

# On Call Medical Solutions

On Call Medical Solutions, an affiliate of Ingalls Home Care, offers two kinds of service.

**Facility Staffing.** We provide qualified, competent R.N.s, L.P.N.s, and C.N.A.s to fill shift assignments in hospitals, skilled long term care facilities, and retirement villages, to cover vacations, sick leaves, or other staffing shortages. Our staff holds the skill levels necessary to deliver quality care to such specialty areas as:

- ▶ Ventilator Care
- ▶ Tracheostomy care
- ▶ Telemetry
- ▶ Medical surgical
- ▶ Critical Care

## Private Duty Home Care

We provide assistance at home for long-term home care situations: post surgery, after the birth of a baby, during chronic illness, or to help the elderly or medically fragile. Our services range from skilled private duty nursing, help with bathing and taking medications, light housekeeping or even taking a dog for grooming. We'll send the appropriate level of care to fit any need.



If you or your family are unsure of what level of care is needed, one of our professionally trained, certified case managers will conduct a complete personal assessment.

The Case Manager will then develop a comprehensive care plan considering the individual's and/or families wishes and resources.

For information, please call: **708.331.1220**



# Hospice

Our Hospice team strives to improve the quality of the patient's last days, weeks or months. Our goal is to help the patient live out each and every day to the best of their ability and keep them in the comfort of their own home, if at all possible.

Our team assists patients with the physical, emotional, social, spiritual and grief needs they may have as we go through this journey together. All team members are important in providing the best possible care. They include:

- ▶ Primary Physician
- ▶ Registered Nurses
- ▶ Hospice Physician
- ▶ Home Health Aides
- ▶ Physical Therapists
- ▶ Speech Therapists
- ▶ Occupational Therapists
- ▶ Social Services
- ▶ Spiritual Counselors
- ▶ Volunteers



Hospice care also covers medications, supplies and equipment related to the terminal illness.

Care is provided in the home, at a long-term care facility or in our Inpatient Unit, with the safety and comfort of the patient in mind. Hospice staff are available by phone 24 hours a day, seven days a week.

## Who Qualifies?

Those eligible for Hospice Care include patients of any age who have an end-stage disease process. Medicare, Medicaid, most HMO's and private insurance generally cover all hospice expenses. No patient will ever be denied hospice care because of an inability to pay.

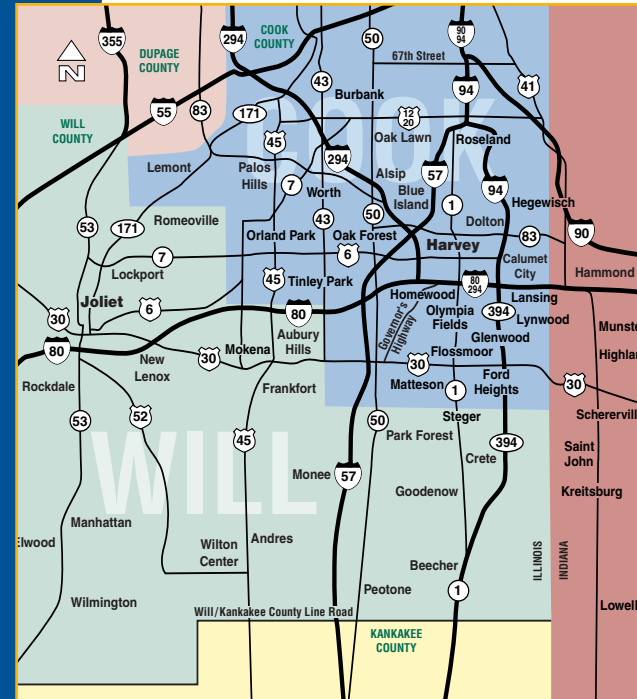
Patients and their families have the option of canceling hospice care at anytime if a condition improves or if other choices are desired.

## Bereavement Support

Ingalls Hospice extends bereavement support to family and friends for up to 13 months after the end of hospice care. Bereavement support groups are also open to anyone in the community who has suffered a loss.

For information on Hospice Services, please call: **708.331.1360**

# Service Area



**North:** Cook County to 67th Street  
**South:** Will/Kankakee County Line Road  
**East:** Indiana Border  
**West:** In Will County to Route 53

**Ingalls Home Care**  
 One Ingalls Drive  
 Wyman Gordon Pavilion  
 Harvey, IL 60426  
**708.331.0226** phone  
**708.915.2749** fax



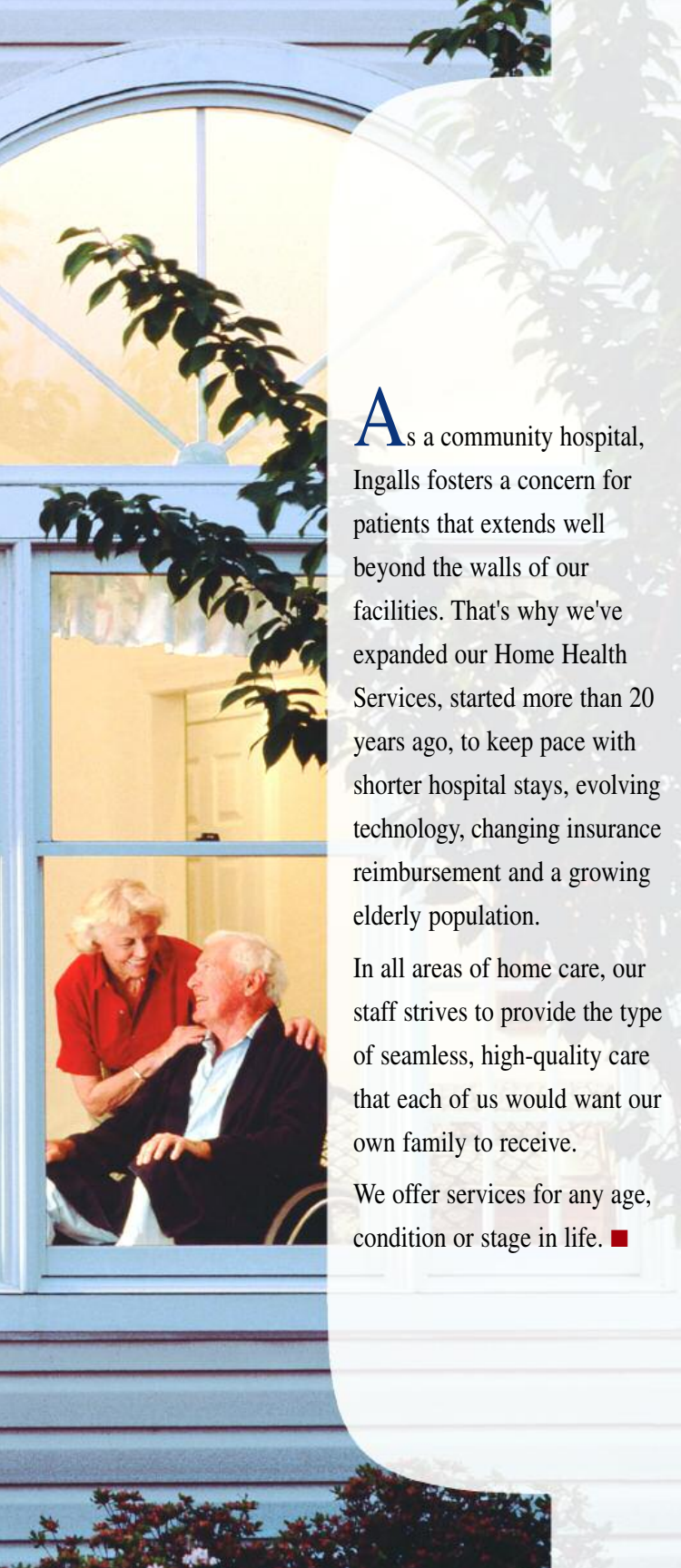
[www.ingallshealthsystem.org](http://www.ingallshealthsystem.org)

# Ingalls Home Care Services

- ▶ Intermittent
- ▶ Palliative Care
- ▶ Hospice
- ▶ Private Duty

## Reaching Beyond Hospital Walls





As a community hospital, Ingalls fosters a concern for patients that extends well beyond the walls of our facilities. That's why we've expanded our Home Health Services, started more than 20 years ago, to keep pace with shorter hospital stays, evolving technology, changing insurance reimbursement and a growing elderly population.

In all areas of home care, our staff strives to provide the type of seamless, high-quality care that each of us would want our own family to receive.

We offer services for any age, condition or stage in life. ■

## Intermittent Home Care

Intermittent Care brings the best possible care to your home, whether you're coping with an illness, need help after a hospitalization, or find it difficult to leave home on your own. Visits are scheduled according to need, may range from daily to once a month and typically last about one hour or less.

### The Intermittent Team

Our staff delivers care under the direction of the patient's primary physician and develops an individualized plan of care.



This team approach guarantees the best specialty care for each patient. The team may include:

- ▶ Skilled Adult Nurses
- ▶ Skilled Pediatric Nurses
- ▶ Medical Social Workers
- ▶ Mental Health Nurses
- ▶ Physical Therapists
- ▶ Occupational Therapists
- ▶ Speech Therapists
- ▶ Nutritional Counselors

### Special Services Include:

- ▶ Cardiac Care
- ▶ Mother/Baby Visits
- ▶ Specialized Wound Care
- ▶ Diabetic Education
- ▶ Pre-and Post-Surgical Care
- ▶ Lymphedema Therapy
- ▶ Cardiac Rehabilitation
- ▶ Intermittent/Continuous IV Hydration and TPN
- ▶ Infusion Therapy



Medicare or private insurance covers many home services. A patient qualifies for Intermittent Home Care Services under Medicare if the following criteria are met:

- ▶ They are under a physician's care
- ▶ A physician has ordered Home Care
- ▶ They have a skilled medical need
- ▶ They are essentially homebound.



A person is considered homebound if leaving the home:

- ▶ Requires considerable and taxing effort
- ▶ Requires use of a supportive device
- ▶ Requires the assistance of another person or special transportation or is medically inadvisable.

For information on Intermittent Care, call: **708.331.0226**

## Wound Care and Ostomy Care

Wounds can cause a considerable amount of pain, suffering, loss of function, as well as change in body image. Ingalls wound care team is dedicated to restoring and maintaining each patient's opportunity to heal inside and out.



The wound care team consists of an R.N. certified wound specialist who coordinates a team of nurses well trained in current wound and ostomy care therapies. This

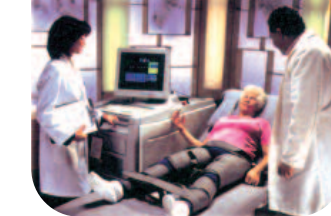
enables patients to receive education on the healing process, nutrition, hydration, medications and more.

Wound care involves: skin and wound assessment; prevention of skin breakdown; reduction of shear and friction; application of barriers; management of surgical wounds, chronic wounds, pressure ulcers, venous stasis ulcers and diabetic foot wounds; pre- and post-graft applications; and fistula management.

Consultations and referrals are available to advanced wound centers.

For information on Wound Care, call: **708.331.0226**

## Infusion Therapy



Patients who need IV antibiotics, pain management and other complex infusion therapies no longer require inpatient care when they are otherwise stable. Ingalls offers the options of Home Infusion or Outpatient Infusion Therapy. For both options, care is coordinated and delivered by Ingalls R.N.s specializing in all types of infusions.

Infusion therapy provides a broad range of intravenous (IV) medications, including antibiotics, anti-nausea medication, hydration, chemotherapy, pain management, total parenteral nutrition, central line/ midline maintenance, inotropic therapy and all injections. Ingalls Hospital is also one of less than 200 facilities nationwide to perform **EECP** (External Enhanced Counterpulsation), a safe alternative to surgery for chest pain. EECP is a non-invasive, electromechanical treatment for patients with severe coronary artery disease who do not respond to medication and are not candidates for surgical intervention.

For information on Infusion Therapy, please call: **708.331.0226**

Patients who are not candidates for home care services can be referred to the Outpatient Infusion Center in the Ingalls Professional Office Building. In addition to routine infusion services, the Outpatient Center also offers care for congestive heart failure, inotropic treatments, IV diuretics, sickle cell disease management and infusion of all blood products.

For information on the Outpatient Infusion Center & EECP, please call: **708.915.5032**

## Palliative

Palliative Care serves as a bridge between aggressive treatment and Hospice Care. Palliative care extends the philosophy of Hospice to a broader population to include patients who might benefit earlier in their illness. It is often the answer for the patient with a life-limiting illness who is still receiving treatment that falls outside the Hospice plan of care.

Patients must meet the criteria for Medicare Home Care Guidelines and are followed by their personal physician. For information on Palliative Care, please call: **708.331.0226**

