source: AARP Social Engagement and Brain Health Survey, 2016
What is a heart attack (also called an Acute Myocardial Infarction or MI)?
A heart attack is a complete blockage of blood flow in a coronary artery. The blockage prevents oxygen-rich blood from reaching part of the heart muscle. Usually a blood clot or piece of plaque (fatty deposits called atherosclerosis) causes the blockage in the heart artery. When blood cannot reach this part of the heart muscle, the muscle may become permanently damaged. The faster you get to a hospital for treatment, the less damage to your heart. If you wait too long, the condition can be fatal. More than one million Americans have a heart attack every year. Better treatment options and community awareness have decreased mortality rates over the years. Yet, lack of recognition or a disregard for the warning signs of a heart attack is still a major cause of death.

What are the warning signs and symptoms of a heart attack?
The warning signs and symptoms of a heart attack are gender-specific, meaning men and women have different feelings and experiences when a heart attack is occurring. These warning signs are described below:

Men typically experience the following common warning signs of a heart attack:
• Moderate to severe chest pain
• Dizziness
• Shortness of breath
• Nausea
• Radiating pain in the arms and chest

Women may have symptoms that differ from men.
While chest pain is often a key warning sign of a heart attack, some women who have a heart attack do not experience chest pain. A woman’s pain may be in the back, arm, neck, shoulder and/or throat. Also, women will typically have more “non-pain” symptoms than men. These include vomiting, nausea, fatigue and shortness of breath.

If you are experiencing the symptoms of a heart attack, (e.g., chest pain, shortness of breath, etc.), call 911 immediately. Delaying your arrival at the hospital can increase your risk of dying. Do not drive yourself or someone else having a heart attack.

Take one regular strength (preferably non-coated) aspirin or four baby aspirin, and chew to increase absorption into your system. The aspirin works to thin the blood, allowing more oxygen-rich blood to get through the narrowed artery to your heart. Aspirin has proven to reduce fatality by about 25 percent in heart attack victims.

If someone you know is having a heart attack, call 911 and have them chew and swallow an aspirin. If they are unconscious, first call 911, and then begin mouth-to-mouth resuscitation (CPR) to provide oxygen to the brain, heart and the rest of the body. If you are unfamiliar with how to perform CPR, the emergency personnel on the phone can assist you until help arrives.
Crisis Services

Crime Victims Assistance Line
800-228-3368 • TTY: 877-398-1130
www.illinoisattorneygeneral.gov/victims/index.html
Victims and their families need support as they attempt to rebuild lives torn apart by tragedy. Please call or go online to obtain more information about the services provided to crime victims and their families.

Elder Abuse Hotline (for those living in the community)
866-800-1409 • TTY: 888-2016-1327
www.state.il.us/aging
To report suspected abuse, financial exploitation or neglect of a person 60 or older or an adult with disabilities age 18-59, please call the above statewide, 24-hour hotline.

Elder Abuse Hotline (for those living in a long-term care facility)
800-252-4343 • TTY: 800-547-0466
dph.illinois.gov
To report suspected abuse, financial exploitation or neglect of a person 60 or older or an adult with disabilities age 18-59, please call the above statewide, 24-hour hotline.

Identity Theft Hotline
866-999-5630 • TTY: 877-844-5461
www.illinoisattorneygeneral.gov/consumers/hotline.html
The Identity Theft Hotline provides Illinois residents who have been victimized by identity theft with one-on-one assistance as they work to report the crime to local law enforcement and financial institutions, repair their credit and prevent future problems.

Senior Citizens Consumer Fraud Hotline
800-243-5377 • TTY: 800-964-3013
www.illinoisattorneygeneral.gov/seniors
The Senior Citizens Consumer Fraud Hotline provides information to anyone who has suffered a financial or personal loss because of unfair, deceptive, false, illegitimate or misleading business practices.

Veterans Crisis Line
800-273-8255
www.mentalhealth.va.gov/suicide_prevention
For immediate crisis counseling, the Veteran Crisis Hotline is available to provide help 24 hours a day.

Diabetes Self-management/Weight Management Programs

Loyola University Medical Center – Diabetes Care Center
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/endocrinology/diabetes-care-center
Our Diabetes Care Center is designed as a “one stop shop.” Your coordinated visit will allow you to see all of the necessary physicians and services—such as diabetes education, endocrinology, ophthalmology and podiatry—all during the same visit. You will discuss your results with your diabetes educator, who will work with you to schedule your upcoming appointments.

In addition to physician evaluations and individual treatment programs, we offer educational classes for diabetes patients. These classes are taught by nurse educators and dietitians and cover many topics related to living with diabetes, including:
Goal setting
Medications
Monitoring, prevention, detection and treatment of acute and chronic complications
Nutrition management
Physical activity
Problem solving
Psychosocial adjustment
Understanding the diabetes disease process

Our diabetes program is recognized by the American Diabetes Association (ADA) and follows the ADA's standards of care. These standards are directed toward ideal control of diabetes and prevention of complications.

Diabetes Self-management Training
Multiple locations
708-216-9103

Our diabetes self-management training program will teach you how to cope with and manage your diabetes. One-on-one appointments and group classes are available. The classes include tips for healthy eating, being active, monitoring blood sugar, taking medication (pills and insulin) and reducing risks of diabetes. Please obtain a referral from your doctor and verify with your insurance company if you have coverage for diabetes self-management training. Group class descriptions are as follows:

- **Monitoring (60 minutes)** is for anyone newly diagnosed with diabetes or anyone with diabetes who is not yet monitoring his or her blood glucose.
- **Nutrition (90 minutes)** is for anyone newly diagnosed with diabetes and anyone with diabetes who has not had diabetes nutrition education in the past.
- **Diabetes Basics/Introduction (60 minutes)** is for anyone newly diagnosed with diabetes and anyone with diabetes who has not had diabetes education in the past.
- **Continuing Self-care (90-120 minutes)** is for anyone who is self-monitoring blood glucose and has attended the Diabetes Basics/Intro and Nutrition classes. This class is also for some patients who have had individual education with the nurse, diabetic educator or dietitian and could use further follow-up.

Carbohydrate Counting Class for Diabetes
Loyola Outpatient Center, Third Floor
Third Thursday of each month
from 4 – 5:30 pm
888-584-7888

This course is for anyone needing a refresher on carb counting, for those on an insulin pump, transitioning to insulin to carb ratio or as a follow-up to introductory diabetes classes. Prior to scheduling a class, please obtain a referral from your doctor and confirm diabetes self-management is covered by your insurance (CPT code G0109). For Medicaid patients, a discounted class fee of $30 is due at time of visit.
Gottlieb Memorial Hospital – Bariatrics
719 W. North Ave.
Melrose Park, IL 60160
Phone: 888-584-7888
gottliebhospital.org/weight-loss-bariatrics

Loyola Medicine – Bariatrics
Multiple Locations
888-584-7888
loyolamedicine.org/weight-loss-bariatrics

Loyola Medicine’s integrated medical and surgical weight loss team will partner with you in creating an individual weight loss program that works. Our experts offer medical and surgical options for weight loss. Our program also focuses on improving many of the weight related medical illnesses, such as diabetes, high blood pressure and elevated cholesterol.

You can learn about your weight loss options through a seminar or through an appointment with one of our specialists. Please go online to loyolaweightloss.com to view a list of upcoming in-person seminars or to view the seminar online.

American Diabetes Association
800-342-2383
www.diabetes.org
This is an association for diabetes care, support and research.

Since January 1, 2011, and each and every day for the next 20 years, roughly 10,000 Americans will celebrate their 65th birthdays. Source: United States Census Bureau, National Population Projections, 2017.
Disability

Social Security Administration
Multiple Locations
800-772-1213 • TTY: 800-325-0778
www.ssa.gov

Social Security pays disability benefits to people who can't work because they have a medical condition that's expected to last at least one year or result in death. To find out if you qualify or to obtain information on your current benefits, please contact the Social Security Administration.

U.S. Department of Veterans Affairs
800-827-1000
benefits.va.gov/compensation

Disability Compensation is a tax-free monetary benefit paid to Veterans with disabilities that are the result of a disease or injury incurred or aggravated during active military service. Please call or go online to obtain more information and to apply for benefits.

U.S. Department of Veterans Affairs
www.benefits.va.gov/pension/aid_attendance_housebound.asp

Veterans and survivors who are eligible for a VA pension and require the aid and attendance of another person, or are housebound, may be eligible for additional monetary payment. These benefits are paid in addition to monthly pension, and they are not paid without eligibility to pension.

Drugs and Alcohol

Medicare Prescription Drug Coverage
800-633-4227
www.medicare.gov/part-d

Medicare offers prescription drug coverage to everyone with Medicare. To learn more or to obtain drug coverage, please call or go online.

Partnership for Prescription Assistance
888-477-2669
il.pparx.org

Partnership for Prescription Assistance (PPA) is a free and confidential service sponsored by America’s biopharmaceutical research companies. PPA helps you find medication assistance programs for which you may qualify to receive medications for free or nearly free.

Medication Disposal – Illinois Environment Protection Agency
217-558-4115
www.epa.illinois.gov/topics/waste-management/waste-disposal/medication-disposal

Residents can turn in unused, unneeded or expired medications for safe disposal at designated, local collection sites. Please call or go online to find a location near you.

Driver Evaluation Services

Loyola University Medical Center – Driver Evaluation Services
1201 W. Roosevelt Road
Maywood, IL 60153
708-216-5300
loyolamedicine.org/rehabilitative-services

Loyola University Medical Center offers a Driver Rehabilitation program, which includes a comprehensive evaluation of a person’s ability to safely continue to drive or return to driving through clinical and on-road testing. At the end of testing, the driver rehabilitation specialist will discuss the assessment and provide recommendations for fitness to drive, which may include helping you understand any possible risks and, if needed, exploring other transportation options. Consult your doctor for a referral.
Substance Abuse and Mental Health Services Administration (SAMHSA)
800-622-4357 • TTY: 800-487-4889
https://findtreatment.samhsa.gov/
SAMHSA provides free and confidential information in English and Spanish for individuals and family members facing substance abuse and mental health issues. Please call or go online for more information or to find a treatment facility near you.

Durable Medical Equipment
Please see Pharmacy section on page 42.

Emergency and Immediate Care
If you think you may have a medical emergency, call your doctor or 911 immediately.

RAPID MEDICAL CARE FOR NON-EMERGENCY SITUATIONS
Need quick access to a doctor, but don't feel you need emergency care? Loyola Medicine's Immediate Care Centers offer prompt medical attention for adults and children on a walk-in basis at three convenient locations—no appointment necessary.

You may wish to visit one of Loyola's immediate care centers for a health concern that is not life-threatening.

At Loyola's Immediate Care Centers, you can see a board-certified doctor to treat your acute condition as soon as possible. The cost is similar to that of an appointment with your primary care physician.

Seeking instant medical attention for non-life-threatening medical issues is easy and convenient at our Immediate Care Centers:

Loyola Center for Health at Burr Ridge
6800 N. Frontage Road
Burr Ridge, IL 60527
708-327-1064

Loyola Center for Health at Homer Glen
15750 Marian Drive
Homer Glen, IL 60491
708-645-3500

Loyola Center for Health at River Forest
7617 W. North Ave.
River Forest, IL 60305
708-771-1300

Each Immediate Care Center has extended hours of operation for your convenience:
• Monday through Friday, 8 am – 8 pm
• Weekends and holidays, 8 am – 3 pm (Closed Christmas Day)

RAPID MEDICAL CARE FOR EMERGENCY SITUATIONS
Board-certified emergency medicine doctors handle acute symptoms, injuries and illness, trauma and life-threatening conditions 24 hours a day. Seeking medical attention for critical medical issues is convenient at our Emergency Rooms:

Gottlieb Memorial Hospital
701 W. North Ave.
Melrose Park, IL 60160

Loyola University Medical Center
2160 S. First Ave.
Maywood, IL 60153
Fifteen percent of the population of Illinois is seniors. Source: www.census.gov

Exercise and Fitness

Gottlieb Center for Fitness
551 W. North Ave.
Melrose Park, IL 60160
708-538-5790
gottliebfitness.org

HOURS:
Mon – Fri: 5:15 am – 10 pm
Sat: 7 am – 6 pm
Sun: 7 am – 5 pm
Free Parking

At Gottlieb Center for Fitness, you will find a variety of services and programs designed to meet your lifestyle goals in a safe, supportive and medically supervised environment. Our programs are designed and staffed by degreed exercise professionals that are ready to help you attain your health and wellness goals.

Our center has a wide variety of cardiovascular and strength equipment in addition to a cushioned indoor track and indoor pools. We offer many classes specifically designed for seniors of every fitness level. Our staff can recommend the appropriate classes and equipment and show you how to use it.

There are several specialized programs for seniors, including:

- Clinical Programming
  - Physician Referral Exercise Program (PREP)
  - Adult Cardio Training (A.C.T.)
  - Healthy Heart Screen

- Specialty Programming
  - Personal Training
  - Better Balance
  - Passport to Wellness
  - Senior Circuit
  - Massage Therapy
• Social Programming
  - Water Volleyball
  - Annual Holiday Senior Luncheon
  - Lectures

Membership options tailored to seniors include:

**Senior** – Reduced membership rate for those 65 and over.

**Silver Sneakers** – A free membership courtesy of your insurance company through the Silver Sneakers program. Available through select insurance plans only. Contact the Gottlieb Center for Fitness or your insurance provider to see if you qualify.

**Mid-day** – Reduced membership rate for members of any age who only want to use the Center Monday through Friday between the hours of 10 am and 4 pm.

**FLEX-Pass** – A 10-visit punch pass that gives you access to our land exercise classes without joining as a full member.

**Loyola Center for Fitness**
2160 S. First Ave., Building 130
Maywood, IL 60153
708-327-2348
loyolafitness.org

**HOURS:**
Monday – Friday 5 am – 10 pm
Saturday – Sunday 7 am – 7 pm
(September-April)
Saturday – Sunday 7 am – 5 pm
(May-August)

**FREE PARKING**
Free parking is provided in the outdoor lot behind the center upon class registration.

Loyola Center for Fitness is a beautiful, open, state-of-the-art fitness club. We approach health and fitness from a medical perspective.

Our services include:

• Free fitness assessment with a certified fitness specialist
• Equipment orientation
• Comprehensive exercise facilities and exercise classes
• Personal training and specialty programs
• Degreed and nationally certified personal trainers and fitness specialists
• Certified medical fitness facility

We offer several medically based fitness programs. Exercises are tailored and modified to each individual's needs. Participants are able to work at their own pace with the guidance of our certified staff. Medical fitness programs offered include:

• Next Steps Program
• Arthritis Aqua
• Change Your Weight
• Foundations
• Survivor Care
• Diabetes Workshop

Membership options tailored to seniors include:

**Senior Individual** - (Must be at least 60 years of age) Restricted hours, 9 am-3 pm Monday-Friday, unlimited use on weekends.

**Senior Couple** - (Must be at least 60 years of age) Restricted hours, 9 am-3 pm Monday-Friday, unlimited use on weekends.

**Senior Family** - (Must be at least 60 years of age) Restricted hours, 9 am-3 pm Monday-Friday, unlimited use on weekends.
Fall Prevention

Gottlieb Memorial Hospital – Audiology Department
675 W. North Ave., Suite 110
Melrose Park, IL 60160
Phone: 708-538-5747
gottliebhospital.org/audiology
The Gottlieb Audiology Department provides dizziness/balance assessments in addition to other services.

Loyola University Medical Center – Balance Disorders Center
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/otolaryngology-ent/balance-disorders-center
The Balance Disorders Center provides a multidisciplinary approach to caring for patients with dizziness, unsteadiness, vertigo, buzzing in the ears and hearing loss. We bring together the diagnostic capabilities and specialists needed to diagnose and treat patients with balance disorders in one convenient location.

We provide advanced treatment for balance disorders, including:
- Acoustic neuroma
- Benign positional vertigo
- Cholesteatoma
- Labyrinthitis
- Meniere's disease
- Vertigo

Food Pantries and Programs

Illinois Department on Aging
800-252-8966 • TTY: 888-206-1327
www.illinois.gov/aging/communityservices/nutrition/pages/nutrition.aspx
The Elderly Nutrition Program provides meals served in group settings and delivered to people’s homes. Please call or go online to locate a nutrition program near you.

Feeding Illinois
773-308-4904
www.feedingillinois.org
Feeding Illinois is the state association of eight food banks that serve all of Illinois. To find a food bank partner near you, please call or go online.

Supplemental Nutrition Assistance Program (SNAP)
800-843-6154 • TTY: 800-447-6404
www.fns.usda.gov/snap/supplemental-nutrition-assistance-program-snap
SNAP provides benefits to low-income individuals and families that qualify.

Illinois Food Stamp Program
800-843-6154 • TTY: 800-447-6404
www.benefits.gov/benefits/benefit-details/1260
The Food Stamp Program provides benefits to qualified, low-income households to purchase the food they need for a nutritionally adequate diet.
Geriatric Mental Health Services and Depression

Gottlieb Memorial Hospital – Geriatric Behavioral Health Unit
701 W. North Ave.
Melrose Park, IL 60160
708-538-4248 (Available 24 hours a day)
gottliebhospital.org/gbhu

Our multidisciplinary team specializes in diagnosing and treating the unique problems of older adults in a comfortable and secure setting. We work together to develop and deliver individualized treatment plans to help each patient and family member understand behavioral problems and key solutions that focus on improving quality of life.

National Suicide Prevention Lifeline
800-273-8255 • TTY: 800-799-4889
En Español: 888-628-9454

This lifeline provides 24/7, free and confidential support for people in distress in addition to prevention and crisis resources for you or your loved ones.

National Alliance on Mental Illness – Illinois
800-950-6264
https://namiillinois.org/

The National Alliance on Mental Illness provides this helpline as an information and referral service.

Substance Abuse and Mental Health Services Administration (SAMHSA)
800-622-4357 • TTY: 800-487-4889
https://findtreatment.samhsa.gov/

SAMHSA provides free and confidential information in English and Spanish for individuals and family members facing substance abuse and mental health issues. Please call or go online for more information or to find a treatment facility near you.

Depression in older adults

Important life changes that happen as we get older may cause feelings of uneasiness, stress and sadness. For instance, the death of a loved one, moving from work into retirement or dealing with a serious illness can leave people feeling sad or anxious. After a period of adjustment, many older adults can regain their emotional balance, but others do not and may develop depression.

Depression is a common problem among older adults, but it is NOT a normal part of aging. In fact, studies show that most older adults feel satisfied with their lives, despite having more physical ailments. However, when older adults do suffer from depression, it may be overlooked because they may be less willing to talk about feelings of sadness or grief, or they may show different, less obvious symptoms, and doctors may be less likely to suspect or spot it.

Common symptoms

There are many symptoms associated with depression, and some will vary depending on the individual. However, some of the most common symptoms are listed below. If you have several of these symptoms for more than two weeks, you may have depression.

- Feeling nervous or emotionally “empty”
- Feelings of excessive guilt or worthlessness
• Tiredness or a “slowed down” feeling
• Restlessness and irritability
• Feeling like life is not worth living
• Sleep problems, including trouble getting to sleep, wakefulness in the middle of the night, or sleeping too much
• Eating more or less than usual, usually with unplanned weight gain or loss
• Having persistent headaches, stomachaches or other chronic pain that does not go away when treated
• Loss of interest in once pleasurable activities, including sex
• Frequent crying
• Difficulty focusing, remembering or making decisions
• Thoughts of death or suicide, or a suicide attempt

Is it depression or something else?
The first step to getting appropriate treatment is to visit a doctor. If you know someone who is experiencing these symptoms, please call the Gottlieb Geriatric Behavioral Health Unit at 708-538-4248.

A doctor can rule out medications or another medical condition as the cause of the depression with a complete physical exam, interview and lab tests.

Things you can say to start a discussion with your doctor
• “I feel sad most of the time.”
• “I feel worn out and tired most of the time.”
• “I’m having difficulty sleeping.”
• “I just can’t seem to get past the loss of my spouse or friend.”
• “I’ve been “down in the dumps” and nothing seems to cheer me up.”
• “I just don’t enjoy life anymore.”
• “I have been crying a lot lately.”
• “I feel like people don’t like me.”
• “I feel like my life is not worth living.”

Medicare Part B (Medical Insurance) covers one depression screening per year. All people with Part B are covered. The screening must be done in a primary care setting (like a doctor’s office) that can provide follow-up treatment and/or referrals, if needed. You pay nothing for this screening if the doctor accepts assignment.

Your doctor or other healthcare provider may recommend you get services more often than Medicare covers. Or, they may recommend services that Medicare doesn’t cover. If this happens, you may have to pay some or all of the costs. It’s important to ask questions so you understand why your doctor is recommending certain services and whether Medicare will pay for them.
In April 2012, the Pew Research Center found for the first time that more than half of older adults (defined as those ages 65 or older) were internet users. In 2013, 59 percent of seniors reported they go online—a six-percentage point increase in the course of a year—and 47 percent said they have a high-speed broadband connection at home. Source: Older Adults and Technology Use, Pew Research Center, April 3, 2014

Health Insurance Counseling

Senior Health Insurance Program (SHIP) – Insurance Counseling
800-252-8966 • TTY: 888-206-1327
www.illinois.gov/aging/SHIP

SHIP is a free, individual counseling service provided by the Illinois Department on Aging. These counselors are specially trained volunteers who can answer your questions about Medicare and provide you with objective, easy-to-understand information about health insurance. SHIP services are free and all information is kept confidential.

SHIP counselors can answer questions about:

- Medicare
- Medicare Supplement insurance
- Medicare Advantage plans
- Prescription drug coverage through Medicare and other sources
- Long-term care insurance
- Medicare claims and appeals
- Medicare beneficiary rights and guarantees
Medicare Helpline
800-633-4227 • TTY: 877-486-2048
www.medicare.gov
The Medicare Helpline can assist you with specific billing questions and questions about your claims, medical records, or expenses if you have Medicare Part B or Part D coverage.

If you are a Railroad Retirement Board beneficiary, please call 800-808-0772.

Medicare or Medicaid Fraud Hotline:
800-447-8477
Complaints of possible fraud, waste and abuse can be reported to the Inspector General’s Hotline at 800-633-4227.

U.S. Department of Veterans Affairs
877-222-8387
www.va.gov/healthbenefits/
If you served in active military service and were separated under any condition other than dishonorable, you may qualify for VA healthcare benefits. Please call or go online to obtain more information or to apply for enrollment.

Hearing/Vision Services

Gottlieb Memorial Hospital – Audiology Department
675 W. North Ave., Suite 110
Melrose Park, IL 60160
Phone: 708-538-5747
gottliebhospital.org/audiology
The Gottlieb audiology department provides diagnostic testing for hearing impairments or complaints of ringing in the ears (tinnitus), ear infections, and also provides dizziness/balance assessments. The department has a wide variety of hearing devices that are personally selected and fit to each individual.

Other services include non-amplified custom products. For example, custom swim plugs for individuals with a history of chronic middle ear infections or individuals with pressure equalization (PE) tubes, custom ear molds for hearing protection and protective custom products for musicians.

Loyola University Medical Center – Audiology Department
2160 S. First Ave.
Maywood, IL 60153
Phone: 888-584-7888
loyolamedicine.org/audiology
Loyola University Medical Center’s audiology team knows that hearing loss has a dramatic impact on your quality of life and your relationships with the people around you. Loyola offers diagnostic audiology services and treatment for patients of all ages so that your quality of life may be improved. We offer a broad range of hearing services, including:

• Audiology surgery
• Bone-anchored cochlear implants
• Cochlear implants
• Fully implanted hearing aids
• Hearing aid services

Chicago Hearing Society
773-248-9121
TTY: 773-248-9174
chicagohearingsoctiety.org/
Chicago Hearing Society empowers people who are Deaf, Deaf/Blind or Hard of Hearing to communicate and collaborate by providing an array of social services, advocacy, support programs and assistive technology products.
Gottlieb Memorial Hospital – Ophthalmology Department
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/ophthalmology

Gottlieb Memorial Hospital is known for offering the latest advancements in eye surgeries and is a leader in cataract extractions and lens implants. Our ophthalmologists are specialized in several areas, including corneas and retinas. Among the many other eye surgeries and treatments available are:

- CO2 laser removal of lid masses
- Removal of scar tissue on the surface of the eye (pterygium) caused by excessive sun exposure
- Opening of blocked tear systems— from simple lacrimal system probing and irrigations to balloon dilations and dacryocystorhinostomy (DCR)
- Basal cell carcinoma removal and treatment of all eyelid cancers.
- Correction of eyes that are not aligned or are “crossed” (strabismus surgery)
- Laser treatment of droopy eyelids, bags around the eyelids and eyelids that roll in or out
- Nonsurgical treatment of glaucoma, vision correction or other conditions
- Argon laser trabeculoplasty (ALT), a procedure used in the treatment of retinal bleeding, including diabetic retinopathy or bleeding in the back part of the eye

Loyola University Medical Center – Ophthalmology Department
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/ophthalmology

Loyola University Medical Center offers a wide array of comprehensive eye care services. Our board-certified ophthalmologists and licensed optometrists provide routine eye care in addition to diagnostic services and personalized treatment for problems related to the eyes. We provide treatment for a broad range of eye conditions, including:

- Cataracts
- Detached or torn retina
- Diabetic retinopathy
- Glaucoma
- Low vision and vision rehabilitation
- Macular degeneration

Illinois Council of the Blind
217-523-4967
www.icbonline.org

The Illinois Council of the Blind is an autonomous state organization that is affiliated with the American Council of the Blind. They seek to promote the general welfare of citizens in Illinois who are blind. Please call or go online to obtain more information and access to resources for people who are blind or visually impaired.
Home Healthcare

Home Healthcare is personalized care in the comfort of your own home, providing short-term, intermittent skilled care seven days a week with 24-hour, on-call access for clinical interventions. Home healthcare is often the best solution for home-bound patients as they recover from an injury or illness. Home healthcare also can serve as a bridge between your recent hospitalization and a return to daily activities. To ensure excellence, all aspects of patient care are managed by the primary nurse or therapist assigned to each patient. Biweekly care conferences involve the entire healthcare team. Loyola Medicine Home Care, which is certified by Medicare and licensed by the Illinois Department of Public Health and CHAP accredited, consistently meets or exceeds national benchmarks for quality care.

Loyola Medicine Home Care and Hospice
2301 W. 22nd Street, Suite 107
Oak Brook, IL 60523
New patients: 877-217-4385
Existing patients: 630-861-5200

Apple Home Healthcare
223 W. Jackson Blvd, #510
Chicago, IL 60606
773-871-8700

Girling Health Care
7222 W. Cermak Road
North Riverside, IL 60546
708-442-6420

Health Resource Solutions
1806 S. Highland Ave. #225
Lombard, IL 60148
312-604-3740

Nearly 500,000 seniors in Illinois are living alone and 72 percent are female. Source: www.census.gov
Interim Healthcare/Interim HealthCare of Alsip IL  
12855 S. Cicero Ave #200  
Alsip, IL 60803  
708-422-2934

Nightingale Home Healthcare of Illinois  
920 N. York Road, #300  
Hinsdale, IL 60521  
630-654-2300

Procare Home Health / VNA Health Trends  
200 Howard Ave., #248  
Des Plaines, IL 60018  
815-267-8683

Vanguard Home Care  
2315 Enterprise Drive, #110  
Westchester, IL 60154  
773-564-6555

Elder Care Locator  
800-677-1116  
www.eldercare.gov

Eldercare Locator is a public service of the U.S. Administration on Aging connecting you to services for older adults and their families.

Medicare Compare  
www.medicare.gov/homehealthcompare/
Medicare Compare is a Medicare service that provides quality of care information for all “Medicare-certified” home health agencies.

Hospice Care

Loyola Medicine Home Care and Hospice  
Multiple locations  
877-217-4385 (to set-up homecare or hospice)  
630-861-5200 (general questions)  
loyolamedicine.org/hospice
Loyola Medicine’s skilled doctors, nurses, therapists, social workers, chaplains and home health aides provide care that focuses not only on medical issues, but also emotional and spiritual needs. Care is provided in the patient’s home, with inpatient care for symptom control and pain management provided while at our hospitals. Respite care is provided at skilled nursing facilities or at long-term care facilities in the community.

Our hospice team also provides support for the patient’s family, providing counseling, comfort and guidance on caring for your loved one with dignity in addition to 13 months of bereavement support. We are a Medicare-certified, Illinois Department of Public Health-licensed home care and hospice. Our programs also are accredited by Community Health Accreditation Partner (CHAP).

National Hospice and Palliative Care Organization  
800-658-8898  
www.nhpco.org/

This nonprofit seeks to improve end-of-life care and expand access to hospice care with the goal of profoundly enhancing quality of life.
What is hospice care?
Hospice care is a special way of providing support and medical care to patients and their families who are diagnosed with a terminal illness. Hospice care includes treatment to relieve symptoms and keep the individual comfortable. The goal is to provide symptom relief and not aggressive treatment to cure the illness. Hospice includes medical care, nursing care, social services, medications for the terminal and related conditions, durable medical equipment and other types of items and services.

Most hospice patients get hospice care in the comfort of their home. Depending on the patient’s condition, hospice care also may be given in a Medicare-approved hospice facility, hospital or nursing home.

What does Medicare cover?
Medicare’s hospice benefits provides support and comfort to patients who are dying, including services not usually paid for by Medicare. Hospice volunteers are available to do light household chores, provide companionship, allow the caregiver time off to do tasks outside of the house, and offer support to the patient and family. Medicare also pays for inpatient respite care (short-term care for hospice patients in qualified facility) to provide temporary relief for the main caregiver.

Who is eligible?
To be eligible for hospice care, the patient must have Medicare Part A (hospital insurance) and:

- The doctor and hospice medical director certify the terminal illness resulting in a life expectancy of six months or less to live.
- The patient must agree to choose the hospice benefits and not pursue aggressive treatment for their terminal illness.
- The patient must receive care from a Medicare-approved hospice program.

Medicare hospice benefits do not include treatment to cure terminal illness. If the patient’s health improves or the illness goes into remission, he or she always has the right to stop getting hospice care and go back to the regular Medicare health plan. A hospice patient will continue to have Medicare benefits to help pay for treatment of conditions unrelated to the terminal illness.

The information in this topic was provided by the Centers for Medicare and Medicaid Services.
Incontinence Therapy
(Bowel and Bladder)

Gottlieb Memorial Hospital – Urology
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/urology

Loyola Medicine – Urinary and Fecal Incontinence
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/urology/
urinary-incontinence
loyolamedicine.org/urology/
fecal-incontinence

Loyola Medicine takes an integrated, multidisciplinary approach to the diagnosis and treatment of incontinence. Millions of Americans experience incontinence and many suffer in silence, keeping incontinence to themselves and going years without receiving proper treatment. Loyola offers several specialized services including pelvic floor physical therapy, a chronic pelvic pain program, colon and rectal surgery, and a urogynecology and reconstructive pelvic surgery program.

The Simon Foundation for Continence
800-237-4666
simonfoundation.org

The Simon Foundation for Continence provides information and resources to help you find the solution that is right for you and for your particular incontinence.
Joint Pain and Joint Replacement

Gottlieb Memorial Hospital – Orthopaedics
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/orthopaedics

Loyola Medicine – Orthopaedics
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/orthopaedics

Gottlieb and Loyola’s orthopaedic specialists are highly skilled in the diagnosis and treatment of routine and complex orthopaedic injuries, conditions and diseases. Our orthopaedic team includes nurses, physical therapists, occupational therapists, social workers, rehabilitative and pain control experts. These clinicians work together as an integrated team to get you back to your regular activities free of pain. We provide treatment for a broad range of conditions, including:

- Arthritis
- Degenerative disk disease
- Hip and Knee pain or injuries
- Osteoporosis
- Scoliosis

Your doctor’s first goal is to treat your problem without surgery. When surgical intervention is necessary, however, you will be cared for by our experienced surgical team that has specialized training in a number of methods, including many joint preservation techniques. Our treatment options include:

- Arthroscopy
- Diabetic foot care
- Joint replacement surgery
- Joint revision surgery
- Orthopaedic rehabilitation
- Physical therapy

Lung Health

Gottlieb Memorial Hospital – Outpatient Pulmonary Rehabilitation Program
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/rehabilitation-services/pulmonary-rehabilitation

Gottlieb’s pulmonary rehabilitation specialists will develop an individual plan to help you manage breathing problems, increase stamina, reduce shortness of breath and help improve your health. A physician referral is required to participate in this monitored program for people with pulmonary problems. Pulmonary conditions treated include:

- COPD
- Emphysema
- Chronic bronchitis
- Asthma
- Pulmonary fibrosis
- Pulmonary hypertension
- Bronchiectasis
- Other lung diseases

American Lung Association
800-586-4872
www.lung.org

This association seeks to save lives by improving lung health and preventing lung disease.
Illinois Tobacco Quitline
866-784-8937
http://quityes.org

The Illinois Tobacco Quitline is a free resource funded by the Illinois Department of Public Health. Registered nurses, respiratory therapists and certified tobacco-treatment counselors are on call seven days a week, 7 am – 11 pm, to answer all your tobacco-related questions and provide the support you need to break the habit. To serve a diverse client base, live translation services are available in more than 200 languages.

Loyola Medicine – Lung Cancer Screening
Multiple locations
708-226-4357
loyolamedicine.org/video/lung-cancer-screening-loyola-medicine

Loyola Medicine provides lung cancer screenings to those who may be a good candidate. Please call to learn more about being screened for lung cancer or to arrange for a screening.

Nearly half (48 percent) of 40-plus adults use Facebook at least once a day and four in 10 access social media from their cell phone at least daily. Significantly fewer 60-plus adults compared to adults age 40-59 engage daily in activities related to social media. Source: AARP Social Engagement and Brain Health Survey, 2016
Memory Disorders

Please see Alzheimer’s disease on page 8 for more information.

Loyola University Medical Center – Memory Disorders Clinic
Multiple locations
888-584-7888
loyolamedicine.org/neurology-neurosurgery/memory-disorders-clinic

Having an occasional lapse in memory is not unusual; but when it interferes with your daily activities, you may want to see a doctor about your symptoms. Our clinic offers comprehensive, multidisciplinary care for the diagnosis and treatment of memory disorders. If you or a loved one has been experiencing memory loss, you want an accurate diagnosis as soon as possible. Our dedicated team will determine what is causing your symptoms and deliver the highest quality of care—from diagnosis to treatment and beyond.

Your team may include specialists in neurology, geriatric medicine, geriatric psychiatry, neuropsychology and social work.

We offer the following services in a compassionate environment:

- Caregiver resources and information
- Community resources and information
- Geropsychiatric assessment
- Imaging studies
- Medical assessment, including a thorough physical exam and a detailed medical history
- Neuropsychological evaluation
- Psychosocial evaluation

Neurology and Neurosurgery Resources

Gottlieb Memorial Hospital – Neurology and Neurosurgery
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/neurology-neurosurgery

Loyola University Medical Center – Neurology and Neurosurgery
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/neurology-neurosurgery

Loyola and Gottlieb’s neurology and neurosurgery teams provide specialized care and have vast experience in treating common and rare disorders with successful outcomes. Some of the many neurologic conditions we treat include:

- Stroke
- Seizure disorders
- Brain and spine tumors
- Traumatic brain injuries
- Spine pain and injury
- Neurodegenerative disorders such as Parkinson’s disease, Alzheimer’s disease and multiple sclerosis
Think you are having a stroke? Call 911 immediately!

F.A.S.T. is an easy way to remember the sudden signs of stroke. When you can spot the signs, you'll know that you need to call 911 for help right away.

F.A.S.T. is:

Face Drooping – Does one side of the face droop or is it numb? Ask the person to smile. Is the person’s smile uneven?

Arm Weakness – Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?

Speech Difficulty – Is speech slurred? Is the person unable to speak or hard to understand? Ask the person to repeat a simple sentence, like "The sky is blue." Is the sentence repeated correctly?

Time to Call 911 – If someone shows any of these symptoms, even if the symptoms go away, call 911 and get the person to the hospital immediately. Check the time so you’ll know when the first symptoms appeared.

Gottlieb Memorial Hospital – Neurology Rehabilitation
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/neurology-neurosurgery/neurology-rehabilitation

Loyola Medicine Neurology Rehabilitation
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/neurology-neurosurgery/neurology-rehabilitation

Loyola and Gottlieb’s integrated neurology rehabilitation offers a complete range of services for various neurological conditions, including:

- Alzheimer’s disease
- Brain injury
- Carpal tunnel syndrome
- Huntington’s disease
- Muscular dystrophy
- Multiple Sclerosis
- Parkinson’s disease
- Stroke

National Stroke Association
800-772-1213
stroke.org

This association provides stroke education and programs to stroke survivors and their caregivers.

Loyola University Medical Center – Stroke Center
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/neurology-neurosurgery/stroke
Loyola University Medical Center’s Stroke Center has a compassionate team who understands that a stroke can be life-changing not only for the patient, but also for family members. That’s why we take a multidisciplinary approach to patient care and provide extensive treatment support services for patients and families, including:

- Memory disorders clinic
- Neuro-intensive care unit
- Second opinion stroke clinic
- Stroke networking support group
- Stroke rehabilitation services

Our Stroke Center has been recognized by the American Stroke Association with its Get with the Guidelines® – Stroke Gold Plus Quality Achievement Award for 10 years in a row for our commitment and success in implementing a higher standard of stroke care. Loyola is also the only academic medical center in the Chicago area accredited as a stroke specialty program by CARF (Commission on Accreditation of Rehabilitation Facilities) International. Loyola has also been accredited by The Joint Commission as an Advanced Primary Stroke Center.

**Gottlieb Memorial Hospital – Sleep Laboratory**
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/sleep-laboratory

Gottlieb’s Sleep Laboratory provides a comprehensive approach to diagnosing and treating adult and pediatric sleep problems, including snoring, sleep apnea (shallow or irregular breathing during sleep) and narcolepsy (excessive daytime sleepiness). The multidisciplinary team of sleep specialists includes neurologists, pulmonologists, otolaryngologists and oral and maxillofacial surgeons.
Loyola University Medical Center – Center for Sleep Disorders
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/sleep/center-sleep-disorders

Loyola University Medical Center’s Sleep Disorders Center provides a comprehensive approach to diagnosing and treating adult and pediatric sleep problems, including snoring, sleep apnea and narcolepsy. Our multidisciplinary team of sleep specialists includes neurologists, pulmonologists, otolaryngologists and oral and maxillofacial surgeons. Loyola’s Center for Sleep Disorders has been accredited by the American Academy of Sleep Medicine.

Loyola’s expert sleep specialists provide evaluation, diagnosis and treatment for patients with a wide range of sleep disorders, including:
- Bruxism
- Circadian rhythm disorder
- Hypersomnia
- Insomnia
- Narcolepsy
- Parasomnia
- Periodic limb movement disorder
- REM behavior disorder
- Restless leg syndrome
- Sleep eating
- Sleepwalking
- Snoring and sleep apnea

More older Americans—those ages 65 and older—are working than at any time since the turn of the century, and today’s older workers are spending more time on the job than did their peers in previous years. Source: Pew Research Center, More Older Americans Are Working, and Working More, Than They Used To, June 2016
**Nutrition Therapy**

**Gottlieb Memorial Hospital – Outpatient Dietitian Clinic**
701 W. North Ave.
Melrose Park, IL 60160
708-538-6120

Gottlieb Memorial Hospital is proud to offer an Outpatient Dietitian Clinic to individuals seeking to eat better, lose weight or simply develop a healthier lifestyle.

Our licensed specialists will work with you one-on-one to monitor your diet and exercise, provide counseling, and achieve goals.

Maintaining proper nutrition and fitness with the help of Gottlieb’s registered dietitians can improve conditions like diabetes, high blood pressure, heart disease and more.

**Loyola Medicine – Nutrition Services**
Multiple Locations
888-584-7888
loyolamedicine.org/nutrition-services

Nutrition is an important part of any patient’s health, whether adopting a fit lifestyle, preventing disease, reaching a healthy weight or managing an illness or chronic condition. Loyola’s registered dietitians are skilled in nutrition therapy and hold advanced certifications in a range of specialties, such as weight loss, diabetes management, nutrition support and oncology.

Our nutrition services include:
- Food allergies and intolerances
- Gastrointestinal diseases such as celiac disease, irritable bowel disease and gastroparesis
- Pre-diabetes
- Weight and lipid management
- Cardiovascular disease

**Osteoporosis**

Osteoporosis is a debilitating disease that leaves bones weaker, thinner and more brittle and it affects millions of people every year. However, early detection of this disease can lead to effective treatment and prevent fractures in the future. Many factors affect bone strength, including heredity, diet, cigarettes, alcohol, menopause, certain drugs such as Prednisone, exercise and gastrointestinal disorders. Bone mass measurement should be obtained in every woman who has had a fracture or any of the above predisposing factors. DEXA Scan can be used to detect for the presence of osteoporosis in men and women with particular risk factors as noted above.

**Gottlieb Memorial Hospital – Bone Density Testing (DEXA Scan)**
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/imaging-radiology/x-ray

**Loyola Medicine Bone Density Testing (DEXA Scan)**
Multiple Locations
888-584-7888
loyolamedicine.org/orthopaedics/osteoporosis

DEXA Scan helps detect osteoporosis by measuring bone density. Bone density examinations are comfortable, fast and safe. Patients typically spend only minutes reclining fully clothed on the densitometer. A certified technician is with the patient at all times, and results are available quickly. A physician prescription is required.
There are nearly 300,000 (17 percent) working seniors in Illinois. Source: www.census.gov

Pain Management

Gottlieb Memorial Hospital – Pain Management
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org
Gottlieb’s medical staff includes physicians who specialize in pain management.

Loyola University Medical Center – Pain Management Center
2160 S. First Ave.
Maywood, IL 60153
888-584-7888
loyolamedicine.org/pain-management
Loyola University Medical Center’s Pain Management Center provides truly integrated clinical care for the management of acute and chronic pain. Our specialists focus on the comfort, healing and well being of each patient—addressing not only the condition or disease, but also managing the life-altering symptoms that can affect daily activities.

For each patient, we provide a clinical and psychological evaluation, along with an individualized plan of care that may include:

- Advanced interventional techniques
- Diagnostic nerve blocks
- Epidural catheter placement for home infusion therapy
- Epidural steroid injections
- Joint injections (hip, knee, shoulder, sacro-illiac)
- Neurolytic blocks
- Peripheral nerve blocks
- Spinal cord stimulation
- Sympathetic nerve blocks for extremity pain
- Trigger point injections
Pain management techniques may be effective in the treatment of:

- Abdominal/low back/pelvic/spinal pain
- Cancer pain
- Complex regional pain syndrome
- Headaches/migranes
- Musculoskeletal disorders
- Myofascial pain
- Neuropathic pain syndromes
- Post-surgical pain
- Sciatica

What is palliative care?
It is comprehensive, specialized care provided by an interdisciplinary team to patients and families living with life-threatening, chronic or severe advanced illness that is expected to progress. Major focuses are pain and symptom management, information sharing, advance care planning, psychosocial and spiritual support and coordination of care. The palliative care team works along with the patient’s physicians and other members of the interdisciplinary team to ensure that the plan of care is goal-directed rather than disease-directed.

How can the palliative care team help?

- Assist in decision-making along the continuum of advanced illness
- Ensure that patient's treatments are goal-directed
- Alleviate pain and symptoms associated with advanced medical conditions
- Assist in completion of advance healthcare directives
- Explain the hospice philosophy for any patient, family or colleague with questions
- Arrange for palliative home care, home hospice, hospice in a nursing facility and inpatient hospice
- Help to resolve ethical dilemmas related to end of life decisions
Pharmacy

Gottlieb Memorial Hospital – Outpatient Pharmacy
675 W. North Ave.
Melrose Park, IL 60160
708-450-4941
gottliebhospital.org/pharmacy-services-0

The Gottlieb Pharmacy is a full-service pharmacy that provides walkers and wheelchairs (durable medical equipment). The pharmacy staff also includes a certified diabetic educator, a certified mastectomy fitter and a certified pedorthist who provide services to help meet your healthcare needs.

The pharmacy offers specialized services and products, including:

- Convenient prescription service and over-the-counter medications
- Prompt filling of prescriptions following office visits or discharges from the Emergency Room.
- Bedside delivery of discharge medications for patients leaving the hospital – one less stop to make on your way home.
- Blue Cross, UnitedHealth Care and Medicare billing accepted for durable medical equipment (diabetic testing supplies, ostomy appliances, post-mastectomy prostheses/bras and compression hose)
- Compounding services – Your compounded prescription is welcome
- Immunization provider – No appointment necessary (No prescription required for influenza, pneumococcal, shingles, tetanus or whooping cough vaccinations)
- Senior citizen discount
- Medication therapy management counseling available by appointment
- Medication Adherence service – Our pharmacy can sync your prescriptions so they all come due at once, increasing convenience and promoting medication adherence.
- Blood glucose monitor training for patients with diabetes
- Special fitting services – Diabetic shoe fittings, post-mastectomy prostheses fittings, compression hose fittings
Preventive/Primary Care Resources

Gottlieb Memorial Hospital
701 W. North Ave.
Melrose Park, IL 60160
708-538-6120
gottliebhospital.org/primary-care

Loyola Medicine
Multiple locations
888-584-7888
loyolamedicine.org/primary-care/geriatric-medicine

The first line of defense for your overall health is your primary care physician. Primary care physicians are doctors who monitor your overall health and are trained in every major area of medicine from birth through your senior years. Loyola’s primary care physicians provide annual physical exams, recommendations for disease prevention, diagnosis of illness, referrals to specialists and patient education.

Primary care at Loyola centers on the well being of the whole person. Over time, your doctor will take an integrated approach to your overall health by getting to know you, your lifestyle and your health goals. Your primary care physician will work with you to create a foundation for a healthy life and provide timely and comprehensive treatment for any medical issues that arise. If needed, your doctor will work with our nationally recognized specialists to provide comprehensive diagnosis and treatment of any health issues that may occur.

Preventive visit and yearly wellness exams – How often is it covered?
Medicare Part B (Medical Insurance) covers:

- “Welcome to Medicare” preventive visit: You can get this introductory visit only within the first 12 months you have Part B. This visit includes a review of your medical and social history related to your health and education and counseling about preventive services, including certain screenings, shots and referrals for other care, if needed. It also includes:
  - Height, weight and blood pressure measurements
  - A calculation of your body mass index
  - A simple vision test
  - A review of your potential risk for depression and your level of safety
  - An offer to talk with you about creating Advance Directives
  - A written plan letting you know which screenings, shots and other preventive services you need. This visit is covered one time. You don’t need to have this visit to be covered for yearly “Wellness” visits.
• Yearly “Wellness” visits: If you've had Part B for longer than 12 months, you can get this visit to develop or update a personalized prevention help plan to prevent disease and disability based on your current health and risk factors. Your provider will ask you to fill out a questionnaire, called a “Health Risk Assessment,” as part of this visit. Answering these questions can help you and your provider develop a personalized prevention plan to help you stay healthy and get the most out of your visit. It also includes:
  – A review of your medical and family history
  – Developing or updating a list of current providers and prescriptions
  – Height, weight, blood pressure and other routine measurements
  – Detection of any cognitive impairment
  – Personalized health advice
  – A list of risk factors and treatment options for you
  – A screening schedule (like a checklist) for appropriate preventive services. This visit is covered once every 12 months (11 full months must have passed since the last visit).

Who’s eligible?
All people with Part B are covered.

Your costs in original Medicare
You pay nothing for the “Welcome to Medicare” preventive visit or the yearly “Wellness” visit if your doctor or other qualified healthcare provider accepts assignment. The Part B deductible doesn’t apply.

However, if your doctor or other healthcare provider performs additional tests or services during the same visit that aren't covered under these preventive benefits, you may have to pay coinsurance, and the Part B deductible may apply.

Your doctor or other healthcare provider may recommend you get services more often than Medicare covers. Or, they may recommend services that Medicare doesn’t cover. If this happens, you may have to pay some or all of the costs. It's important to ask questions so you understand why your doctor is recommending certain services and whether Medicare will pay for them.
Rehabilitation Hospital – Inpatient Services

Gottlieb Memorial Hospital – Acute Rehabilitation Unit
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gettibhospital.org/rehabilitation-services/acute-rehabilitation-unit

Gottlieb Memorial Hospital’s acute rehabilitation unit is a specialized area offering high-intensity inpatient rehabilitation care. Your doctor will refer you to the unit if you meet specific requirements for intense rehabilitation therapy, including:

- Need two or three types of therapy (physical, occupational and/or speech)
- Need 24-hour physician and nursing services
- Are able to participate in three hours of therapy per day

Loyola Medicine’s acute rehabilitation unit at Gottlieb treats patients in need of general rehabilitation or who are recovering from a wide range of conditions, including:

- Brain injury
- Cancer
- Heart surgery
- Neurological diseases
- Orthopaedic injuries
- Spinal cord injury
- Stroke
- Transplant surgery

Some patients face complications from a medical procedure or a long hospital stay. Patients in the rehabilitation unit benefit from specialized, certified care that is proven to produce more favorable results than most acute rehabilitation units.

Rehabilitation Hospital – Outpatient Services

Gottlieb Memorial Hospital – Acute Rehabilitation Unit
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/rehabilitation-services

Loyola Medicine – Rehabilitation Hospital Outpatient Services
Multiple locations
888-584-7888/708-681-3200
loyolamedicine.org/rehabilitative-services

Loyola Medicine offers a wide variety of personalized physical, occupational and speech therapies on an outpatient basis for people who need help to regain their mobility and ability to perform basic tasks of daily living. Our patients include people recovering from stroke, joint replacement, surgery, musculoskeletal and orthopaedic injuries, work-related injuries, arthritis and other medical conditions that can impair everyday functioning and independence.

Physical Therapy
- Strengthening programs
- Pain management
- Balance and coordination training

Occupational Therapy
- Self-care
- Home management
- Cognitive retraining

Speech and Language Therapy
- Swallowing
- Speech and communication retraining
- Cognitive-linguistic skills
Conditions that may benefit from outpatient therapy:
- Amputations
- Arthritis
- Back or neck injuries
- Fractures
- Joint replacement
- Muscle pain
- Nerve injuries
- Swelling of limbs
- Brain injuries
- CVA/Stroke
- Continence management
- Female and male pelvic disorders
- Parkinson’s disease
- Speech and language deficits
- Swallowing disorders
- Vestibular and balance disorders

More than six-in-10 adults ages 65 and older in the United States say they are spending more time with their family and on hobbies as they get older. Source: Pew Research Center, Family Support in Graying Societies, May 2015.
Senior Centers
Illinois Department of Aging – Senior Centers
Multiple Locations
800-252-8966
www.illinois.gov/aging/AboutUs/Pages/sr-centers.aspx

Many older adults and their families are struggling to bridge the gaps between work and retirement, full independence and limited support, good health and chronic conditions.

Senior centers are instrumental in bridging those gaps.

Local senior centers have regular operating hours and are often the community’s focal point for older adult services. A senior center can provide excellent opportunities for socialization, relaxation and participation in a variety of programs and activities. Call or go online to find a senior center near you.

Your local city hall may also provide listings of senior clubs in your community. Please reach out to your local city hall for more information.
Skilled Nursing Facilities/Long-term Care

Gottlieb Memorial Hospital – Transitional Care Unit
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200
gottliebhospital.org/medical-services/transitional-care-unit

Gottlieb's transitional care unit (TCU) provides special care for patients who have completed their hospital stay but need additional treatment, rehabilitation and recovery time before they head home.

The 32-bed certified skilled nursing unit serves patients recovering from a wide range of conditions, including stroke, heart attack, brain injury, trauma and wounds.

The multidisciplinary team of clinicians collaborates to design an individualized recovery plan to rebuild a patient's functional skills and ease the transition to home. In addition to a physical medicine and rehabilitation doctor, registered nurse and patient care assistant, the clinical team may include a physical, occupational and recreational therapist, speech language pathologist and registered dietitian.

Skilled Nursing Facilities (SNFs) employ fully licensed professional nurses to provide expert care in addition to patient and caregiver education. SNFs are typically recommended for patients that require medical expertise and services 24 hours a day.

Long-term care services help to support your personal care needs. This range of services focuses on basic personal tasks and activities of daily living, which may include medical care as well.

You may need to meet certain requirements for insurance coverage at these types of facilities.

Please speak to your insurance company or your healthcare provider for more information.

Berkshire Nursing & Rehab Center/Aperion Care Forest Park
8200 Roosevelt Road
Forest Park, IL 60130
708-488-9850

Bridgewater Senior Living
111 E. Washington St.
Bensenville, IL 60106
630-766-5800

British Home Rehabilitation Services/The British Home
8700 W. 31st St.
Brookfield, IL 60513
708-485-1155

Elmhurst Extended Care Center
200 E. Lake St.
Elmhurst, IL 60126
630-516-5000

Lexington Healthcare Center of Elmhurst
420 W. Butterfield Road
Elmhurst, IL 60126
630-832-2300

Lexington Healthcare Center of LaGrange
4735 Willow Springs Road
LaGrange, IL 60525
708-352-6900

Manor Care of Hinsdale
600 W. Ogden Ave.
Hinsdale, IL 60521
630-325-9630

Norridge Gardens
7001 Cullom Ave.
Norridge, IL 60706
708-457-0700
Presence Villa Scalabrini Nursing and Rehabilitation Center  
480 N. Wolf Road  
Northlake, IL 60164  
708-562-0040

Symphony Aria/Aria Post-acute Care  
4600 Frontage Road  
Hillside, IL 60162  
708-544-9933

Elder Care Locator  
800-677-1116  
www.eldercare.gov

Eldercare Locator is a public service of the U.S. Administration on Aging connecting you to services for older adults and their families.

Choices for Care  
800-252-8966  
www.state.il.us/aging

Choices for Care is a public service of the Illinois Department on Aging that links older adults and their caregivers to local services.

Transportation

Illinois Department on Aging  
800-252-8966 • TTY: 888-206-1327  
www.illinois.gov/aging/Resources/Pages/helpline-main.aspx

Older adults may qualify for free or reduced fare transportation in getting to and from senior centers, medical facilities, libraries and other vital service locations through the Benefit Access Program. Contact the Illinois Department on Aging for more information or to apply.

Illinois Secretary of State  
Driver Services  
800-252-8980 (Reduced Fee License Plates)  
217-782-2709, 217-782-2434  
or 217-782-3166 (Persons with Disabilities License Plates and Placards)  
www.cyberdriveillinois.com

Please call or go online to obtain more information regarding the reduced fee license plates program and the persons with disabilities license plates and placards program.

Gottlieb Bus Service  
708-681-3200, Ext. 2198

Gottlieb Memorial Hospital offers a bus service for a $3 one-way fee to patients with appointments for medically related services and educational/support groups who live within the covered boundaries. Service is provided weekdays between the hours of 7 am to 3 pm and reservations must be made 72 hours in advance. Please call for more information or to schedule a bus appointment.

Support Groups

Gottlieb Memorial Hospital  
708-681-3200  
gottliebhospital.org/patient-information/support-groups/support-groups

Loyola University Medical Center  
888-584-7888 • TTY: 708-216-4030  
loyolamedicine.org/patient-information/support-groups

Loyola Medicine offers a variety of support groups to help patients and families cope with disabilities, illnesses and grief. Please call us or go online to find out more about our support groups.

Smoking Cessation

Please see Lung Health section (page 24)

Gottlieb Memorial Hospital  
708-681-3200  
gottliebhospital.org/patient-information/support-groups/support-groups

Loyola University Medical Center  
888-584-7888 • TTY: 708-216-4030  
loyolamedicine.org/patient-information/support-groups

Loyola Medicine offers a variety of support groups to help patients and families cope with disabilities, illnesses and grief. Please call us or go online to find out more about our support groups.
Hospital and both hospitals’ ambulatory sites.

**Pace Suburban Bus**
847-364-7223, Option 3
TTY: 708-339-4062
www.pacebus.com/

Pace is a suburban transit provider that has transit options for the residents of 284 municipalities in Cook, Will, DuPage, Kane, Lake and McHenry counties. Call or go online to obtain more information.

**Urology**

**Gottlieb Memorial Hospital – Urology Department**
701 W. North Ave.
Melrose Park, IL 60160
708-681-3200

At Gottlieb Memorial Hospital, you will find highly trained, experienced specialists in urology, who provide comprehensive care for:

- Adrenal cancer
- Bladder cancer
- Kidney cancer
- Kidney stones
- Pain and swelling of the scrotum
- Pain and swelling of the testicles
- Prostate cancer
- Sexual difficulties
- Testicular cancer
- Urinary incontinence
- Urinary tract infections
- Voiding dysfunction

The urology team at Gottlieb uses the da Vinci® Xi surgical system to perform minimally invasive procedures with skill and precision.
Patients with conditions including urinary blockages, kidney and prostate cancers will benefit from the advanced 3D high definition system, versatile instrumentation and intuitive motion technology available with the da Vinci Xi.

Other benefits include less blood loss, less scarring, smaller incisions, fewer complications, shorter hospital stays and faster recovery times with this technologically advanced, minimally invasive surgery system.

Using the da Vinci Xi surgical system, the urology team at Gottlieb performs the following procedures:

- Cystectomy (for bladder cancer)
- Lymphadenectomy (lymph node removal)
- Nephrectomy and partial nephrectomy (for kidney disease and kidney cancer)
- Nephroureterectomy (for cancer of the upper urinary tract)
- Prostatectomy (for prostate cancer)
- Pyeloplasty (for urinary obstruction)
- Ureteral reimplantation (to repair tubes that connect the bladder to the kidneys)

Loyola Medicine – Urology Department  
2160 S. First Ave.  
Maywood, IL 60153  
888-584-7888  
loyolamedicine.org/urology

Loyola Medicine’s urology program provides a comprehensive array of services to treat a wide spectrum of diseases, including:

- Kidney stones
- Pain and swelling of the scrotum and testicles
- Sexual difficulties
- Urinary and fecal incontinence
- Urinary tract infections
- Voiding dysfunction
- Adrenal, bladder, kidney, prostate and testicular cancer

Loyola Medicine – Center for Dialysis  
2160 S. First Ave.  
Maywood, IL 60153  
888-584-7888  
loyolamedicine.org/nephrology/dialysis

Dialysis treats kidney failure by removing harmful substances in the blood that the kidneys are unable to filter out. Our doctors and staff will work closely with you, your family and your nephrologist to coordinate all aspects of your dialysis care, whether hemodialysis is provided at the center or you do peritoneal dialysis at home.

Volunteer Opportunities

Gottlieb Volunteer Services  
701 W. North Ave.  
Melrose Park, IL 60160  
gottliebhospital.org/guest-services

Volunteers receive many benefits by donating their time to Gottlieb:

- Opportunity to meet new people and learn new skills
- Invitation to attend special events, including the employee and volunteer luncheon
- Recognition at the annual Volunteer Appreciation Luncheon
- A free annual flu shot
- A $6 meal voucher for every four-hour shift
- Discount on items in the hospital gift shop
- Free parking during your volunteer shift
- Letter of recommendation after 104 hours of service
Volunteers are asked to commit to volunteering an average of four hours per week for at least six months. Volunteer services are performed throughout the day during morning, afternoon and evening shifts. To join our teams of volunteers, please apply online for the adult program.

**Loyola Volunteer Services**  
2160 S. First Ave.  
Maywood, IL 60153  
708-216-5398  
loyolamedicine.org/about-loyola/volunteer-services

We have a robust volunteer services program. Every day, senior volunteers work to enhance the patient experience throughout Loyola Medicine. Volunteers work to support patients and their families, as well as visitors and staff throughout our health system. Our volunteers are valued partners who play a vital role in helping to provide important services for our patients. Our volunteer program builds meaningful connections, caring relationships, positive engagement between volunteers, patients, families and staff, and promotes the importance of a positive and engaged patient experience.

Adults age 60 and older are significantly more likely to talk on the phone or video chat monthly or more, and chat with their neighbors. Source: AARP Social Engagement and Brain Health Survey, 2016.
Serve Illinois
www.illinois.gov/serve
This site seeks to improve Illinois communities by enhancing volunteerism and instilling an ethic of service throughout the state. Go online to find opportunities near you.

Walkers and Wheelchairs
Please see Pharmacy section on page 42.

Wound Healing
Gottlieb Memorial Hospital – Wound Healing and Hyperbaric Medicine Center
701 W. North Ave.
Melrose Park, IL 60160
708-538-5373
gottliebhospital.org/wound-healing
The Gottlieb Wound Healing and Hyperbaric Medicine Center is staffed with a unique team of doctors and nurses who are dedicated to healing chronic wounds. The causes of wounds are complex, and our group represents expertise in all of the major areas necessary to handle your varied circumstances and challenges. Upon admission, each wound is assessed, diagnosed and an appropriate course of treatment is planned for you. Wounds that we treat on a regular basis include:

- Diabetic ulcers
- Venous and arterial ulcers
- Pressure ulcers
- Ischemic ulcers
- Traumatic wounds
- Surgical wounds
- Vasculitis
- Peristomal skin irritations
- Other chronic, non-healing wounds
Loyola University Medical Center – Wound Center
Multiple Locations
888-584-7888
loyolamedicine.org/wound-center

Loyola University Medical Center provides clinically integrated care for non-healing wounds through our Wound Center. A wound that is slow to heal can result in many complications, including infection, pain and discomfort. If you have a wound that has failed to heal after four weeks, our wound care experts will diagnose your condition and design an individualized medical action plan just for you. Our team has received advanced training in evidence-based protocols and leading-edge therapies for non-healing wounds. Your care team will provide seamless communication with your primary care doctor.

We provide specialized wound care for many different types of non-healing wounds, including:

- Burns
- Cellulitis
- Neuropathic diabetic ulcers
- Peristomal skin irritations
- Pressure ulcers
- Surgical wounds
- Traumatic wounds
- Vasculitis

When should you seek treatment for your wound?

- You have a wound that hasn’t healed in 30 days (commonly experienced by people with diabetes).
- You have an open sore with increasing pain, redness or swelling, foul odor, or a change in color.
- You have a surgical wound that has become infected.

We offer advanced wound care treatments that include skin substitutes, negative pressure wound therapy, compression therapy, debridements and Hyperbaric Oxygen Therapy (for select non-healing wounds).
We also treat the human spirit.