

HEALTH CARE RESOURCE GUIDE 2009

Compiled and Distributed by:

Congressman Gary C. Peters
Member of Congress

The information included in this guidebook was compiled by the Office of Congressman Gary C. Peters. The purpose of this guidebook is to provide health care resources. This health care resource guide is not intended to be a comprehensive overview of all health care assistance, rather it is meant to highlight potential opportunities of interest to Michigan and the 9th Congressional District. Detailed information can be found by contacting the appropriate federal or state agencies or other applicable entities as the information in this health care resource guide is subject to change. Additional requirements and guidance may be published at the discretion of the relevant agencies, departments and entities. Some resources are from the world wide web, yellow pages and various health care entities included by not limited to hospitals such as Beaumont Hospitals, Botsford, St. Joseph Mercy, Havenwyck, Henry Ford West Bloomfield, POH and Crittenton.

Table of Contents

Glossary of Terms	3-4
General Health Care Resources	
Community Resources.....	4-5
Medication Assistance Programs.....	5-8
Support Groups.....	8-9
Dental Services.....	9
Free and Low-Cost Health Centers.....	9-10
Hotlines and Special Programs.....	10-11
Mental Health/ Substance Abuse Services	11-12
Social Services.....	12-13
Other Health Services	13-14
Home Care Resources	14-15
Skilled Home Care Agencies.....	15-18
Infusion.....	18-19
Inpatient Rehabilitation Units.....	19-20
Child/Family Resources	
State and Federal Programs	20-21
Find Affordable Health Insurance	21
Financial Assistance Programs	21-22
Jewish Family Services	22
Oakland Primary Health Services.....	22-23
Adult/Elderly Resources	
Important Information regarding Medicare Coverage.....	23-25
Private Hire Services	26-28
Low-cost/ Free Homemaker and Personal Care Services.....	28
Personal Assistance Services/Programs.....	28
Placement Resources	29
Meals on Wheels	29
Transportation.....	29-30
Caregiver Support Groups	30-31
State and Federal Programs for Adults and Veterans	31-32
Hospice.....	32
Home Medical Equipment.....	32-34
Residential Centers	34-45
Adult Foster Care and Assisted Living Centers.....	35-36
Continuing Care.....	37
Extended Care Facilities in Oakland County.....	37-40
Extended Care Facility Admission	40-41
Adult Day Care Centers.....	42
Older Adult Services	43
Prevention/Wellness	
Botsford Hospital.....	44-45
Beaumont Hospitals.....	45
St. Joseph Mercy Oakland	45-46
Crittenton Hospital	46-47
Non-Profit/Foundation	
Botsford Hospital.....	47-48
Beaumont Hospitals.....	48-49
Crittenton Hospital	49
Henry Ford Hospital- West Bloomfield.....	49-50
Havenwyck Hospital.....	50
POH.....	50-51

Glossary of Terms

Accredited agencies- meet basic standards developed by nonprofit groups to promote excellence in home health care. Accreditation is voluntary.

Adult day care- a service staffed with trained individuals who offer activities during a specific time of day. Activities may include arts and crafts, exercise programs and a noon meal.

Adult foster care- a supervised living arrangement in homes with up to 20 beds providing room and board and assistance with daily living activities such as personal care. Medical supervision is not provided.

Assisted living (home for the aged)- a supervised living arrangement in a facility with more than 200 beds providing room and board and assistance with daily living activities such as personal care. Medical supervision is not provided.

Basic care- the level of care provided by nurse's aides, companions/sitters or the patient's family to maintain activities of daily living such as personal care and safety as well as general supervision.

Bonded agencies- private pay agencies that obtain a bond similar to an insurance policy for their employees.

Certified agencies- indicates the agency has met both state and federal requirements. Certified agencies are eligible for reimbursement from Medicare and Medicaid for home health services.

Co-insurance- a secondary insurance company that may assist with medical expenses and health care costs.

Companion/sitter- a person who provides companionship, meal preparation and supervision, but will not provide personal care assistance or nursing care.

Continuum of care center- a facility, which offers multiple levels of placement care ranging from independent living to nursing care.

Convalescent home- the same facility as, or another term for, a nursing home.

Co-pay- the client or patient is responsible for a portion or percentage of medical expenses or health care costs.

Home care- a service brought to the home to maintain or restore a person's health and well being.

Hospice- a program or agency that provides care for the emotional and physical needs of terminally ill patients and their families.

Medicaid- a medical assistance program jointly financed by state and federal governments for eligible low-income individuals. In Michigan, the Medicaid program is provided through the Department of Social Services. Eligibility is determined on a financial basis. Benefits are available for both skilled and basic care in nursing homes certified by Medicaid. For more information regarding Medicaid benefits, please care a care management case manager.

Medicare- the federal insurance program administered by the Social Security Administration that provides benefits for skilled home health care or skilled care in a nursing facility approved by Medicare.

Nursing home- a facility that provides around the clock care utilizing nurses and trained care givers as specified by state regulations.

Private pay- the cost of care is assumed by the patient or family.

Rehabilitation Centers- a skilled care facility specializing in physical, occupational and speech therapies with emphasis on returning the patient to a maximum level of functioning. Services can be provided on an inpatient or outpatient basis.

Residential Centers- independent apartments or rooms with added services such as meals, homemaking, transportation, and planned social activities. Medical supervision is not provided.

Respite- short term relief for family members tending to the health needs of a loved one at home. Agencies or health care facilities can provide relief from a few hours to several weeks.

Skilled care- the level of care provided by registered nurses or other medical professionals requiring specialized skills for medications, procedures and therapy treatments.

Community Resources

There are a number of resources in your community that can give you direction regarding legal matters, mental health assistance or social services. Call the referral source in your area to learn more about services.

Area Agency on Aging:

The Area Agencies on Aging receive grants under the Older Americans Act and the Older Michiganians Act to develop, coordinate, plan and administer a comprehensive network of services and programs for older adults. The agency assigns assessment teams to evaluate a patient's situation and make suggestions or referrals as needed.

Legal Services:

For information regarding guardianship or conservatorship procedures, it is best if you contact your own attorney. If you do not have an attorney, contact one of the sources listed below for more information.

Probate Courts
Oakland County
1200 N. Telegraph
Pontiac, MI 48341
248-858-0260

Oakland County Bar Association
248-338-2100

The Center for Elder Law
1301 W. Long Lake Road, Suite 340
Troy, MI 48098
248-641-7526/ 248-641-7073 Fax

Free Legal Information Clinic
Women's Survival Center of Oakland
County
167 W. Pike
Pontiac, MI 48341
248-335-2685 Ext. 243

Aging Resources, LLC
P.O. Box 1915

Royal Oak, MI 48068
248-568-3643/ 248-548-1206

Catholic Social Services of Oakland County
Royal Oak Office
1424 E. Eleven mile
Royal Oak, MI 48067
248-548-4044

Farmington Office
26105 Orchard Lake, Suite 303
Farmington hills, MI 48334
248-539-3592

Pontiac Office
53 Franklin Blvd.
Pontiac, MI 48341
248-334-3595

Waterford Office
6637 Highland
Waterford, MI 48327
248-666-8870

Medication Assistance Programs

The following is a list of local sources and some national resources for obtaining medication assistance. These resources cannot usually meet the needs of patients on the same day, but require time for processing paperwork. The most important resource is Medicaid through Department of Human Services (DHS). Many of the following programs require verifications that a client is not eligible for Medicaid.

Since funding available to non-profit social service agencies fluctuates so greatly, services can vary by the month. It is always important to call first, both to let agency staff know that a client is coming, and to save the client a possible wasted trip.

American Association of Retired Persons
800-456-2226
www.rspsharmacy.com

American Cancer Society
800-227-2345

www.cancer.org
Astra Zeneca AZ&Me Prescription Savings
Program
800-292-6363
www.azme.com
www.rxassist.org

Beaumont Hospital, Royal Oak
Social Work Department
248-898-7595
www.beaumont Hospitals.com

Bristol-Myers Squibb Together Rx Access
800-444-4016
www.togetherrxaccess.com

Cancer Care
800-813-4673
www.cancercare.org

Jewish Family Service Prescription Program
Dr. Lois Berman
248-592-2267

Leukemia and Lymphoma Society
1421 E. 12 Mile Road
Madison Heights, MI 48071
248-582-2900

Lighthouse Emergency Services
46156 Woodward Ave.
Pontiac, MI 48342
248-920-6100

Lighthouse of Oakland County Prescription
Program
248-920-6000
248-920-6100
www.lighthouseoakland.com

Lily Medicare Answers Program
877-795-4559
www.lilymedicareanswers.com

Meijer Pharmacy
www.meijer.com/pharmacy/antibiotics.asp

Merck Prescription Discount Program
800-506-3725
www.merck.com/merckhelps
Michigan Elder Prescription Insurance
Coverage
866-747-5844
www.michigan.gov

Michigan HIV/AIDS Drug Assistance
Program (ADAP)
888-826-6565
www.michigan.gov/mdch

Michigan Medicare/Medicaid-Visit your
local department of human services (DHS)
800-633-4227
800-642-3195
www.michigan.gov

Michigan Parkinson Foundation
800-852-9781
248-433-1011
www.parkinsonsmi.org

Michigan Rx Prescription Savings Program-
for uninsured and underinsured persons
866-755-6479
www.michigan.gov

National Cancer Institute
800-422-6237
www.cancer.gov

Needy Meds- Website offering over 400
resources for medication cost assistance
programs.
www.needymeds.com

Oakland Livingston
Human Services- Provides up to \$150 in
Medication assistance to eligible residents
South Office:
248-542-5860
Central Office:
248-209-2600
www.olhsa.org

Oakland County Prescription Assistance
Program
866-731-7213
<http://naco.advancerx.com>

Partnership for Prescription Assistance
Resource for more than 475 programs
sponsored by the pharmaceutical industry
888-477-2669
www.pparx.org

World Medical Relief (WWR)
313-866-5333
www.worldmedicalrelief.com

Pfizer Programs:

- *Connection to Care
- *Pfriends
- *FirstRESOURCE
- *The Pfizer Bridge Program
- *Pfizer RSVP Program

866-776-3700
866-774-5675
800-645-1280
888-327-7787
www.pfizerhelpfulanswers.com

Pharmaceutical Prescription Assistance
www.pharma.org

\$4 Prescription Drug Program available at
Meijer, Walmart /Sam's Club, CVS and
Target. Meijer also offers free antibiotics.
www.meijer.com
www.walmart.com/pharmacy
www.samsclub.com
www.cvs.com
www.target.com

Salvation Army
34 Oakland Ave.
Pontiac, MI 48342
248-334-2407

Target Pharmacy
<http://sites.target.com/images/pharmacy/4do1larcategories111907.pdf?ref=sciwr101Cat>
V.A benefits
800-511-8056

Veterans Affairs Health Benefit Service
Center

877-222-8387
www.va.gov/health
World Medical Relief
11745 Rosa Parks Boulevard
Detroit, MI 48206
313-866-5333

Wyeth Patient Assistance Program
800-568-9938
www.wyeth.com

General Prescription Programs

GlaxoSmithKline "Orange Card"
888-672-6436
Us.gsk.com/card
Savings of 20 percent to 40 percent on
GlaxoSmithKline prescription medicines
For seniors and disabled individuals who are
enrolled in Medicare but lack prescription
coverage.

The Medicine Program
866-694-3893
Themedicineprogram.com

Michigan Medicare/Medicaid Assistance
Program
6105 W. St. Joseph, Suite 209
Lansing, MI 48917
800-803-7174

Oakland County Express Scripps
866-731-7213
Free program open to Oakland County
seniors 60 and up.
Program for individuals aged 59 and under
costs \$14/year to enroll, or \$20/year for
families. Discounts of 15 percent to 40
percent are available.

Prescription Drug and Patient Assistance
Programs
202-835-3400
phrma.org, pparxmi.org, rxassist.org or
needymeds.com

Prescription Relief
Prescriptionrelief.org
866-DRUG-686
The cost is \$8 per month per prescription.
Apply online or call for details.

Specialized Prescription Programs

Hemophilia Foundation of Michigan
905 W. Eisenhower Circle, Suite 107
Ann Arbor, MI 48103
800-482-3041
Hfmich.org
Helping people who have Hemophilia find
resources to pay for their medicines.

Lupus Alliance
26507 Harper Ave.
St. Clair Shores, MI 48081
586-775-8310
Milupus.org
Provides one-time emergency assistance for
members of the Alliance that have been
diagnosed with Lupus. Costs \$25 per year.

Michigan Parkinson Foundation
248-433-1011 or 800-852-9781

Myasthenia Gravis Association
17117 W. Nine Mile Road, Suite 1409
Southfield, MI 48075
248-423-9700
Mgadetroit.org
Provides mail order medication for the drugs
Mestinon and Prednisone for people
diagnosed with Myasthenia Gravis.

National Kidney Foundation of Michigan
1169 Oak Valley Drive
Ann Arbor, MI 48108
800-482-1455
Nkfm.org
The foundation will pay \$750 toward the
cost of medications for people with kidney
disease who do not have insurance coverage.

<h2>Support Groups</h2>

Support groups are people helping themselves and each other by sharing common problems and common strengths. These links distinguish a support group from such natural helping networks as the family, friends, neighbors or church members.

Group meetings are typically informal discussions led by a trained moderator. Meetings can also feature lectures by informed speakers. Members participate at their own level of comfort.

Bereavement Support-----800-633-7377
Morning Kids
Bereaved Parents Support Group
Looking Ahead

Cancer Support
Breast Cancer Support Group-----800-633-7377
Man-to-Man Prostate Cancer Support-----800-633-7377

Cane and Able-----248-964-0660

Caregivers Support
In Sickness and in Health-----800-633-7377

Heart and Stroke Support-----800-633-7377

Parkinson's Disease Support-----800-633-7377

Dental Services

Children's Dental Health Foundation
25882 Orchard Lake Road, Suite L-5
Farmington Hills, MI 48336
248-442-6600
Call for information on low cost dental services or to receive a referral for dental services

Tri-County Dental Health Council
29350 Southfield Road, #35
Southfield, MI 48076
248-559-7767
Provides referrals for free and reduced-cost dentistry
For residents of Wayne, Oakland, and Macomb counties.

University of Michigan School of Dentistry
1011 N. University Ave.
Ann Arbor, MI 48109
734-763-6933 or 888-707-2500
Preventive care, health education, dentures, 24-hour emergency care and more.
Fees are lower than private dentists and payment plans can be arranged.

Oakland Primary Health Services
46 N. Saginaw Street
Pontiac, MI 48342
248.322.OPHS (6747)/ 248.322.5787 Fax

Free and Low-Cost Health Centers

Father Pops Clinic
400 South Blvd. W.
Pontiac, MI 48341
248-334-2126 or 248-332-9872
Physician available each Wednesday from 1 p.m. to 8 p.m. Please call ahead.

Gary Burnstein Community Health Clinic
90 W. University
Pontiac, MI 48342
248-758-1690
Please call for hours

Jewish Family Services
Visit jfsdetroit.org or call 248-592-2325 for information on services for uninsured members of the Jewish Community.

Mercy Place Clinic
55 Clinton
Pontiac, MI 48342
Primary care services for uninsured adults
Open 8 a.m. to 4:30 p.m. Monday through Friday by appointment only

Oakland County Children's Clinics
250 Elizabeth Lake Road
Pontiac, MI 48341
248-858-1311
Well-child services on the first Friday morning of each month by appointment only. Must be an Oakland County resident.

27725 Greenfield
Southfield, MI 48076
248-424-7066
Well-child services on the first Friday morning of each month by appointment only. Must be an Oakland County resident.

1010 E. West Maple Road
Walled Lake, MI 48390
248-926-3341
Well-child services on the first Friday morning of each month by appointment only. Must be an Oakland County resident.
United Methodist Church
140 E. Flint St.
Lake Orion, MI 48362
248-858-1311

Well-child services on the first Friday morning of each month by appointment only. Must be an Oakland County resident.

Oakland Primary Health Services
46 N. Saginaw
Pontiac, MI 48341
248-322-6747
Call for more information

POH Children's Clinic
673 MLK Blvd. N.
Pontiac, MI 48342
248-334-0024
Open Monday, Wednesday, Friday 9 a.m. to 5 p.m. and Tuesday and Thursday 10 a.m. to 6 p.m.
For children 18 and under who live in Oakland County

School Based Health Centers
Oakland County
Jardon-Webb School (Ferndale/Hazel Park)
248-544-5320
Pontiac Central and Northern High School
Teen Health Center
248-451-7147

Hotlines and Special Programs

American Association of Retired Persons (AARP)
866-227-7448
Aarp.org
This organization provides medical and dental insurance discounts, job placement, and other services for people aged 50 and older.

AIDS Information and Resources
Please call 800-872-AIDS (872-2437) or 800-750-TEEN (750-8336) for information about HIV and AIDS

Alzheimer's Hotline
800-272-3900
Are you or someone who know suffering from Alzheimer's disease or memory loss? Do you need to know information about Alzheimer's disease? If so, call this hotline, sponsored by the Alzheimer's association.
Depression and Suicide Resources
Help is available for you or your loved ones suffering from depression or suicidal thoughts. Call 800-784-2433 or 800-273-8255 anytime for help (please call 911 for emergencies)

Domestic Violence Resources

Are you or someone you know suffering from domestic abuse? Call 800-799-SAFE anytime to find out about shelters, free legal services, counseling and other resources in your area.

Elderly and Disabled Helpline

800-996-6228

This helpline provides information, referrals, and resources on abuse and neglect for elderly and disabled citizens. You may also report suspected abuse by calling this number.

Gospel Against AIDS

2751 E. Jefferson Ave., Suite 301

Detroit, MI 48207

313-341-5989

Gospelaa.org

Faith-based organization that provides preventive education on HIV/AIDS and sexually transmitted diseases.

Michigan 2-1-1

2-1-1 is a new hotline that provides information and referrals to anyone in Michigan about health care, education, housing, family planning, mental health or

other social services. Simply pick up the phone and dial “2-1-1” to learn more.

Mammogram/Pap Smear Referral Program

800-922-6266

The Michigan Department of Community Health provides this fee service to women ages 40-64 who need information on breast or cervical cancer, or are in need of an annual pap smear or mammogram. Simply call the number listed above to find women’s health resources in your area.

Nursing Home Helpline

866-485-9393

Nursing home residents and their relatives can call this number to file complaints. Find information on nursing homes in your area.

Poison Control

800-222-1222

Tobacco Quit Line

800-537-5666

Need help breaking your addiction to tobacco-related products? Call this free hotline for help.

Mental Health/ Substance Abuse Services

Oakland County Community Mental Health

2011 Executive Hills Blvd.

Auburn Hills, MI 48326

248-858-1210

24-hour emergency line: 248-543-2900

Michigan Psychological Services

39520 Woodward, Suite 210

Bloomfield Hills, MI 48304

248-647-8412

General mental health services; sliding scale available

Oakland County Health Division PACE

Program

248-858-5200

Substance abuse services for the uninsured living in Oakland County

Alcoholics Anonymous

AA of Oakland County

168 University Drive

Pontiac, MI 48342

248-332-6116

24-Hour Hotline: 248-332-3521
AA_oakland@sbcglobal.net

Emotions Anonymous
First Presbyterian Church, Library
1669 W. Maple Road
Birmingham, MI 48009

Beaumont Hospital
3601 W. 13 Mile Road
Royal Oak, MI 48073
www.beaumont-hospitals.com

National Association for Children of
Alcoholics
6777 West Maple Road
West Bloomfield, MI 48322
248-661-6170
www.nacoa.net

New Oakland Child-Adolescent and Family
Center
5600 W. Maple Road

Suite D-402
West Bloomfield, MI 48322
248-855-1540
<http://www.newoakland.org/about-newoak.html>

Catholic Social Services of Oakland County

Auburn Hills
3300 South Adams Road
Auburn Hills, MI 48326
248-537-3300/ 248-537-3306
Royal Oak

1424 East Eleven Mile Road
Royal Oak, MI 48067
248-666-8870/ 248-666-5023 Fax

Oakland County Coordinating Council
against Domestic Violence
1410 South Telegraph
Bloomfield Hills, MI 48302
248-456-8158 ext. 210/ 248-292-5294 Fax
<http://www.domesticviolence.org/intro.html>

Social Services

Common Ground Sanctuary
1410 S. Telegraph
Bloomfield Hills, MI 48302
248-456-8150
24-hour Crisis Line: 800-231-1127
Commongroundsancuary.org
This agency provides crisis counseling 24
hours a day, seven days a week to youth,
adults, and families in crisis in the Oakland
County area.
Free legal clinic every Tuesday from 6:40 to
8 p.m.
Support groups also available.

The Women's Center of America
2425 W. Stadium Blvd.
Ann Arbor, MI 48104
734-973-6779

Thewomenscenterofamerica.org
info@thewomenscenterofamerica.org
Therapy, financial counseling, career
services, and support groups for women.
Please call or visit the web site for more
information.

Services for Seniors
Oakland County

City of Royal Oak
248-246-3900

Community Services of Oakland
248-542-5860

Farmington Hills Senior Center
248-473-1821

Other Health Services

General Clinic Services

HIV:

- Confidential and Anonymous Counseling and testing
- Referral service
- Education

Immunizations:

State and federal eligibility requirements apply for most childhood vaccines. Some immunizations are available on a fee schedule and only available to certain age groups.

- 1-800-848-5533 for more information. Immunizations are available to protect against:
 - Diphtheria, Pertussis, Mumps, Haemophilus Influenza Type B (HIB), Hepatitis B, Meningitis (meningococcal), Rotavirus, Influenza, Tetanus, Measles, Rubella, Hepatitis A, Human Papilloma Virus (HPV4), Polio, Chicken Pox (Varicella), Pneumonia, Shingles (Zostavax)

Pregnancy:

- Education
- Urine Pregnancy Testing
- Sexually Transmitted Disease and HIV Testing
- Immunization Assessment
- Referral Service

- Referral Services
- Fact Sheet for Tuberculosis

Nuisance Diseases:

Examples, head lice and scabies

- Education
- Assessment
- Diagnosis
- Counseling
- Treatment

Sexually Transmitted Diseases:

- Education
- Assessment
- Diagnosis
- Treatment
- Referral Services

Tuberculosis:

- Education
- Skin Testing
- X-Rays
- Treatment
- Case Management

Oakland County Health Department
County Service Center
1200 North Telegraph, Building 36 East
Pontiac, MI 48341
248-424-7046/ 248-858-0178 Fax
www.oakgov.com/health/program_service
Clinic Hours: Monday: Noon-8:00 PM
Tuesday through Friday: 8:30 AM- 5:00 PM

Home Care Resources

Guidelines for selecting Home Care Agencies

Many supplemental services are available for patients recovering at home according to their individual needs. Home care can be provided by skilled home care agencies, private hire nursing agencies or homemaker assistance companies. These services are designed for the patient who is being discharged from the hospital and may need further supervision or assistance at home.

How consumers can screen agencies

When selecting any home care agency, these questions can guide your selection:

Caring for the patient

- What services do you provide?
- Who is in charge of the care?
- When will I meet this person?
- Is care available 24 hours per day?
- How do I reach the nurse on call?
- How often will the care be supervised?
- What happens if an employee doesn't show up?
- How do you train your staff?

Hiring screens

- What previous experience and education do you require?
- What does your employee physical consist of?
- Do you do a drug screen?
- How do you check employee references?
- How do you verify driver's license/auto insurance?
- How do you verify employee criminal records?

Billing/taxes/liabilities

- When will I receive a bill?
- Are there additional charges?

- What happens if theft or damage to my home occurs while the employee is in my home?
- How is an on-the-job injury covered?
- Who pays the taxes?

Accreditation associations

- Are you accredited by the Joint Commission on the Accreditation of Health Organizations?
- What associations are you a member of?
- Are you affiliated with a hospital?

Terms to know about agencies

- Bonded agencies- to become bonded, an agency pays a fixed dollar amount and then obtains a bond similar to an insurance policy. If a consumer sues the agency and wins, settlements can be paid from the bond.
- Certified agencies- the Michigan State Health Department certifies home health agencies. A certified agency is eligible to be reimbursed for Medicare and some Medicaid home health services. Certification implies some quality because agencies must show they meet both state and federal requirements. Private duty agencies do not need to be certified because they are not reimbursable through Medicare or Medicaid.
- Accredited agencies- agencies that have met the basic standards developed by nonprofit groups that promote excellence in home health care. The agency must pass a review of services and practices. Accreditation is voluntary.

Home care accreditation groups

The following national groups accredit home care agencies:

- Community Health Accreditation Program- (CHAP) A subsidiary of the National League for Nursing and American Public Health Association, CHAP has been accrediting community nursing services such as visiting nurse associations and home health agencies since 1965. For information, write to: Ten Columbus Circle, New York, NY 10019.
- Joint Commission on the Accreditation of Health Organizations- (JCAHO) accredits hospitals and reviews any hospital-operated service including home care services. For information, write to: One Renaissance Blvd, Oakbrook Terrace, IL 60181

Skilled Home Care Agencies

Home is the most desirable environment for most people recovering from an illness, injury or disability. A range of skilled services directed by your physician may be needed to keep you or a loved one safe and comfortable at home. These services may include medical condition management, post-surgical care, diabetic teaching, wound care, stroke rehabilitation or assistance with IV medication and medical equipment. Skilled home care requires your physician's referral and is covered by most insurance plans. Some restrictions may apply such as co-payments,

being difficult to leave your home (homebound) and services may only be provided for a limited time.

Beaumont Hospital, Home Care
1200 Stephenson Hwy.
Troy, MI 48083
248-743-9500/ 248-743-9062 Fax

Acute Home Health Care, Inc.
1633 W. Big Beaver
Troy, MI 48083
248-816-1600/ 248-816-5080 Fax

Advanced Home Care
850 Stephenson Hwy. Ste 701
Troy, MI 48083
248-588-0069/ 245-588-0234 Fax

Advanced Professional Home Health Care
2075 West Big Beaver Ste. 400
Troy, MI 48084
248-649-5250/ 248-649-5417 Fax

Allegiance Home Health Care
2040 Crooks Road, Suite B
Troy, MI 48084
248-519-0234/ 866-546-8253 Fax

A Complete Home Care
31000 Lahser Ste. 5
Beverly Hills, MI 48025
800-647-6071/ 248-203-1349 Fax

Ameristaff, Inc.
1938 Woodslee
Troy, MI 48083
248-288-2270/ 248-288-5713 Fax

Angel Healthcare Group
2619 Product Drive, Suite 106
Rochester Hills, MI 48309
248-844-9650/ 248-844-9651 Fax

Arcadia Health Care
920 E. Maple Rd.
Birmingham, MI 48009
248-557-4600/ 248-594-4651 Fax

At Home Network
31555 W. 14 Mile Rd. Ste. 311
Farmington Hills, MI 48334
248-539-8400/ 248-539-8484 Fax

Care Origin
30700 Telegraph Rd. #4559
Bingham Farms, MI 48025
888-712-0033/ 248-712-1100/ 248-479-5201 Fax

Comforcare Senior
2510 Telegraph
Bloomfield, MI 48302
586-772-0700/ 248-745-9763

Concept One Home Health Care
30700 Telegraph Ste. 1515
Bingham Farms, MI 48025
248-905-5478/ 248-905-1568 Fax

Covenant Home Care LLC
4066 Telegraph Road Ste. 1A
Bloomfield Hills, MI 48302
248-593-6177/ 248-593-6002 Fax
Cranbrook Hospice and Mercy Home Care
281 Enterprise Court, Ste. 200
Bloomfield Hills, MI 48302
800-832-1155/ 248-858-8323 Fax

DSN Home Care, LLC
31550 Northwestern Hwy.
Farmington Hills, MI 48334
248-539-7888/ 248-539-7999 Fax

Excellence Home Health Care
20853 Farmington, Suite 205
Farmington Hills, MI 48336
248-476-9091/ 888-476-9091/ 248-476-1011 Fax

Family Nurse Care
100 Lake Village Blvd.

Auburn Hills, MI 48236
248-333-7993/ 800-479-6877/ 248-33-1993
Fax

First Choice Home Health Inc.
25820 Orchard Lake Rd. Ste. 2
Farmington Hills, MI 48336
248-968-9747/ 248-968-9748 Fax

Friends Who Care
P.O Box 721154
Berkley, MI 48072
248-968-5540/ 248-968-5621

Global Home Care, Inc.
1883 E. Maple Rd.
Troy, MI 48083
248-588-8881/ 248-588-9078 Fax

Greater Oakland VNA
959 W. Huron
Waterford, MI 48328
248-683-1770/ 800-466-3234/ 248-683-
1774 Fax

Guardian Angel Homecare
1715 Northfield Dr.
Rochester Hills, MI 48309
248-293-2400 (248-961-3916 weekends)
248-293-2401 Fax

Hannah's home Care, Inc.
P.O Box 20082
Ferndale, MI 48220
877-222-2248/ 248-471-0231 Fax

Health First Choice Home Health
25820 Orchard Lake Rd.
Farmington Hills, MI 48336
248-968-9747/ 248-615-4681 Fax

Hilton Convalescent Home
3161 Hilton Road
Ferndale, MI 48220
248-547-6227/ 248-399-0190

Home Health Outreach

1460 Walton Blvd., Ste. 40
Rochester Hills, MI 48309
248-656-7010/ 800-558-8644/ 248-656-
6758 Fax

House of Hope
1354 Lamb Dr.
Troy, MI 48085
248-524-1734

Integrity Home Health Care
850 Stephenson Highway, Suite 202
Troy, MI 48084
248-307-1012/ 248-553-3377 Fax

Maxim Health Care Professionals
30300 Telegraph Road, Ste 280
Bingham Farms, MI 48025
248-430-0200/ 800-878-1908/ 248-357-
4606 Fax
www.maximhomehealth.com

McGuffey Home Health Care
3250 Coolidge Ste. A
Berkley, MI 48072
248-591-9200/ 248-591-0623 Fax
Mercy Home Care Oakland
281 Enterprise Court, Suite 200
Bloomfield Hills, MI 48302
800-832-1155/ 248-858-8323 Fax

Michigan Home Health Services, Inc.
23030 Mooney Suite A
Farmington, MI 38336
248-471-6202/ 248-471-6204 Fax

Northwest Home Health Services
28800 Eight Mile Road, Ste. 110
Farmington Hills, MI 48336
248-477-0890/ 248-477-0891 Fax

Optimal Care, Inc.
30600 Telegraph Ste. 3275
Bingham Farms-, MI 48025
248-723-9613/ 248-723-9615 Fax

Parrish Home Healthcare

3500 W. 11 Mile Ste. B
Berkley, MI 48072
248-547-5778/ 248-547-6077 Fax

Premier Visiting Nurse and Home Services,
LLC
33333 Dequindre Ste. C
Troy, MI 48083
248-597-9040/ 248-597-9147 Fax

Primary Care Nurses Home Healthcare
1132 Coolidge Hwy
Troy, MI 48084
248-655-5555/ 800-745-4551/ 248-655-
0000 Fax
Providence Home Health Care
34405 Twelve Mile Road #130
Farmington Hills, MI 48331
248-380-1200/ 248-380-1209 Fax

T.O.N.E. Home Health Services, Inc.
26862 Woodward Ave., Suite 101

Royal Oak, MI 48067
248-545-8306/ 248-545-8307 Fax

Transport Care Services
3179 York Rd.
Rochester Hills, MI 48309
888-811-3500/ 888-811-4655 Fax

Unicare Home Health, Inc.
3901 Highland Road, Suite A
Waterford, MI 48328
248-682-7423/ 248-682-7655 Fax

Universal Home Care, Inc.
23900 Orchard Lake Rd. Ste. 280
Farmington, MI 48336
248-615-0001/ 248-615-0003 Fax

Visiting Angels
42690 Woodward Ave. Ste. 100
Bloomfield Hills, MI 48304
248-655-9006/ 248-341-3518 Fax

Infusion

Beaumont Home Infusion Services provides specialized and professional home infusion designed to meet the complex health care needs while maintaining the patient's dignity and independence in their home and, in some cases, return to work while still on therapy.

Services:

- Antibiotics
- Anticoagulation medication
- Chemotherapy
- Enteral nutrition
- Hydration
- Inotropic therapy
- Pain management
- Steroid therapy
- Total parenteral nutrition

Patient Support

Beaumont Home Infusion pharmacists and professional personnel are available 24 hours a day; our clinicians can provide immediate, after-hour, and on-going support for the patient, family and caregiver. As always, home delivery is free.

Insurance

One call to Beaumont Home Infusion will pre-certify and verify the patients insurance coverage, coordinate all infusion needs, and coordinate all nursing care. Medicare Part B, Medicaid, Blue Cross Blue Shield and most private insurance plans cover Home Infusion Pharmacy Services. Beaumont Home Infusion also provides financial assistance for those who qualify.

In addition to the Beaumont program, there are other local Home Infusion Services available:

Beaumont Hospitals
Home Infusion Services
21355 Melrose Ave., Suite 6
Southfield, MI 48075
248-208-4081 / 248-208-4077 Fax

Excellacare
20853 Farmington, Suite 205
Farmington Hills, MI 48336
248-476-9091/ 248-476-1011 Fax

Infusion Partners
3355 Bald Mountain Rd. #70
Auburn hills, MI 48236
800-798-4899/ 248-322-2217 Fax

Infectious Disease Center
2820 Crooks Road Suite 400
Rochester Hills, MI 48309
248-853-2323/ 248-853-8890 Fax
24350 Orchard Lake Road Suite 111
Farmington Hills, MI 48336
248-615-0889/ 248-615-9952 Fax

Mercy Amicare Home Healthcare

281 Enterprise Ct. Suite 200
Bloomfield, MI 48302
800-852-3638

Oakwood Home Care Services- Active
infusion
1409 Allen, Suite H
Troy, MI 48083
248-589-7755/ 248-616-5022 Fax

Walgreens- Optioncare
27003 Hills Tech Ct.
Farmington Hills, MI 48331
800-323-6961/ 734-677-1722 Fax

RX IV (Americare)
1938 Woodslee
Troy, MI 48083
248-435-9400/ 248-288-5713 Fax

Wright & Filippis
2845 Crooks
Rochester Hills, MI 48309
248-853-1888/ 248-853-9102 Fax

Inpatient Rehabilitation Units

Rehabilitation units are skilled care facilities specializing in:

- Physical therapy
- Occupational therapy
- Speech and language pathology
- Recreation therapy
- Nursing

Treatment usually requires a doctor's referral and is covered by most insurance plans.

The effects of a serious illness or injury can range from minor mobility problems to a major change in physical and cognitive abilities. Patients arrive at the rehabilitation unit with a variety of physical and neurological disabilities following the acute stages of an illness or an injury.

Beaumont Hospital, Royal Oak
3601 W. Thirteen Mile
Royal Oak, MI 48073
248-898-7533

Botsford
28050 Grand River
Farmington Hills, MI 48336
248-471-8753/ 248-471-8607 Fax

Crittenton Rehab Center
1101 W. University Drive
Rochester, MI 48307
248-652-5809/ 248-652-5390 Fax

North Oakland Medical Centers
461 W. Huron
Pontiac, MI 48341
248-857-7200/ 248-857-6881

St. Joseph Mercy- Hospital of Pontiac
44405 Woodward
Pontiac, MI 48341
248-858-6112/ 248-858-6111 Fax

Sub Acute Rehab

Georgian Bloomfield
2975 N. Adams
Bloomfield, MI 48304
248-645-2900/ 248-645-1426 Fax

West Bloomfield nursing & Convalescent
Center
6445 W. Maple
West Bloomfield, MI 48322
248-661-1600/ 248-661-7570

State and Federal Programs

For Children and Pregnant Women

Children's Special Health Care Services:

This is a program for children and some adults with special health care needs. For children suffering from a chronic medical condition such as cerebral palsy, sickle cell disease, epilepsy, diabetes, muscular dystrophy, or others.

- 800-359-3722
- Michigan.gov

MiChild/Healthy Kids Program:

These programs provide basic health insurance coverage and preventive services to uninsured Michigan children and pregnant women who do not qualify for Medicaid. The cost is either free or \$10 per month, depending on your income. Call the number below for more information, or apply online at healthcare4mi.com.

- 888-988-6300

Women, Infants, and Children Program (WIC):

This program provides nutritious foods, information on healthy eating and referrals to health care for women, infants and children.

- 800-CALL-WIC (225-5942)

Find Affordable Health Insurance

COBRA:

If you do not qualify for insurance through spouse/partner's employer or for Medicaid, you may qualify for a reduction of 65% of the cost of COBRA for up to nine months through a new government program. This program may also be available if you previously did not elect COBRA. The full premium subsidy is limited by a taxpayer's adjusted gross income (AGI), \$125,000 for individuals and \$250,000 for joint filers and is phased out for individuals with an AGI between \$125,000 and \$145,000 and families with an AGI between \$250,000 and \$290,000. It provides a special 60-day election period for a qualified beneficiary who is eligible for a subsidized premium and who has not elected COBRA continuation coverage as of the date of enactment or who is no longer enrolled on the date of enactment, for example, because the beneficiary was unable to continue paying the premium.

- 866-444-3272
- www.dol.gov/ebsa/COBRA.html

Private Health Insurance:

Blue Cross Blue Shield (BC/BS) of Michigan is the state's nonprofit insurer of last resort. BC/BS must accept all applicants.

- 877-4MY-BLUE (877-469-2583)

Government funded health insurance:

Medicaid is available to low-income families, disabled persons, children, and pregnant women. To apply for Medicaid, go to or call your local Department of Health Services office.

- www.michigan.gov/dhs

Free or low cost primary care:

A list of free clinics in Oakland County can be found at

- www.fcomi.org/locator/county%20Sites/oakland.htm

Financial Assistance Programs

Food Assistance Program (FAP):

The Food Assistance Program (Formally Food Stamps) provides benefits to eligible low-income families and individuals to raise food purchasing power and help improve nutritional health.

Benefits are 100 percent federally funded and administrative costs are shared equally between the state and the federal governments. Contact: Local DHS offices.

State Emergency Relief (SER):

This program provides temporary financial help to needy persons faced with emergency situations that (1) threaten health and safety, and (2) can be resolved with the SER payment. Payments are made for the minimum amount necessary to resolve the emergency. The program is funded with both state and federal funds. Contact: Local DHS offices.

Medicaid:

Medicaid provides medical assistance to individuals and families who meet the financial and non-financial eligibility factors. The goal of the program is to ensure essential health care services for those who otherwise could not afford them. The Department of Community Health administers the program and the Department of Human Services determines eligibility and implements the program. Contact: Local DHS offices.

Jewish Family Services

For Jewish people in the metro Detroit area, JFS is the safety net. JFS restores their dignity, and provides a lifeline of hope and support. At JFS, we offer support for those beset with difficult situations. We counsel families in crisis. We hold the hand of the grieving. We assist with food, shelter, access to healthcare and prescription medication. JFS is a beneficiary agency of the Jewish Federation of Metropolitan Detroit and United Way for Southeastern Michigan. The agency also receives support from individual's contributions, bequests, and foundation, corporate and government grants.

Jewish Family Services
6555 W Maple Rd
West Bloomfield, MI 48322-4926
(248) 592-2300

Oakland Primary Health Services
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OPHS will substantially improve disparate health conditions (Infant mortality, teen pregnancy, asthma, diabetes, oral health, mental health, low birth weight and high cancer rates) for the targeted population by: Collaborating and partnering with our community members to provide our services, which are supported by the community and staffed by high quality professionals and operating in a cost-effective and financially responsible manner.

Eligibility/Fees:

OPHS services are available to all Oakland County residents, regardless of their financial or insurance status. Uninsured patients may apply for OPHS' Family Assistance Plan (FAP), which

affords many patients a discount on their office visit. (Lab work and procedures are already discounted.) To apply for the FAP, patients need to present proof of their household income and number of household members. Discounts will be afforded based on patients' level of poverty, which is determined by federal guidelines. Many insurance plans are accepted, including Medicaid, Medicare, Blue Cross Blue Shield, The Wellness Plan and Great Lakes Health Plan.

Services Provided:

- Prenatal care
- Infant care
- Adolescent care
- Adult medicine
- Geriatric medicine
- Infectious Disease services
- Pre-employment, school and sport physicals
- Pregnancy testing
- Drug testing
- Mental Health services
- HIV/AIDS testing, counseling and management
- Chronic illness management: diabetes, hypertension, asthma, etc.
- Social work
- Dental services forthcoming

Oakland Primary Health Services
46 N. Saginaw Street
Pontiac, MI 48342
248-322-OPHS (6747)/ 248.322.5787 Fax

Important Information regarding Medicare Coverage
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Medicare does not automatically cover extended care. In order to receive Medicare benefits in an extended care facility the following conditions must be met:

- The patient must have a qualifying three day hospital stay prior to admission.
- Admission to an extended care facility must take place within 30 days of hospital discharge.
- The patient must meet the “skilled care” criteria as defined by Medicare.

The maximum number of days that a patient may receive Medicare coverage is 100 days. There is no guarantee that he/she will receive all 100 days. The patient must remain at a “skilled” level of care (as defined by Medicare) in order to receive their Medicare benefits.

During an eligible beneficiary's stay in a skilled nursing facility, payment is as follows:

Medicare pays 100 percent of the bill for the first 20 days. No co-insurance is required (e.g. Blue Cross).

For days 21 through the day 100, there is a co-insurance rate required per day. Medicare pays the balance. (The co-insurance rate is set yearly by Medicare). In Michigan, some Blue Cross/Blue Shield policies pay the co-insurance rate and some of them do not. If your policy does not cover the daily co-insurance amount, then the patient is responsible for the daily non-covered payment. The facility will verify any Blue Cross policy to insure that the coverage is active. Often, extended care facilities will not bill-out-of-state Blue Cross policies and the co-insurance amount will be the patient's responsibility to pay.

In the case where there is no co-insurance coverage, the extended care facility will require private payment of the non-covered balance. This amount is usually billed monthly by the facility and is payable upon invoice. If the patient qualifies for Medicaid assistance, the co-insurance amount is payable by Medicaid if the facility participates in the State Medicaid Assistance Program.

Benefits may be terminated before day 100 if the resident no longer meets the Medicare criteria for coverage. At that time, if the patient remains in the nursing center, the patient will transfer to private pay or Medicaid and the applicable deposits will be required according to the facility's policy.

If a patient exhausts their 100 days of Medicare coverage, a patient may renew their benefit for another 100 days of coverage if they have been out of a health care facility (a nursing home and/or hospital) for 60 consecutive days, or living in an extended care facility and receiving "basic" care as defined by Medicare for 60 consecutive days.

Applications for Medicare can be made at your nearest Social Security office or you can call the Social Security Hotline at 1-800-772-1213. If you are still unclear about Medicare coverage, call Beaumont Hospital's Older Adult Services at 1-800-328-2241 for more information.

Other Insurance's

Blue Cross contracts: individual contracts provide different types of benefits for skilled care. Contact your Blue Cross/ Blue Shield representative and the admissions coordinator at each nursing home to determine if your policy provides for such benefits.

Master medical: benefits may be available for skilled care. However, individuals must pay the nursing home directly, and then submit the bill to Master Medical for reimbursement. Be sure to verify your coverage with an insurance representative and nursing home administrator.

Other carriers: Some private insurance carriers offer extended care coverage in a skilled care or basic care facility. Most extended care facilities request payment up-front. The policy holder is responsible for submitting the bill to the insurance carrier for reimbursement. Verify your coverage with an insurance representative and a extended care facility administrator.

Medicaid: benefits are available for both skilled and basic care in facilities certified by Medicaid. Medicaid is provided through the Michigan Family Independence Agency and eligibility is determined on a financial basis. Medicaid coverage is available to Medicare patients and can help pay for health needs not covered by Medicare. For more information about Medicaid eligibility, please turn to page 69 in the Additional Resources section of this guide. All spouses of Medicaid nursing home residents are now allowed to keep a "community spouse income

allowance” (restrictions may vary if a patient was admitted prior to Sept. 30, 1989). The amount the spouse can keep depends upon the amount of income the person receives. (Effective July 1, 1994, the minimum community spouse allowance was \$1,230 per month). This amount is subject to change and Medicaid will not pay the difference.

Spouses at home are also allowed to keep certain assets. After an initial assessment by the Family Independence Agency, the spouse at home will be allowed to keep whichever of the following amounts is highest:

- 1 \$17,856
- 2 Half your total countable assets (but not more than \$89,280)
- 3 The amount ordered by a court
- 4 The amount determined at an administrative fair hearing (if you appeal)

Both single and married applicants must help pay for their extended care. The Family Independence Agency determines your contribution (or monthly patient payment). You may keep some of your monthly income for certain needs, such as:

- \$30 per month for personal spending
- Income to contribute to spouse’s community allowance
- Money to pay health insurance premiums
- Reimbursement for medically prescribed services not covered by Medicaid
- Money to cover guardianship fees and expenses

Any questions or concerns regarding your finances and Medicaid coverage should be directed to your local Family Independence Agency, the Citizens for better Care or an attorney.

No-fault Auto Insurance: The State of Michigan requires all drivers to have some form of no-fault auto insurance. Coverage may be available for skilled or basic nursing home care if the reason for the needed care is the result of an auto accident or an auto/pedestrian accident, and the primary medical insurance will not cover the costs. The length of coverage depends on the specific policy. Questions or concerns about your particular coverage should be directed to your insurance representative and an extended care facility administrator.

Long-term Care Insurance: A growing number of major insurance companies offer individual plans that cover the cost of extended care (including skilled or basic) and in many cases home care. Premiums are based on the age and health of the applicant. Policies must be taken out before a diagnosis requiring convalescent care is made. Many policies have limitations. Please check with an insurance representative before purchasing a policy.

Private pay: The cost of extended care is assumed by the patient. Daily rates may vary according to the extent of care required.

We have made every effort to ensure that the facts and figures listed above were accurate at the time this resource guide was printed. Insurance guidelines and rates frequently change. You should check with your agent regarding your specific policy.

Private Hire Services

Beaumont Hospital's Helping Hands program is a private-hire home companion program providing supportive service to adults.

Service can be provided in homes, apartments and in nursing homes. Personal care, light housekeeping, companionship and transportation can be provided for the first month of recovery or on a long-term basis to allow the patient to remain at home. A program supervisor makes an initial visit, sets up an ongoing schedule of services to meet the needs of the patient and handles all staff supervision. Companions are fully referenced and have been checked for criminal history and satisfactory driving record. The program is bonded and offered under the auspices of Beaumont Hospitals.

For more information about Beaumont's Helping Hands program, call (248) 551-0776, Monday through Friday between 8 a.m. and 4 p.m.

In addition to the Beaumont program, there are other local Private Hire Services available:

Beaumont Hospital

Helping Hands
3535 W. Thirteen Mile
Royal Oak, MI 48073
248-569-1218/ 800-328-2241/ 248-551-0773 Fax

Advanced Home Care
850 Stephenson Hwy. Ste 701
Troy, MI 48083
248-588-0069/ 248-588-0234 Fax

Affordable Homecare- The Line-in
Specialists
30640 W. 12 Mile
Farmington Hills, MI 48334
800-968-8195/ 248-419-5016 Fax

All Valley Home Care & Nursing
441 S. Livernois Rd., Ste 160
Rochester Hills, MI 48307
248-601-0777/ 248-601-0205 Fax

Always Open 24/7/365
5278 Rossiter Ave.
Waterford, MI 48329
248-461-6142/ 248-461-6084

Ameristaff Nursing Services, Inc.

1938 Woodslee Dr.
Troy, MI 48083
248-288-2270/ 248-288-5713 Fax

Angel Healthcare Group
2619 Product Dr., Suite 106
Rochester Hills, MI 48309
248-844-9650/ 248-844-9651 Fax

Arcadia Health Care
920 E. Maple Road
Birmingham, MI 48009
248-594-4574/ 248-594-4651 Fax

At Home Network
30600 Telegraph, Suite 2226
Bingham Farms, MI 48025
248-540-8981/ 248-540-8982

Assured Home Nursing Services, Inc.
725 S. Adams Road, Suite L258
Birmingham, MI 48009
248-593-8134/ 248-593-8247 Fax

Autumn Life LLC
2064 Hartshorn Ave.
Troy, MI 48083
248-689-1490/ 248-689-1491 Fax

Caring Company
3965 W. Auburn
Rochester Hills, MI 48309
248-853-5808/ 248-852-4109 Fax

Ce' Amar Home Care
36561 Jefferson ct. Apt. 830
Farmington Hills, MI 48335
313-422-3753
Comforcare Senior Services
2510 Telegraph Ste. 100
Bloomfield Hills, MI 48302
248-745-9700/ 248-745-9763 Fax

Comfort Keepers
1130 Tienken Ct. Ste. 203
Rochester Hills, MI 48306
248-651-9880/ 248-659-1638

Covenant Home Care LLC
4066 Telegraph Road Ste. 1A
Bloomfield Hills, MI 48302
248-593-6177/ 248-593-6002 Fax

Excellacare Home Health Care
20853 Farmington, Suite 205
Farmington Hills, MI 48336-5116
888-476-9091/ 248-476-1011 Fax

Global home Care, Inc.
1883 E. Maple
Troy, MI 48083
248-588-8881/ 248-588-9078 Fax

Greater Oakland VNA
959 W. Huron
Waterford, MI 48328
248-683-9820/ 800-466-3234/ 248-683-1774 Fax

Greti's Helping Hands
1808 N. Fairview Lane
Rochester Hills, MI 48306
248-601-4623

Home Health Outreach

2251 Squirrel Rd. Ste. 320
Auburn Hills, MI 48326
800-558-8644/ 248-656-6758 Fax

Home Instead Senior Care
1113 Holland Street
Birmingham, MI 48009
248-203-2273/ 248-203-2277 Fax
3990 A W. Walton
Waterford, MI 48329
866-922-1400/ 248-461-2122 Fax

Home-Watch Caregivers
32190 West 13 Mile Road Suite B203
Farmington Hills, MI 48334
248-539-4570/ 248-539-4579 Fax

Living Home Care
101 St. Andrews
Birmingham, MI 48009
248-935-9911

Maxim Health Care Professionals
30300 Telegraph Rd., Ste 280
Bingham farms, MI 48025
248-357-7086/ 248-430-0190 Fax

Rest Care Home Care
438 Main St., Ste. 204
Rochester, MI 48307
800-548-3467/ 248-650-1323/ 248-650-4203 Fax

Right at Home
1721 Crooks Road, Ste. 207
Troy, MI 48084
248-816-3200/ 248-816-3300 Fax
Senior Helpers
28200 Orchard Lake Rd. Ste. 111
Farmington Hills, MI 48334
248-865-1000/ 248-865-7594 Fax

The Professional Nannies Agency
111 Longford Drive
Rochester Hills, MI 48309
248-375-0587/ 248-375-3208 Fax

Windmill Pointe Private Duty Homecare

2820 W. Maple Rd. Suite 235
Troy, MI 48084
248-458-0395/ 248-458-0396 Fax

Your Circle of Support
P.O Box 1394
Royal Oak, MI 48068
248-935-2843/ 248-398-7618 Fax

Low-cost/ Free Homemaker and Personal Care Services

Homemakers, companions and home health aides provide a wide variety of short-term or ongoing personal services. Assistance with walking, bathing or dressing, and service such as meal preparation; food shopping and light housekeeping are just a few. Special dietary needs usually can not be met. Some agencies will charge a flat rate while others charge based on the client's ability to pay. Some services are provided free of charge.

Beaumont Hospital
Helping Hands
3535 W. Thirteen Mile, Suite 108
Royal Oak, MI 48073
248-551-0776/ 800-328-2241/ 248-551-0773 Fax

Mahany/ Meininger Senior Community
Center

3500 Marais
Royal Oak, MI 48073
248-246-3900/ 248-246-3901 Fax

R.O.S.E.S.
Royal Oak Senior Non-Emergency Services
248-246-3900/ 248-246-3901 Fax

Personal Assistance Services/Programs

This service includes running errands, personal shopping, cleaning, meal deliveries, transportation, laundry services and household help.

Beaumont Hospital
Helping Hands
3535 W. Thirteen Mile Road, Suite 108
Royal Oak, MI 48073
248-551-0776/ 800-328-2241/ 248-551-0773 Fax

Placement Resources

A person can choose from a wide range of living arrangements depending on the level of care required. Residential centers offer minimal supervision. Adult foster care/ assisted living centers offer a slightly wider range of care, and nursing homes offer a complete range of nursing care. Continuum of care centers also offers several different levels of care within one setting.

The following description of the different placement options is intended to help you determine which arrangement might be best for you. If you are unsure about the level of care you may require after reading the descriptions, please call a residential center below. Some residential centers may provide respite care for limited periods of time.

Meals on Wheels

These programs are designed to offer center based nutritional support to people age 60 and older, or home delivered meals to senior citizens who are unable to provide for their own meal preparation. Some agencies request a small donation or charge a nominal fee.

Emerald Food Services
Meals on Wheels for Southfield, Beverly Hills, Birmingham, Oak Park, Royal Oak Township, Berkley, Keego Harbor, Pontiac and Troy
3179 Livernois suite. 100
Troy, MI 48083
248-689-0001/ 248-689-2498

Oakland-Livingston human Services Agency
248 S. Telegraph
Pontiac, MI 48341
248-738-9393/ 248-738-9531 Fax

The Senior Alliance Center
248-398-0990 – Oakland County

Transportation

There are many sources of transportation for the non-driving resident. Some transportation services can accommodate wheelchairs or stretchers or have ambulances available. Some services provide transportation to and from the hospital, doctor's office or other locations for a minimal fee.

Advanced Transportation Solutions, LLC
P.O. Box 725078
Berkley, MI 48072
248-346-5995/ 248-281-1722 Fax

Alliance Mobile Health
2045 Austin Dr.

Troy, MI 48083
888-843-3772/ 248-457-0306 Fax

Ambutrans
24782 Hathaway St.
Farmington hills, MI 48335
248-471-7400/ 248-471-7005

Beaumont Hospital
Helping Hands
3535 W. 13 Mile Road, Ste. 108
Royal Oak, MI 48073
248-551-0776/ 248-551-0773 Fax
1-800-328-2241

Kwality Inc. (Royal Oak Cab Company)
402 S. Stephenson Hwy.
Royal Oak, MI 48067

248-546-2920/ 248-546-4455

Med Help Transportation LLC
7523 Tiverton Court
West Bloomfield MI, 48322
248-592-9000/ 248-788-0466 Fax

Rehab Transit
33634 W. Eight Mile Rd.
Farmington hills, MI 48335
248-427-9475/ 248-476-4990 Fax

Caregiver Support Groups

Arden Courts
24005 W. Thirteen Mile Road
Bingham Farms, MI
2nd Wednesday, 10:00-11:30am
Optional adult day care w/call 248-644-8100

B.A.S.C.C.
2121 Midvale
Birmingham, MI
2nd and 4th Tuesdays, 1:00-2:30pm
3 groups meeting:
1. Early stage memory loss patients
Must call Lisa 800-272-3900
2. Caregivers for early stage patients
3. Caregivers for all stages

Kirk in the Hills
1340 W. Long Lake
Bloomfield Hills, MI
2nd Friday, 1:30-3:00pm
Call Margaret 248-626-6577

Blomfield Twp. Senior Services
The Friendship Club
2222 Franklin
Bloomfield Township, MI
2nd Tuesday, 5:00-6:30pm
Call Julie or Terri Ann to register 248-335-2813
No meeting for July and August

Clare Bridge
27950 Drake Road
Farmington Hills, MI
2nd Wednesday, 2:00pm
Free respite care provided 248-489-9362

Botsford Commons
21450 Archwood Circle
Farmington Hills, MI
1st Tuesday, 7:00pm
Optional adult day care w/call 248-426-6936

Botsford Hospital
28050 Grand River
Farmington Hills, MI
Every Monday, 6:00-7:30pm
248-471-8776
Sunrise Senior Living
29681 Middlebelt
Farmington Hills, MI
2nd Thursday, 6:00pm
Optional adult daycare w/call 248-538-9200

Older Persons' Commission
650 Letica Dr.
Rochester, MI
1st Wednesday, 7:00-8:30pm
248-656-1403

Sunrise Assisted Living
500 E. University

Rochester, MI
3rd Tuesday, 6:30pm
248-601-2153

Waltonwood at Main
1401 N. Rochester Road
Rochester Hills, MI
4th Tuesday, 1:00pm
248-601-7600

Royal Oak Senior Center
3500 Marais
Royal Oak, MI
4th Monday, 10:00am
248-246-3900
Sunrise Assisted Living
6870 Crooks
Troy, MI
3rd Wednesday, 6:00-7:30pm
Please call before coming to mtg.
248-293-1200

Waterford Senior Center
3621 Pontiac Lake Road
Waterford, MI
2 Groups meeting:
1. 2nd Tuesday, 12:00-1:00pm
2. 3rd Monday, 7:00pm
248-682-5450

Brown ADC at JHAS
6710 W. Maple Road
West Bloomfield, MI
2nd Thursday, 2:00-4:00pm
Call for directions 248-661-6390
Oct. mtg. moved to 10/23 & Dec. mtg.
moved to 12/4

Sunrise Assisted Living
7005 Pontiac Trail
West Bloomfield, MI
1st Tuesday, 7:00-8:00pm
248-738-8101

State and Federal Programs for Adults and Veterans

The American Red Cross:

The Southeastern Michigan Chapter of the American Red Cross is the organization that turns caring into action by providing disaster relief and helping people prevent, prepare for and respond to emergencies. As part of the international Red Cross network, they are dedicated to protecting human life and dignity worldwide. Services offered include: health care job training, first aid/CPR/AED training, family disaster planning brochures, water safety and lifeguard training, babysitter training, and pet first aid classes.

American Red Cross
Southeastern Michigan Chapter
100 Mack Avenue, P.O. Box 44110
Detroit, MI 48244
313-833-4400

For Adults

Oakland County Department of Human Services
Bloomfield Hills Children's District- 248-975-4800

Pontiac, Saginaw St.- 248-975-5200
Pontiac, Baldwin Road- 248-975-5400

For Veterans

The U.S Veterans Administration Agency provides medical services to all military veterans who have served in the United States Armed Forces. The services are either free or require a small fee. Call 877-222-8387 for more information on veterans' health benefits, or visit va.gov.

Hospice

Hospice is a medically directed, nurse coordinated program providing a continuum of home or inpatient care for terminally ill patients and their families, to assist them through this period with tranquility and dignity.

In addition to the Beaumont program, there are other local Hospice Services available:

Beaumont Hospice
1200 Stephenson Hwy.
Troy, MI 48083
248-743-9400/ 248-743-9430 Fax

Mercy Hospice
281 Enterprise Ct. Suite 200
Bloomfield Hills, MI 48302
800-832-1155/ 248-858-8328 Fax

North Oakland
43097 Woodward Ste. 102
Bloomfield Township, MI 48302
248-253-2580/ 248-334-1340 Fax

Home Medical Equipment

Home medical equipment providers offer a wide range of products designed for the patient recovering at home. Many products require a physician's prescription but may be partially reimbursable through Medicare, Medicaid or other private insurance plans.

Products may include: walkers, canes, commodes, hospital beds, lifts, trapezes, tri-carts, wheelchairs, bathroom provisions, oxygen devices, diabetic supplies, incontinence products, prostheses and orthotic accessories and home infusion equipment.

Beaumont Home Medical Equipment is accredited by the JCAHO Joint Commission and accepts Medicare, Medicaid and other insurance plans. For assistance with patient care needs at home, call the on-call answering service at 248-549-9715.

In addition to the Beaumont program, there are other local Home Medical Equipment Services available:

Beaumont Home Medical Equipment
32060 Woodward
Royal Oak, MI 48073
248-549-9715/ 248-743-9111 Fax

American Medical Services
825 W. Huron
Pontiac, MI 48341
248-332-6688/ 800-825-9915/ 248-338-6361 Fax

Angel Healthcare Group
2619 Product Dr. Suite 106
Rochester Hills, MI 48309
248-844-9650/ 248-844-9651

Crittenton Medical Equipment
161 S. Livernois
Rochester Hills, MI 48307
248-650-4560/ 248-650-4562 Fax

Global Home Care
1883 E. Maple
Troy, MI 48083
248-588-8881/ 248-588-9078 Fax

Home Health Care of Michigan
3330 Dixie hwy.
Waterford, MI 48328
248-674-4112/ 248-674-0713 Fax

Medox
1555 West Hamlin Rd.
Rochester Hills, MI 48309
888-667-0007/ 248-852-4200 Fax

Mercy Amicare Home Healthcare
281 Enterprise Ct. Suite 200
Bloomfield Hills, MI 48302
248-858-7735/ 248-858-8323 Fax

Mystic Medical Equipment
23660 Research Dr.
Farmington Hills, MI 48335

248-476-8811/ 248-476-6664 Fax

National Seating and Mobility
1876 Austin Drive
Troy, MI 48083
248-740-8858/ 248-740-8810 Fax

Otto Bock
37752 Hills Tech Drive
Farmington Hills, MI 48331
800-736-8276/ 877-240-1141 Fax

Primis Health Care Systems
1132 Coolidge Hwy
Troy, MI 48084
248-655-5555/ 800-745-4551/ 248-655-0000 Fax

Professional Breating
1683 Star-Batt Dr.
Rochester Hills, MI 48309
248-852-9393/ 800-922-9393/ 248-852-1398 Fax

Response Link of Oakland County
P.O Box 70535
Rochester Hills, MI 48307
248-935-9136/ 586-726-8731 Fax
RXIV Infusion, Inc.
1938 Woodslee Drive
Troy, MI 48083
248-435-9400/ 248-280-1662 Fax

Spectramed Inc.
3160 Haggery, Suite H
West Bloomfield, MI 48323
800-536-6999/ 248-669-2090 Fax

Sun Medical Equipment Company, Inc.
(Americare)
1938 Woodslee
Troy, MI 48083
248-280-2020/ 248-280-1662 Fax

Thomas Medical Equipment Group
4307 W. 13 Mile Road

Royal Oak, MI 48073
248-280-4480/ 248-280-4490 Fax

Thomas Medical Sales, L.L.C.
5440 Hammersmith Dr.
West Bloomfield, MI 48322

Residential Centers

A residential center, or an independent living situation, offers security, maintenance services and an environment that encourages independence. Often residential centers offer such routine services as housekeeping and meal preparation. This is the least supervised living situation for those who need continuing care but not medical supervision or personal care assistance. Some centers may provide personal assistance on a private pay basis.

American House (Oakland County)
2251 W. Auburn
Rochester Hills, MI 48309
248-852-1980/ 248-852-8393 Fax

1100 N. Adams, Birmingham, MI 48009
248-645-0420/ 248-645-1538 Fax

1900 N. Washington, Royal Oak, MI 48073
248-585-2550/ 248-858-9085 Fax

1725 Chester, Royal Oak, MI 48073
248-549-1222/ 248-549-8216 Fax

24400 Middlebelt, Farmington Hills, MI
48336
248-471-9141/ 248-471-4907 Fax

3741 S. Adams, Rochester Hills, MI 48309
248-853-2330/ 248-853-5589 Fax

1915 Baldwin Rd, Pontiac, MI 48340
248-335-7020/ 248-335-0141 Fax

2300 Grand Haven Dr, Troy, MI 48083
248-589-3555/ 248-589-9949 Fax

5859 Maple Rd, West Bloomfield, MI
48322
248-538-5283/ 248-538-5290 Fax

Cherry Oak Inn
828 Cherry

Royal Oak, MI 48073
248-541-7771/ 248-542-5683 Fax

Danish Village
2566 Walton Blvd.
Rochester Hills, MI 48309
248-375-1810/ 248-375-1864 Fax

Fox Manor
2350 Watkins Lake
Waterford, MI 48328
248-674-9590/ Call first

Grovecrest Assisted Living
121 Prall
Pontiac, MI 48341

248-334-4732/ 248-334-9141 Fax
Halsted Place
29451 Halsted
Farmington Hills, MI 48331
248-489-8988/ 248-489-0875 Fax

Jewish Home and Ageing Services
6710 W. Maple
West Bloomfield, MI 48322
248-661-2999/ 248-661-1628 Fax

Manor Care
6950 Farmington
West Bloomfield, MI 48322
248-661-1700/ 248-661-7834 Fax

Sanctuary at Bellbrook
673 W. Avon
Rochester, MI 48307

248-656-3239/ 248-656-8160 Fax

Sanctuary at Marian Oakland
29250 W. Ten Mile
Farmington Hills, MI 48336
248-474-7204/ 248-474-8662 Fax

St. Elizabeth Briarbank
39315 Woodward
Bloomfield Hills, MI 48304
248-644-1011/ 248-644-1496 Fax

United Manors I & II
1100 N. Adams
Birmingham, MI 48009
248-645-0420/ 248-549-1222 Fax

Waltonwood at University
3250 Walton Blvd.
Rochester Hills, MI 48309
248-375-2500/ 248-375-0140 Fax

Adult Foster Care and Assisted Living Centers

An assisted living center usually offers assistance with personal care, housekeeping, meal services, social activities, and general supervision but will not provide medical care. These facilities are also known as homes for the aged, or on a smaller scale, adult foster care homes. Some assisted living centers may provide respite care for limited periods of time.

Adult foster care homes usually have up to 20 residential beds. Assisted living centers, or homes for the aged, are facilities with more than 20 beds as mandated by state law.

21st Century Home Care
960 Lone Pine Road
Bloomfield Hills, MI 48302
248-895-8206

Aleardis Place
34206 W. 13 Mile Road
Farmington Hills, MI 48331
734-788-3000/ 248-592-1982 Fax

Alterra Clare Bridge
4900 Northfield Pkwy.
Troy, MI 48098
248-267-9500/ 248-267-9503 Fax

Arden Courts- Alzheimer's Assisted Living
24005 W. 13 Mile Road
Bingham Farms, MI 48025
248-644-8100/ 248-644-0700 Fax

Baldwin house Apartments
200 Chester St.
Birmingham, MI 48009

248-540-4555/ 248-540-4227 Fax

Catholic Social Services of Oakland
County- Sheltering Arms Adult Day Care
3300 S. Adams Road
Auburn hills, MI 48326
248-537-3300/ 248-537-3306 Fax

Cherry Oak Inn
828 Cherry
Royal Oak, MI 48073
248-542-5683
Dorothy and Peter Brown Adult Day Care
Program
6720 W. Maple Road
West Bloomfield, MI 48322
248-661-6390/ 248-661-6391 Fax

Eastlawn Manor
210 Eastlawn
Rochester Hills, MI 48307
248-853-6401/ 248-853-0353 (business
office)

Farmington Hills Inn
30350 W. Twelve Mile
Farmington Hills, MI 48334
248-851-9640/ 248-851-0230 Fax

Fleischman Residence- Jewish Home for
Aged
6710 W. Maple
West Bloomfield, MI 48322
248-661-2999/ 248-661-1628 Fax

Harbor Chase
3033 N. Squirrel
Auburn Hills, MI 48326
248-340-9296/ 248-340-9275 Fax

Loveland's Adult Foster Care
5151 N. Adams Road
Bloomfield Hills, MI 48304
248-258-6422/ Fax is same as phone, call
first
www.lovelandseniorcare.com

Oak Manor
2316 John R.
Troy, MI 48084
248-689-7755/ 248-689-2242 Fax

Regent Street, Inc.
4460 Orchard Lake Road
West Bloomfield, MI 48323
248-683-1010/ 248-683-9915 Fax

Sunrise Assisted Living at Farmington
29681 Middlebelt Road
Farmington Hills, MI 48334
248-538-9200/ 248-538-0411 Fax

Sunrise Assisted Living of Rochester
500 E. University Drive
Rochester, MI 48307
248-601-9000

Sunrise Assisted Living of Troy
6870 Crooks Road
Troy, MI 48098
248-293-1200/ 248-293-1201 Fax
Sunrise Assisted Living of West Bloomfield
7005 Pontiac Trail
West Bloomfield, MI 48323
248-738-8101

Sunrise of Bloomfield
2080 S. Telegraph Road
Bloomfield Hills, MI 48302
248-972-0800/ 248-972-0900 Fax

Supportive Living Services
660 Colony Drive, Apt 1
Troy, MI 48083
248-743-0160/ 248-743-0161 Fax

Superb Health Services
P.O Box 2412
Birmingham, MI 48012
313-949-9581 Phone and Fax

Waltonwood of Royal Oak
3450 W. Thirteen Mile
Royal Oak, MI 48073
248-549-6400/ 248-549-6426 Fax

Wynwood of Troy
4850 Northfield Pkwy.
Troy, MI 48098
248-952-5533/ 248-952-0144 Fax

Continuing Care

A continuing care center is a facility, which offers multiple levels of care or support to people who may not be able to live entirely on their own. The range of care and services offered may vary widely from a residential center/independent living situation to a nursing unit.

In general, a continuing care center provides at least two different levels of care- usually assisted living and nursing care. These facilities are ideal for the person whose condition may occasionally require additional care, or for spouses or other related individuals who require different levels of care.

The following list of facilities offers multiple levels of care ranging from assisted living to skilled nursing. Please check with each facility to determine if it can meet your particular needs both physically and financially.

If you need more information regarding continuing care centers, please call a facility listed below.

Heartland Manor Care of West Bloomfield
6950 Farmington
West Bloomfield, MI 48322
248-661-1700/ 248-661-7834 Fax

Mercy Bellbrook
673 W. Avon
Rochester, MI 48307
248-656-3239/ 248-656-8160 Fax

West Bloomfield Nursing and Convalescent Center
6445 W. Maple
West Bloomfield, MI 48322
248-661-1600/ 248-661-2276 Fax
Woodward Hills Nursing Center
39312 N. Woodward
Bloomfield Hills, MI 48304
248-644-5522/ 248-644-0555 Fax

Extended Care Facilities in Oakland County

Beaumont Hospitals is affiliated with three extended care facilities in Oakland County: Evergreen Health and Living Center, West Bloomfield Nursing and Convalescent Center, and Woodward Hills Nursing Center. All three facilities are beautiful, clean and efficient and offer many levels of post-acute care.

In addition to the Beaumont centers, there are other local Extended Care Facilities available:

	Number of Beds	Medicare (Skilled)	Medicaid (Skilled and basic)
West Bloomfield Nursing and Convalescent Center 6445 W. Maple West Bloomfield, MI 48322	151	Yes	No

248-661-1600/ 248-661-7570 Fax			
Woodward Hills Nursing Center 39312 N. Woodward Bloomfield Hills, MI 48304 248-644-5522/ 248-644-0555 Fax	190	Yes	Yes
Alexander mercy Living Center 718 W. Fourth Street Royal Oak, MI 48067 248-545-0571/ 248-545-3326 Fax	90	Yes	Limited
Bloomfield Orchard Villa 7277 Richardson West Bloomfield, MI 48323 248-360-4443/ 248-363-4460 Fax	50	Yes	Limited
Botsford Continuing Health Center 21405 Archwood Circle Farmington, MI 48336 248-426-6965/ 248-477-3960 Fax	170	Yes	Yes
Boulevard Hills 3500 W. South Blvd. Rochester Hills, MI 48309 248-852-7800/ 248-852-7944	126	Yes	Yes
Cambridge North 535 N. Main Clawson, MI 48017 248-435-5200/ 248-655-1001 Fax	120	Yes	Yes
Cambridge South 18200 W. Thirteen Mile Beverly Hills, MI 48025 248-647-6500/ 248-647-6882 Fax	102	Yes	-Yes-
Centerbury on the Lake 5601 Hatchery Waterford, MI 48329 248-674-5350/ 248-674-5393 Fax	140	Yes	Yes
Danto Family Health Care Center 6800 W. Maple West Bloomfield, MI 48322 248-788-5300/ 248-788-0145 Fax	165	Yes	Yes

Farmington Health Care Center 343225 Grand River Farmington, MI 48335 248-477-7373/ 248-477-2888 Fax	153	Yes	Yes
Heartland health Care Center 2975 N. Adams Bloomfield Hills, MI 48304 248-645-2900/ 248-645-1426 Fax	274	Yes	Yes
Heartland health Care Center 925 W. South Blvd. Troy, MI 48085 248-729-4400/ 248-879-8359 Fax	120	Yes	No
Golden Oaks 1200 N. Telegraph- Bldg. 32E Pontiac, MI 48341 248-858-6610/ 248-858-5192 Fax	120	Yes	Yes
Greenfield Rehab Center 3030 Greenfield Royal Oak, MI 48073 248-288-6610/ 248-288-3910 Fax	151	Yes	Yes
Heartland Manor Care 6950 Farmington West Bloomfield, MI 48322 248-661-1700/ 248-661-2718 Fax	120	Yes	No
Lourdes Nursing Home 2300 Watkins Lake Waterford, MI 48328 248-674-2241/ 248-674-1211 Fax	108	Yes	Yes
Manor of Farmington Hills 21017 Middlebelt Farmington hills, MI 48336 248-476-8300/ 248-476-2945 Fax	110	Yes	Yes
Medilodge of Rochester Hills 1480 Walton Rochester Hills, MI 48309 248-651-4422/ 248-651-3009 Fax	166	Yes	Yes
Mercy Bellbrooke 673 W. Avon Rochester, MI 48307	66	Yes	Yes

248-656-3239/ 248-656-8160 Fax			
West Bloomfield Nursing and Convalescent Center 6445 W. Maple West Bloomfield, MI 48322 248-661-1600/ 248-661-7570 Fax	150	Yes	Yes
Woodward Hills Nursing Center 39312 N. Woodward Bloomfield Hills, MI 48304 248-644-5522/ 248-644-0555 Fax	190	Yes	Yes
Windemere 6958 Farmington West Bloomfield, MI 48322 248-661-1700	120	Yes	No

Extended Care Facility Admission

The decision for someone to begin living in an extended care facility is in-part based on the special needs of the individual as well as the needs of the family. Many of the advantages of extended care facilities care are very difficult for a family to private at home. These advantages include 24-hour nursing care, special diets, physical therapy and an environment specifically designed with the safety of older adults in mind.

Although it is normal to have misgivings about your decision to have a loved one live somewhere other than at home, it is important to remember that your decision was made with their health and safety in mind.

The day of transfer:

You should plan to have a family member stay with the new resident most of the first day. The assistance of a family member is valuable in helping the new resident become oriented to the new surroundings and schedule. It also helps for a family member to assist with the introductions of staff and other residents.

If the resident is being transferred from the hospital in an ambulance or a wheelchair van, arrangements can be made for a family member to accompany the patient.

Anticipated reaction of the resident:

If the resident was previously confused at times, the change in environment may temporarily aggravate the condition. It is common for many new residents to feel a lost of control over their lives when they first come to an extended care facility. They will often express this by exhibiting signs of anger or despair. This is normal and to be expected. The staff is trained to handle the situation and will help the resident through this period.

In some cases, the resident will vent anger the family, friends, and staff. This is often difficult for the family to accept since every family experiences some doubt or even guilt about the decision to place a loved one in an extended care facility. These feelings can cause the family to react by becoming angry with the facilities staff, hospital or even one another. It may help to know these feelings are normal and with time and familiarity with the facility, these fears and anxieties will diminish.

Suggestions to ease adjustment:

- Have open discussions with your loved one about feelings. Don't be afraid to discuss your own feelings with the person, other family members and the facilities staff.
- Be ready for difficult questions the resident may ask and try to answer them simply and truthfully.
- Example: "Why can't I go home?" "Because you need 24-hour care and I can't give you that."
- Even though visits may be uncomfortable in the beginning, continue to come to the home. Keeping the resident up-to-date on family and neighborhood news provides a necessary link to the rest of the world. It helps the resident feel they are still a part of it.
- Discuss problems, concerns and questions with the staff. The family often becomes the resident's spokesperson and can deal directly with the staff on their behalf. Help the staff learn about your family member's habits, preferences, limitations and special interests.
- Share the bad news as well as the good; however, make the staff aware of any bad news so they can be prepared to help your loved one deal with the situation.
- Visit the resident in a variety of places, not just the room.
- Plan your visits with the resident so your visits can be anticipated and looked forward to with eagerness.

Suggestions for things to do while visiting:

- Look at recent family pictures
- Play cards or board games
- Read together
- Write letters to friends and relatives
- Listen to music
- Watch a favorite television show
- When possible, plan a short outing to a beauty parlor, barber shop, restaurant, or other fun place
- Check with the staff for additional suggestions.

When you have a problem:

Many extended care facilities have an established procedure for handling complaints. If you feel you have a complaint, follow the procedure and remember that a calm, reasonable approach is often most effective.

If you have followed the procedure and are not happy with the results, you have the option of filing a complaint with the State Department of Public Health at 1-800-882-6006. An investigator will handle your complaint and appropriate action will be taken.

Adult Day Care Centers

Adult day care is a community-based program providing a structured and supervised setting for impaired adults who need to maximize their independence. Adult day care centers give participants the opportunity to socialize and enjoy peer support while receiving health monitoring, personal care, recreational opportunities, meals and snacks.

Typically, centers are open weekdays during regular business hours, although some centers have extended weekday and weekend hours. Transportation may be available by calling the center. Some centers charge a fee for transportation services. Participation may be covered by some insurance programs.

Guidelines for selecting an adult day care center:

When selecting a high quality adult day care center, you should ask the following questions about your choices:

- Does the center look clean and bright?
- Are the participants happy and involved in the activities?
- What are the safety and fire procedures of the building?
- To who does the center's governing body report?
- What is the staff/patient ratio?
- What are the different staff positions at the center?
- What are the policies regarding medication?
- Does each driver have a valid chauffeur's license?
- Does the center keep on-site medical records?
- Are there restrictions on visitations?
- Are the therapists licensed professionals?

Currently, Michigan does not regulate adult day care centers. However, the Michigan Association of Adult Day Care Centers provides a voluntary certification process that centers can obtain after a thorough review of all aspects of their operation. Ask if the center has been certified by MAADCC which assures you certain standards of quality have been met.

Dorothy and Peter Brown
Jewish Community Adult Day Care
6720 W. Maple Road
West Bloomfield, MI 48322
248-661-6390/ 248-661-6391

Grovecrest Assisted Living
121 Prall
Pontiac, MI 48341
248-334-4732/ 248-334-9141

Heart of the Hills
312 Woodward
Rochester, MI 48307
248-656-1403 Ext. 136

Heartland Manor Care
6950 Farmington
West Bloomfield, MI 48322
248-661-7830/ 248-661-2718 Fax

Older Adult Services

Beaumont Hospitals' Older Adult Services program makes information and services more easily obtainable for older adults and their families. The Senior Resource Hotline, 1-800-328-2241, can connect you to a variety of community and hospital services including:

- Health Information Center an information center for older adults and their families that provides a wide selection of books, brochures and videos as well as information about hospital and community resources and services.
- Helping Hands non-skilled companions in the home for people who need basic personal assistance, housekeeping, transportation and some types of heavier work. Helping Hands services include:
 - Companionship/Supervision/Diversional Activities
 - Errands/Transportation
 - Meal Preparation/Dishes
 - Laundry/Changing Bed Linen/Make Bed
 - Dusting/Vacuuming/Sweeping
 - Organizing and Sorting Mail
 - Tub bath/Shower/Sponge Bath/Dressing
 - Toileting/Changing Adult Briefs/Pads
 - Shave/Shampoo/Mouth Care
 - Walking/Encouragement to Exercise
 - Kitchen/Bathroom Cleaning
 - Empty Trash
 - Tidy Refrigerator/Storage Areas
 - Companion & Transporter for medical appointments, tests, outpatient surgery, radiation, chemotherapy or other treatments
- Medicare Information Program — assistance from trained counselors on Medicare and health insurance issues. The counselors are trained and sponsored by the Area Agency on Aging.

Our typical client receives service at set days and times with consistent staffing. We specialize in ongoing schedules that allow our staff and clients to develop a close, caring relationship. One-time transportation or intermittent service can be accommodated with advance notice. When staffing permits, short-term respite care can be provided when a caregiver is hospitalized or must have relief from caregiving responsibilities.

Beaumont Hospital
Older Adult Services

3535 W. Thirteen Mile Road, Suites 101 and 102
Royal Oak, MI 48073
1-800-328-2241

Botsford Hospital

Diabetes Classes:

Get advice you can put into action by registering for one of our ongoing diabetes classes. From insulin management to diet to exercise, there's a program just for you. Certain Botsford doctor practices also host classes for their patients.

- 248-477-6100.
- 1-877-477-DOC1 (3621) for a referral to a participating clinic or doctor.

Free Foot Screenings:

Checking your feet every day is important when you have diabetes. Get advice on what to look for at one of our regular foot screenings. Dates and times vary for free appointments.

- 248-473-1320.

Wound Care:

The American Diabetes Association estimates that as many as one in three diabetes sufferers will experience a skin problem either caused or affected by their diabetes. When wounds won't heal, see the expert staff at the Botsford Wound Care Center.

Diabetes Support Group:

The group meets the first Thursday of every other month at the Botsford Wellness Complex, 39830 Grand River Ave., in Novi.

- 248-477-6100, extension 2

ABCs of Nutrition and Weight Loss:

Meet with a registered dietician to design a plan to help achieve your weight-loss goals. Learn the best ways to make lifestyle changes. Topics include meal planning, increasing physical activity and taking control of emotional eating. By appointment. \$140 fee includes one-hour assessment and five 30-minute follow-up visits.

Individual Cholesterol Screening:

Screening includes glucose, triglyceride, and HDL, LDL and total cholesterol levels. Fasting required. By appointment; \$30 fee.

- 248-477-6100

Attitudinal Healing (Increase Inner Peace):

Meets every Wednesday at 6:30 p.m., Botsford Hospital's Zieger Building, Classroom C.

Grief Support Group:

Meets the second and fourth Wednesday of every month at 10 a.m., Botsford Hospital's Zieger Building, Classroom A/B.

- 248-471-8850

SMART Recovery (Self Management and Recovery Training):

Helps people recover from all types of addictive behaviors including alcoholism, drug abuse and gambling, as well as addictions to other substances and maladaptive actions. Meetings are

confidential and may be combined with other 12-step meetings. Meets every Thursday at 7:30 p.m., Botsford Hospital's Zieger Building, Classroom C.

Beaumont Hospitals

Adult Outpatient Comprehensive Diabetes Education Program:

Learn to eat well on your meal plan; exercise for fun; prevent long term complications; control and monitor blood sugar; and recognize signs of high and low blood sugar. An individual assessment by a diabetes educator (nurse or dietitian) is required before class. The fee is covered by many insurance plans.

- 586-779-7900

Diabetes Education:

This program is designed to help people effectively manage diabetes. Classes are open to people with diabetes, friends and caregivers. Physician referral is required. Call to register.

- 248-551-0952 (Royal Oak)
- 248-964-8140 (Troy)

Food for the Heart Classes

These classes are designed for anyone who wants to know how to lower their cholesterol or triglycerides, lower their blood pressure, better manage their diabetes or lose weight. There are two classes in a series. Classes are weekdays, morning and afternoon, \$10 per person.

- 800-633-7377

H.E.A.L.T.H.Y. Family Special Event

Improve the health and weight of your family by participating in these fun, interactive and educational special events led by dietitians, psychologists and exercise physiologists. Tuesday evenings.

- 248-655-5900

Positively Empowered

This is a Beaumont-sponsored support group for individuals with a *BRCA1* or *BRCA2* gene mutation causing Hereditary Breast and Ovarian Cancer syndrome. The meeting is a way to meet other women, men, and family members who carry a *BRCA* mutation, connect, and learn about the topics concerning *BRCA* carriers. Positively Empowered provides emotional support, education, and the connection to help individuals with a *BRCA* mutation cope with the diagnosis of a predisposition to develop breast, ovarian, male breast, prostate, or pancreatic cancers.

- 248-551-3378

St. Joseph Mercy Oakland

Senior Fit: A Fitness Program of Senior Adults:

It is a free exercise program that combines health benefits and social interaction. It encourages senior adults to exercise their way to a healthier lifestyle. The program covers body strengthening, guarding against osteoporosis, floor and chair exercises, strength and flexibility training and cardiovascular fitness.

- 248-858-2545

SHAPEDOWN: Weight Management for Children and Teens:

It is a unique weight management program for children and teens ages 6 to 18. Unlike many other youth weight loss programs, SHAPEDOWN involves the family— a major ingredient for success. In SHAPEDOWN, children and teens learn how to eat, not how to diet!

- 248-858-2556

Crittenton Hospital

Smoking Cessation Class: Freedom from Smoking!:

The American Lung Association's Freedom from Smoking program has been designed for people who want help to quit smoking. No single way works for everyone. This program incorporates many well-known techniques, tools, and tips that have been developed over the past several decades. It's possible to quit! This session runs for 8 weeks total. Cost is \$69 for the series. Call for more information.

1-Stop Screening:

Are you concerned about your heart health? This screening includes several potentially life-changing assessments. The 1-STOP screening includes the following: blood pressure, body fat analysis, weight, health risk appraisal, peripheral vascular disease screening, and lab work. The lab work includes a lipid panel (cholesterol and triglycerides), fasting blood sugar, and C-reactive protein, which may be associated with an increased risk of heart disease. Once you have completed your screening, you will discuss the results with a family medicine physician. This screening could change your life. Cost is \$25.

- 248-652-5269

Orthopedic Educational Series:

Do you have questions related to your joints, back, hips, shoulders, or sports injuries? Join us for our exciting orthopedic educational series, held each month throughout the year. Topics vary monthly. Light snacks and non-alcoholic beverages will be served.

- 248-652-5269

LEARN to Win: Weight Loss:

If you are tired of diets and ready to join a life-changing group by permanently shedding unwanted pounds, consider joining Crittenton's LEARN to Win Program, which has been tested and used for more than 25 years across the country. Developed by Kelly Brownell, PhD, a psychology professor at Yale University, the LEARN Program for Weight Management helps people develop the confidence and skills necessary to lose weight and keep it off in today's challenging environment. Used at major medical centers including the Mayo Clinic and The Ohio State University Medical Center, the LEARN program can help you make long-term

changes, no matter what type of nutrition and exercise plan you use. Cost is \$279 for the 12-week series. FREE information session on September 8.

- 248-652-5269

Individualized Diet Consultations:

Do you have questions regarding weight loss, healthy eating, cholesterol management, portion size, sodium restrictions, vegetarianism, celiac disease, etc. Meet with a registered dietitian to discuss individualized healthy eating needs.

- 248-652-5660

Diabetes Self-Management Education:

Crittenton has been recognized by the State of Michigan and the American Diabetes Association for Quality Self-Management Education. Comprehensive Diabetes Self-Management Education is available on an ongoing basis. A registered dietitian, registered nurse, exercise physiologist, and others will assist you to develop the knowledge you need to successfully manage your diabetes. Your insurance may cover part or all of these services.

- 248-652 5660

Medical Nutrition Therapy:

A registered dietitian with specialized knowledge in diabetes will meet with you and your family to evaluate your nutritional needs and provide individualized meal planning, instruction, and motivation to improve your diabetes or nutritional health. Your insurance may cover part or all of these services.

- 248-652-5660

Diabetes Support Group:

Attend this free, monthly program for people with diabetes and family members. Current topics related to diabetes and its management are discussed. Meetings are held at Crittenton, North Building Conference Rooms 2A/B.

Botsford Hospital

Share the Vision (Campaign for advancing our communities health):

This fund supports the long-range vision for Botsford Hospital and its capacity to respond to the community's evolving health and wellness needs through new and/or refurbished facilities.

- Botsford Inn Restoration: A component of Share the Vision - Campaign for Advancing Our Community's Health, contributions made to this fund are restricted to the restoration and renovation of the historic Botsford Inn and its artifacts.
- Cancer Center Capital Campaign Fund: A component of Share the Vision - Campaign for Advancing Our Community's Health, contributions made to this fund are restricted to the development of the Cancer Center at Botsford Hospital. The center provides:
 - Advanced diagnostic capabilities, including in-house cat scan (CT) for patient simulation and treatment planning, with the availability of diagnostic PET CT.

- Radiation oncology using an Elektra Synergy Accelerator, a multi-functional linear accelerator with intensity modulated radiation therapy (IMRT) and image guided radiation therapy (IGRT).
- Medical oncology practices providing a total of 19 suites or infusion bays

Gerson I. Cooper
 President, The Botsford Foundation
 Botsford Cancer Center
 27900 Grand River Ave.
 Farmington Hills, MI 48336
 (248) 471-8120

Beaumont Hospitals

The Beaumont Foundation, established in 1986, exists to raise charitable dollars that help fund the construction of new facilities, the purchase of innovative equipment and technologies, and underwrite programs and services that directly benefit our patients and their families. The generosity of individuals, corporate and private foundation donors enables Beaumont to continue providing the highest quality health care for our patients. Contributions from individuals and other supports have helped:

- Provide our world-class medical team with state-of-the-art tools and technology.
- Build the physical facilities necessary to meet the specialized needs of our patients.
- Fund vital research.
- Improve care for patients.
- Recruit and retain the best and brightest medical minds.

Always Caring Campaign:

The campaign will provide critical support to enhance and expand excellence in six key clinical areas (Heart & Vascular, Oncology, Urology, Orthopedics, Geriatrics and Pediatrics), making sure they represent the best in patient care for years to come.

Always Discovering Campaign:

The Beaumont Research Institute directly supports our commitment to high-quality patient care. Our focus on "translational research"-the process by which scientific discovery is translated into medical applications that immediately benefit patients - has led to an impressive list of medical "firsts." For example:

- Beaumont was the first hospital in North America to offer a unique heart-cooling treatment to reduce damage from heart attacks (2001).
- Beaumont became the first hospital in the United States to perform a percutaneous (through-the skin) heart valve replacement (2005).
- Surgeons at Beaumont performed the first nerve re-routing surgery in the United States for spina bifida patients, redirecting nerves in the spinal cord to allow patients to regain bladder control (2006).

To sustain and enhance Beaumont's ongoing commitment to medical research, funding is needed in molecular and Genetic Research and Clinical Research.

Always Learning Campaign:

Beaumont Hospitals embraces education both as a core value and as the foundation of quality patient care. We take pride in our standing as one of the premier academic medical centers in the United States and in our ongoing commitment to learning. Central to this commitment is the formal training of medical students. Each year we educate more than 350 residents and fellows across a range of disciplines. Most recently, we announced a partnership with Oakland University to establish the Oakland University William Beaumont School of Medicine, the first new medical school in Michigan in a generation. To sustain and enhance Beaumont's ongoing commitment to medical education, funding is needed for Endowed Chairs, Endowed Fellowships and Surgical Learning Centers.

The Beaumont Foundation
3711 W. Thirteen Mile Road
Royal Oak, MI 48073
248-551-5330

Crittenton Hospital

The Heritage Society, a program of the Crittenton Foundation and the Planned Gifts Committee, offers opportunities for donors to give through wills and revocable living trusts as part of their estate plan. Gifts made through these vehicles may be a specific dollar amount or a percentage of the overall estate. Though planned gifts are commonly thought to be large donations, gifts at any level are extremely valuable to the hospital.

Crittenton Foundation
1101 West University Drive
Rochester, MI 48307
248-652-5345

Henry Ford Hospital- West Bloomfield

Innovation is at the heart of Henry Ford's most ambitious fund-raising effort to date - the \$250 million Envision Campaign. Launched in 2007, the seven-year campaign focuses on renovating and expanding our world-class flagship, Henry Ford Hospital, constructing a new, 300-bed Henry Ford West Bloomfield Hospital in Oakland County and enriching our nationally-recognized Centers of Excellence.

Envision Campaign:

At their foundation, our nationally-recognized medical Centers of Excellence seek to combine innovative science and medicine with patient-centered care. Specializing in the areas of cancer, heart disease, neuroscience, organ transplant, orthopaedics and urology, these programs benefit from charitable gifts through the funding of leading-edge equipment, facilities enhancements,

and expanded education and training programs. For more information about how you can support our nationally-recognized Centers of Excellence please contact one of our gift officers.

Josephine Ford Cancer Center
Mary Tindall
313-876-9229
mtindall@hfhs.org

Henry Ford Heart and Vascular Institute
Aimee Argel
313-874-7204
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Henry Ford Neuroscience Institute
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Henry Ford Department of Orthopaedics
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Henry Ford Transplant Institute
Barbara Evans
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Vattikuti Urology Institute
Barbara Evans
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Envision Campaign
Jennifer Harmon
Senior Director
313-876-9874
Jharmon1@hfhs.org

Havenwyck Hospital

The Jason Foundation:

In May 2005, Psychiatric Solutions, Inc. (PSI) became National Clinical Affiliate for The Jason Foundation, Inc. (JFI). The Jason Foundation is a nationally recognized leader in educational programs for the awareness and prevention of youth suicide, which is currently the third leading cause of death among youth, ages 15-24. The affiliation between PSI and JFI creates a national network that provides programs and seminars about suicide awareness and prevention for students, educators, youth workers and parents. These programs help provide individuals with the information, tools and resources they need to assist in identifying at-risk youth and finding them help within their communities. By affiliating with PSI, JFI is now the only national educational prevention program with 24/7 clinical backup.

POH

Riley Foundation:

The POH Riley Foundation was formed to ensure everyone regardless of age, race, sex or financial status has access to state-of-the-art health care services. We carry out our mission daily at one of southeast Michigan's most revered medical institutions. At the POH Riley Foundation, we provide the highest quality health care, fueled by the most powerful technology and facilities, for anyone in your community regardless of their ability to pay. The POH Riley Foundation is

here to help, individuals, foundations and business communities. It's their generosity that nourishes the Riley Foundation's strength, empowering us with resources to help those who so desperately need it. To date, the Riley Foundation's fundraising efforts have helped more than 30,000 children and parents benefit from the Clinic's mission to serve those in need.

Teresa Gardner, D.O.
Chair
POH Riley Foundation
50 North Perry St.
Pontiac, MI 48342
248-338-5385/ 248-338-5667 Fax
contact@pohriley.org

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