

Wishard Community *Connections*



A helpful guide to Wishard resources
and services in the community.



Join the team that *cares* for Indianapolis...

We take an interdisciplinary team approach and employ state-of-the-art techniques and equipment in working with our valued patients. Outstanding learning and professional growth opportunities are available for all positions at Wishard.

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Mayor's Celebration of Diversity Awards:
2008 Sam H. Jones Award Recipient

Wishard Community Connections

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Ambulance Service.....630-7427

Wishard is home to one of the oldest and largest hospital-based ambulance services in the country. The Wishard Ambulance Service provides the 911 emergency ambulance services to the city of Indianapolis and Decatur Township as well as the towns of Speedway and Beech Grove. It staffs a fleet of 25 advanced life-support ambulances that are strategically placed throughout Marion County and respond to more than 68,000 requests annually. The Wishard Ambulance Service also has a very active role in the hundreds of special events that take place in Indianapolis every year. It provides emergency medical technicians (EMTs) and paramedics for parades, marathons, sporting events, the Indiana State Fair and other large gatherings that attract anywhere from 100 to 500,000 people or more.

The Emergency Medical Services' (EMS) education staff provides learning opportunities for Ambulance Service employees as well as the Indianapolis community. These classes include state-certified EMT and paramedic courses, advanced cardiac life support, pediatric advanced life support, pre-hospital trauma life support, cardiopulmonary resuscitation (CPR), defensive driving and others as required. Some of the staff members also are faculty of the IU School of Medicine Health Professions Programs, the Department of Emergency Medicine and the Emergency Medical Services Program.

A Plus* Program.....630-8393

The A Plus* Program focuses on providing affordable home medical equipment to the community, including respiratory and ambulatory equipment, as well as room equipment such as beds, patient lifts, bedside commodes, etc. Orthotic and prosthetic services are also offered. Most insurance plans are accepted as well as the Wishard Advantage program.

Hours of operation are Monday through Friday, 8 a.m. to 4:30 p.m. with 24-hour emergency service available.

B.A.B.E. Stores

Forest Manor.....547-2223

Pecar Health Center.....221-7578

Beds and Britches, Etc. (B.A.B.E.) of Indianapolis is a community-based program that offers incentives to pregnant women and families who obtain needed healthcare services. Approximately 34 healthcare and social service providers in Indianapolis currently distribute B.A.B.E. coupons, including prenatal care clinics; well-child clinics; Women, Infants and Children (WIC); the Care Coordination Program at Wishard; childbirth education classes; etc.

The B.A.B.E. store offers a variety of items for babies. These items are purchased with coupons, which are earned by good prenatal and well-child compliance and by keeping needed healthcare appointments.

The Forest Manor and Pecar stores are open Monday, Wednesday and Friday from noon to 4:30 p.m. The stores are stocked mainly with inventory donated through baby showers and individual contributions.

Burn Prevention Services/

Richard M. Fairbanks Burn Center...630-6429

The Richard M. Fairbanks Burn Center at Wishard offers a comprehensive prevention program that addresses all age groups. Burn prevention literature is available in the burn center and can be provided upon request at no cost. The literature addresses safety issues surrounding smoke detectors, use of fire extinguishers, holiday safety and escape plans from the home. In addition, the burn center can provide personnel to speak to community groups, organizations and schools regarding burn prevention and fire safety. The burn center has a portable safety house that can be used with small groups to address burn prevention in the home, as well as other safety initiatives such as bicycle, playground and pool safety.

For more information, please call the Richard M. Fairbanks Burn Center at Wishard at 630-6429. The toll-free Burn Prevention hotline is 1-866-339-BURN. For information regarding burn survivor support services and resources, please contact the Burn Center Social Worker at 630-8632.

Center of Hope.....630-7646

The Center of Hope, a crisis program for victims of sexual assault and family violence, was created by Wishard in collaboration with the Marion County Prosecutor's Office, the Indianapolis Metropolitan Police Department and the victim assistance units from each organization. Most other area hospitals also have Centers of Hope; however, the Center of Hope at Wishard is the only one whose outreach has been expanded to include family violence as well as sexual assault.

The Center of Hope, located in the Wishard Emergency Department, provides crisis intervention including medical assessment and care, evidence collection, and documentation completed by forensically trained healthcare providers. In addition, assistance with the legal process, emotional support during the crisis and follow-up counseling are provided. Care for individuals is provided in a swift manner and in a safe and secure area.

For more information, please call the Center of Hope at 630-7646. For pediatric sexual abuse services (younger than 16 years), please contact the Pediatric Center of Hope at 692-2377 or 274-5000 and ask to speak with the Pediatric Center of Hope nurse that is on call. You can also see the Pediatric Center of Hope section in this booklet.

Chaplaincy Services.....630-7000

The Chaplaincy of Wishard Health Services is focused on the spiritual care needs of patients, their families and friends, and staff. Chaplains from various faith traditions are available and serve not only Wishard Hospital but also Lockefield Village Rehabilitation and Healthcare Center and other Wishard-related bodies.

In addition to serving the spiritual needs of the facility, the Chaplaincy serves as a source of education for both the hospital staff and the community. Since 1978, Wishard has sponsored a Spiritual Care Training Program that is designed to introduce local clergy and lay-visitors to the realities of ministry in an institutional setting.

The Faces of Faith series launched in 2007. This program consists of an annual interfaith gathering and discussion, as well as eight follow-up sessions with individual religious groups of various traditions. The program is designed to educate medical professionals on the concerns of various religious groups in matters surrounding illness, death and dying.

The Chaplaincy has a small group of dedicated volunteers, specially trained for service in various locations throughout Wishard. Chaplains also provide Chapel services at both Wishard and Lockefield Village.

For more information about the Chaplaincy programs or to request a chaplain to speak to your faith community or civic organization, please call the Chaplaincy Office at 630-7000.

Clinical Education Department.....630-7536

The Clinical Education Department offers extensive programs and classes to prepare healthcare workers and staff members for their jobs. Selected classes are available to healthcare providers.

For a detailed schedule of classes, times, dates and registration information, please call the Clinical Education Department at 630-7536.

EMBRACE.....630-7008

Encouraging **M**eaning and **B**alance in a **R**enewing
And **C**omforting **E**nvironment

Women who are diagnosed with cancer experience overwhelming emotional and social challenges. No women should face cancer alone.

With proceeds from the record-breaking 2006 Decorators' Show House, St. Margaret's Hospital Guild established a support program for women with cancer in partnership with Wishard Health Services. This program, called EMBRACE, provides an opportunity for women to connect with others who have similar experiences, strengthening their ability to adjust to life with cancer.

In addition to weekly warm and enlightening support groups facilitated by healthcare professionals, EMBRACE also offers supportive wraparound services to help women with a variety of needs such as transportation and obtaining wigs and breast prosthetics. Women are provided with these services and support to help ease the burden of the fight against cancer.

Employment Services.....630-6064

Join the team that cares for Indianapolis! Wishard takes an interdisciplinary, team approach and uses state-of-the-art techniques and equipment in working with valued patients. Outstanding learning and professional growth opportunities are available for all positions at Wishard Health Services. In addition to competitive wages and benefits, Wishard celebrates its unique talents and is the proud winner of the 2007 Mayor's Award for Workforce Diversity. Visit www.wishard.edu/jobs.

Family Planning Program.....655-2276

Wishard's Family Planning Program provides a variety of family planning services that include medical exams, pap smears, breast exams, tests and treatments for sexually transmitted diseases and urinary tract and vaginal infections, and pregnancy tests. All forms of birth control are provided. The services are targeted toward women ages 13-45.

Bilingual staff members are available at all clinic sites. Since these clinics are subsidized with federal and state funds, most people receive services at no or very low cost. Private insurance and Medicaid patients are also welcome.

The Family Planning Program also administers Teen R.A.P. (Responsibility Awareness Program), a program that serves high-risk adolescents, focusing on self and sexual responsibility, family communication, and positive life options. The program is conducted at the Marion County Juvenile Court and several IPS schools.

Family Planning clinical services are available at the following sites:

- Blackburn Health Center
- Cottage Corner Health Center
- Grassy Creek Health Center
- Pecar Health Center
- Primary Care Center
- Westside Health Center
- Willowbrook Family Planning Clinic

Fathers and Families Center.....921-5935

Fathers and Families Center provides programs and services designed to improve the life options of young fathers (or soon-to-be fathers) and their children. Most of the fathers have low incomes, are between the ages of 16 and 27, are unemployed or underemployed, and are undereducated. Research indicates that children with involved fathers are more likely to do well in school, have improved self-esteem, are more sociable and evade high-risk behaviors such as drug use, absenteeism and criminal activity compared to those with uninvolved fathers.

Fathers and Families Center provides these young men with a second chance to better their lives and the lives of their children. The organization improves the health of the community by helping young men become self-sufficient and involved parents. Fathers and Families' programs and services embody parenting and marriage education, employment counseling, career planning, job placement and retention services, GED preparation, anger management, and personal finance classes.

Health Advisory Councils.....630-6140

The Health Advisory Councils of the Wishard Health Centers are a mechanism for citizens from diverse sections of the community to have an ongoing voice in setting the direction of Wishard's healthcare system. The Health Advisory Councils are made up of 8 to 20 members that include community leaders in business and education, healthcare advocates, patients, health center staff members (providers, center directors, other staff members), religious leaders, center volunteers, residents, housing community residents and social service leaders.

The primary role of the Health Advisory Councils is to:

- assist in identifying the healthcare needs of the community
- advise staff about management and operations
- provide feedback on the centers' services

Members can attend any council meeting of their choice. Each council meets once a month at the health center it serves.

For more information, please call 630-6140.

Health Center Community Meeting Rooms

As a part of Wishard's service to the community, use of the community meeting rooms at the Wishard health centers is available to selected sponsored community groups. These groups need to be of a community service, charitable, educational, civic, governmental or cultural nature. Discussion of public issues presented by responsible civic organizations for informing or educating the public also may be held in the community meeting rooms. An application for the use of the community rooms must be completed and signed by a representative of the requesting organization or group before approval to use the facility by the center director is given. Requests for the community rooms need to be made at least two weeks in advance. Groups who need to meet regularly during a calendar year need to file only one application each year. Each meeting date will be noted on the application.

Please contact the center director of each site for more information:

Blackburn Health Center

2700 Dr. Martin Luther King Drive.....931-4300

Cottage Corner Health Center

1434 S. Shelby Street.....655-3200

Forest Manor Health Center

3840 N. Sherman Drive.....541-3400

Grassy Creek Health Center

9443 E. 38th Street.....890-2100

North Arlington Health Center	
2505 N. Arlington Avenue.....	554-5200
Pecar Health Center	
6940 N. Michigan Rd.....	266-2902
Westside Health Center	
2732 W. Michigan Street.....	554-4600

Health Connection.....655-2255

Health Connection is a 24-hour-a-day, seven-day-a-week nursing telephone triage call center. It serves as the information bank for Wishard Health Services and as one of the major points of entry into the Wishard Health Services system. It is the after-hours answering service for the community health centers and the Primary Care Center.

Health Connection makes primary care appointments for the community health centers and some of the specialty areas such as CT/MRI, Echo, Holter Monitor, Ultrasound, Ortho and St. Margaret's Diagnostic Breast Center. During the triage call process, the nurses assist patients in choosing the appropriate level of care necessary at the time of the call. This can range from home care and giving health information to authorizing an emergency room visit for managed-care patients.

The nurses currently have four disease management programs in operation: The Diabetic Follow Up Program, Asthma Follow Up Program, CHF Disease Management and the Breathing Free Program (pregnant patients who desire to stop smoking).

Patient service assistants (PSAs) initially answer all calls and handle such functions as providing callers with service and program information, scheduling of classes, physician referrals, and feedback express. The PSAs provide centralized scheduling for the community health centers and take after-hours calls and schedule appointments for the community health centers. They also operate the Referral Order Management Portal (ROMP), where MDs order specialty tests through the computer.

The call center is a revenue-generating department,

and its total number of received calls currently averages 35,000 per month.

Health Connection's motto is "The Buck Stops Here." Every call the call center receives is taken care of with a goal of completely meeting the needs of their callers. One of the major goals of Health Connection is to maintain and support Wishard Health Services' mission of commitment in providing the efficient delivery of quality healthcare in a seamless manner to residents of Marion County.

Health Fairs.....630-6140

Wishard sponsors and participates in many health fairs throughout the community including the annual Black and Minority Health Fair at Indiana Black Expo, the Mayor's Latino Fest, the Men's Health Fair, the Healthy Living for the Holidays Health Fair, the Randall S. Smith Jr. Children's Health Fair and others. Wishard also participates in other community health fairs at local churches and schools when possible. Six weeks notice is preferred for requests in order to adequately schedule and staff fairs.

Healthy Families Program.....546-9630

The Healthy Families Program provides in-home services to new parents. Enrollment in the program is voluntary, and assessment for enrollment is performed in the third trimester of pregnancy or within two months of the birth of a child. Weekly home visits are focused on parenting skills, appropriate discipline, child development, home safety and child wellness. Services to the family can be provided for up to five years following a child's birth. The program is provided at no cost.

Hispanic Health Resources.....630-6345

Hispanic Health Resources is focused on the healthcare needs of the Spanish-speaking population that Wishard serves. A variety of inpatient services are offered to these patients, including interpretations, education and mediation with patients, families and healthcare providers. Translation services are also provided for the benefit of non-English speaking patients. Health education services available to Spanish-speaking patients include: prenatal classes, prevention and education in the

areas of HIV/AIDS and STDs, child abuse prevention, and substance abuse support.

Hispanic Health Resources is part of the Department of Multicultural Affairs at Wishard Health Services.

Injury Prevention.....630-2531

The IU/Wishard Level I Trauma Center was the first trauma center in the state of Indiana to receive Level I verification from the American College of Surgeons Committee on Trauma and is dedicated to serving the Indianapolis community. This not only includes delivering excellent patient care but also involves education, outreach and involvement in the community.

The trauma staff steps out into the community to provide information on injury prevention through several different avenues. Speakers present information on gun safety; motor vehicle safety, including seat belt use and drinking and driving; child safety restraints; pedestrian safety; bicycle safety; and general household safety. Education is provided for a broad spectrum of ages.

The trauma center's injury prevention program has distributed more than 2,500 free gun trigger locks and gun safety information at various health fairs and venues. In participation with other agencies or injury prevention programs, the program has also helped to provide bicycle helmets to students along with important injury prevention and safety habits.

IU Medical Group-PC

Teen Care Program.....655-3202

The IU Medical Group-PC Teen Care Program at Wishard involves specialty-trained professionals including physicians, nurses, nurse practitioners and social workers who provide healthcare services to adolescents and young adults in Wishard health centers.

Services include physicals, pregnancy tests and reproductive healthcare, nutritional screening and counseling, mental health counseling and referrals, immunizations, prenatal care and well-child care for

children of teen mothers, dental referrals, and eye exams. The staff also collaborates with local agencies to provide education and resources to these young people. Spanish-speaking providers are also available at most sites.

In addition, the IUMG-PC Teen Care Program partners with Learning Well Inc. to offer healthcare services at seven local schools. This community partnership has allowed students to receive the healthcare services they need more easily and with less time away from the classroom.

The program also includes a teen health clinic at the Marion County Juvenile Detention Center and the Children’s Guardian Home. For more information, please call the IU Medical Group-PC Teen Care Program at 655-3202.

Lockefield Village Rehabilitation and Healthcare Center.....269-0448

Lockefield Village Rehabilitation and Healthcare Center is a 202-bed facility that provides long-term care, respite services, skilled nursing services and a multistage secured Alzheimer’s program.

Services include recreational therapy, physical therapy, occupational therapy, 24-hour respiratory therapy, wound care, speech therapy and a host of other specialized services.

Lockefield Village offers a continuum of care, which maximizes clinical outcomes, fosters education and research, and promotes wellness throughout the central Indiana community. Its focus is to care for the individual, regardless of race, sex or socioeconomic status.

Midtown Community Mental Health Center.....554-2704

Indiana’s first community mental health center, Midtown provides comprehensive inpatient and outpatient services for all types of emotional and behavioral problems, including severe mental illness and substance abuse.

Licensed by the State of Indiana as a community mental health center and addictions service provider, Midtown also serves as the Department of Psychiatry for Wishard Health Services. Midtown's array of mental health and counseling services include the Psychiatric Inpatient Unit and the Crisis Intervention Unit at Wishard Memorial Hospital, along with several outreach centers.

Midtown's philosophy of care stresses strength-based, family- and community-centered treatment. Care decisions are team-based and emphasize family and patient participation. At Midtown, patients are treated with dignity, confidentiality and respect.

Midtown Acute Services

Locations: Wishard Health Services, 1001 West Tenth Street, Main Floor, BU Building

Programs: Access Services (630-7791), Crisis Intervention Unit (630-8485), Forensics (327-2882), Outpatient Detoxification (630-8485), Inpatient Unit (630-6281), Psychiatric Emergency Department (630-7689), Project Home (630-7783), Addictions Research Center (554-2717), Action Coalition to Endure Stability (ACES) (630-6046)

Services Provided: Acute care services range from information and scheduling to 24-hour emergency mental health services that include psychiatric assessment, screening for inpatient psychiatric treatment and risk assessments. Midtown's Inpatient Unit provides 24-hour care for persons needing hospitalization during an acute phase of mental illness. A full range of hospitalization and nursing services is provided with emphasis on stabilization, reintegration back into the community or transfer to long-term hospitalization. Midtown's Psychiatric Emergency Department provides mental health emergency services 24/7. The Psychiatric ED is committed to serving clients with an emergent situation with mental health or substance abuse issues. Services are short-term and consist primarily of acute stabilization, assessment and referral. Midtown's Project Home provides home and clinic-based

comprehensive outpatient treatment and services to pregnant, postpartum and parenting women who abuse substances. The ACES program provides strength-based, wraparound case management services to homeless persons with serious mental illness and addiction disorders.

Midtown Adult Services

Locations: Fountain Square, 1308 E. Prospect, (633-4666), 1700 Place, 1700 N. Illinois (554-5700), Westside Clinic, 5610 Crawfordsville Road (244-2243), Older Adult Services, 850 N. Meridian Street, (612-2723)

Services Provided: Full range of mental health evaluation; individual, family and group mental health; and addiction and dual diagnosis services. Clients in need are assisted in ongoing treatment interventions through the use of case management, medication management, nursing assessment, community-based care, supportive employment, and group and individual therapy. Adult home-based services provide adult daily-living skills training, medication monitoring and case management at clients' home. The emphasis of treatment is on self-sufficiency and recovery. The Assertive Community Treatment (ACT) team provides intensive multidisciplinary wraparound support and services, which allows clients to remain in the community. Midtown's Partial Hospitalization Program is a rehabilitative, time-limited day hospital program for mentally ill adults requiring this acute phase of treatment. Midtown's Older Adult Services Program offers initial evaluations, ongoing individual therapy, medication evaluations in clinics and nursing facilities, as well as consultations and education for nursing facility staff and other community agencies.

Midtown Child/Adolescent/Family Growth Services

Location: 3171 N. Meridian Street, (941-5010)

Services Provided: Full range of mental health evaluation, treatment and consultation services, including family, individual and group. Specialized

services include child and family assessment, the Indianapolis Public Schools program, the Family Growth Center, outpatient services, and intensive reunification and family preservation. Midtown's DAWN Project, located at 4701 N. Keystone Avenue (726-2121), provides (by referral only) family-focused, strength-driven, community-based behavioral healthcare to children and adolescents in Marion County.

Midtown Crossing - Clubhouse

Location: 1700 N. Illinois St, (554-5700)

Services Provided: Client-driven program, operated and directed by Midtown consumers and staff who work together to achieve goals surrounding vocational and recreational activities.

Midtown First Home/Short-Term Supportive Housing

Location: 931 Woodlawn (423-7052)

Services Provided: First Home provides emergency shelter for homeless individuals requiring housing who are age 18 and over and have serious and persistent mental illness. Short-term Supportive Housing is for adults experiencing an acute exacerbation of their illness and need additional support. Services include medication management via nursing and psychiatric intervention with the goal of preventing hospitalization or facilitating their return to the community.

Midtown Homeless Resource Team

Location: Horizon House, 1033 E. Washington Street (423-8909)

Services Provided: Wraparound case management, medication evaluation and monitoring for adults and youth who experience chronic mental illness and homelessness.

Midtown Juvenile Detention Center

Location: 2451 N. Keystone Avenue, (327-8493/327-8487)

Services Provided: Onsite psychiatric crisis services, mental health screenings for youth detained at JDC, biopsychosocial assessments of detainees, recommendations and assistance with coordination of services.

Midtown Narcotics Treatment Program

Location: 832 N. Meridian Street, (686-5634)

Services Provided: Evaluation and treatment to clients who are addicted to opiates. Services are provided to patients residing in central Indiana and include individual, conjoint, family and group counseling. Methadone detoxification and maintenance programs are also available.

Midtown Primary Care Sites

Locations: Cottage Corner Community Health Center, 1434 S. Shelby Street, (655-3200), Forest Manor Community Health Center, 3840 N. Sherman Drive, (541-3400), Westside Community Health Center, 2732 W. Michigan Street (554-4600)

Services Provided: Serves adult patients with mental health illness and addictions. Services are provided at WHS community health centers and include assessment, consultation, individual therapy, supportive counseling and medication management.

Office of Medical Service - Learning (OMSL).....274-8724

The Office of Medical Service-Learning (OMSL) promotes a lifelong commitment to community service through innovative, service-learning experiences for medical students. The OMSL complements the traditional medical education curriculum in order to prepare tomorrow's physicians for their public responsibilities as advocates of the health and well-being of the community.

OMSL Programs:

Adolescent Substance Abuse Prevention (ASAP)

The ASAP program provides medical students an opportunity to lead classroom sessions focused on the science of drug abuse and prevention strategies for middle school students at Indianapolis area schools. The project is a collaboration of medical, dental, nursing and public health students.

Alternative Spring Break – International

This program offers first- and second-year medical students an opportunity to participate in short-term community building projects and community health initiatives in Central American countries during spring break.

Best Buddies

Medical students develop one-on-one friendships with adults with intellectual disabilities through regularly scheduled activities.

Boggy Creek

First- and second-year medical students travel to Boggy Creek Gang Camp in Florida where they serve as camp counselors at a one-week family camp for children with serious illnesses.

Calnali Health Education Outreach

Over spring break, a team of Spanish-speaking medical, dental, nursing and public health faculty and students provide basic healthcare and education to the residents of Calnali and other small surrounding villages in Mexico.

Community Leadership Mentor Program

This program spans two to four years and offers an opportunity to develop community leadership skills and to become familiar with the principles of nonprofit board governance. The students participate in a leadership training series, agency site visits and in-depth board experiences.

Diversity Week

A student-initiated lunchtime seminar series dedicated to exploring diversity issues in medicine and their role in healthcare outcomes.

Doctor Camp

Doctor Camp is a one-day summer program for inner-city minority children ages 11-13. Offered in partnership with the Christamore House, this program introduces youth to the wonders of science and medicine through interactive sessions. Medical students serve as mentors/companions during this fun and educational program.

Helping Habitat

Fifteen to twenty medical students assist in constructing homes for a local Habitat for Humanity agency several times during the year.

Medical Spanish

Medical Spanish is a four-session, six-hour course taught by volunteer medical students and faculty preceptors. The course covers the principles of pronunciation, social Spanish, medical Spanish, the culturally appropriate approach to the Hispanic patient and the correct use of a trained or untrained interpreter.

Project Joy

Project Joy offers medical students an opportunity to plan and lead monthly interactive projects with geriatric patients at Lockefield Village Rehabilitation and Healthcare Center. Monthly projects include Adopt a Resident, visits with pets, bingo games and talent shows.

Reach Out and Read

Medical students read aloud to children in clinic waiting rooms, showing parents and kids the fun and technique of reading.

Rock for Riley

Medical students plan and conduct this annual benefit rock concert in Indianapolis to raise funds for Riley Hospital for Children. National music acts are featured.

Safe Sitter

Medical students are trained as Safe Sitter instructors and then conduct classes for youth 11-13 years old, teaching them safe and nurturing childcare techniques, how to handle medical emergencies, and behavior management skills appropriate for babysitting.

Spring House Calls

This project involves more than 150 medical student volunteers who spend a Saturday in April providing yard and exterior maintenance for homeowners in two Indianapolis inner-city neighborhoods.

Optical Shop.....630-7153

The Optical Shop offers a 20 percent discount to employees and their families along with special discounts for Wishard Advantage patients. Eyeglass frames are on display. The Optical Shop is located in the Regenstrief Building on the 5th floor.

Palliative Care Program.....630-2556

The Palliative Care Program is an interdisciplinary team committed to caring for patients and families with serious medical problems. This inpatient consult team consists of a doctor, nurse, social worker and chaplain who provide medical, social and spiritual support to patients, their families and loved ones. The care is focused on symptom management, advance care planning, coordination of services and psychosocial support. This unique program offers individuals the opportunity to experience their end-of-life journey with dignity, support and compassion.

Palliative Care coordinates services with primary and specialty care physicians, neighborhood community health centers, home care and hospice providers, the Geriatric Outreach program, affiliated nursing homes, and prison health services. The program assists underserved patients who are at home, in extended healthcare facilities or in the hospital.

The Palliative Care team is committed to the continuing education and training initiatives of Wishard Health Services.

For more information, please call the Palliative Care Program at 630-2556 or 630-6357.

Patient Relations.....630-6676

If you have questions or concerns about your stay at Wishard Memorial Hospital, or if an issue cannot be resolved promptly by present staff, you are encouraged to speak with a Wishard patient relations representative by calling 630-6676. Patient relations representatives are available Monday through Friday from 8 a.m. to 5 p.m. After hours, please inform the charge nurse of your nursing unit of any concerns needing immediate attention. In addition, you may file a grievance with the Indiana State Department of Health by calling 233-1325 or TDD 233-5577 at 2 North Meridian Street, Indianapolis, Indiana 46204.

**Pediatric Center of Hope –
Child Sexual Abuse Program.....692-2377**

Wishard provides a variety of services for child and adolescent victims of sexual abuse, assault, molestation and/or incest. These services include a complete medical evaluation for suspected child sexual abuse, referrals to other appropriate victim services and crisis counseling. Crisis counseling incorporates a family support component that provides over-the-telephone and/or in-person information, emotional support and parenting skills related to concerns of sexual abuse.

For more information, please call the Pediatric Center of Hope at 692-2377 or 274-5000 and ask to speak with the Pediatric Center of Hope nurse that is on call.

Prenatal Care Coordination.....541-3439

The Prenatal Care Coordination team is composed of social workers, registered nurses and community health workers and provides comprehensive, in-home services to Wishard patients with high-risk pregnancies. Once the client's needs are assessed, team members provide individualized education, support and coordination of services to maximize healthy pregnancy outcomes.

Prenatal Care Coordination teams are located at Forest Manor and Westside community health centers. Services are provided by referral through all Wishard OB clinics.

Senior Care.....630-8790

The mission of Senior Care is to provide an interdisciplinary team approach to care that helps older adults and their families attain and maintain health and independence. Visit our Web site at www.wishard.edu/senior-care.html.

Acute Care for Elders (ACE) Unit.....630-7639

The ACE Unit is located in Wishard Memorial Hospital and is part of Senior Care. The purpose of the ACE Unit is to meet the special needs of older adults as they are hospitalized. A team of healthcare professionals, which includes an IU School of Medicine physician, a pharmacist, nurse, social worker, dietitian and therapist, work together to care for older adults during their hospitalization. Members of the team have extra training in helping older adults care for themselves and stay active. The goal of the ACE Unit is to help older adults recover from their illness while maintaining their strength, so that following their hospitalization, they can return home to their usual activities.

House Calls for Seniors.....630-8636

House Calls for Seniors is a program designed to provide team-based primary care in the home for those age 65 and over who live in Marion County and are unable to leave their homes without extraordinary means due to physical or psychosocial limitations.

House Calls for Seniors accepts patients through physician, agency or family referrals. Once a patient is referred, he or she will be screened. The patient must be willing to accept the House Calls team consisting of a geriatrician, nurse practitioner and social worker as his or her primary care providers and accept Wishard as his or her primary hospital.

In addition to primary care, House Calls for Seniors also offers Bridge services for high-risk patients after

being discharged from a hospital or skilled nursing facility. The Bridge team focuses on transferring the patient safely back to his or her regular primary care physician.

IU Center for Senior Health at Wishard.....630-8000

Evaluating the health of older adults requires a special sensitivity to their unique personal and medical concerns. The Center for Senior Health can help older adults and their families cope with the medical, social and emotional issues frequently associated with aging.

Consultative services are the major focus of the Center for Senior Health. Following a complete health evaluation and physical examination, the center's team of healthcare professionals develops a plan of care with the patient's particular needs in mind. Recommendations are reviewed with the patient and his or her family. A copy of the plan of care also is given to the patient's personal doctor.

Primary care also is available to patients needing help with two or more activities such as bathing or dressing.

Senior Connection.....630-8790

The Senior Connection Program, located on the fourth floor of Regenstrief Health Center, offers a host of benefits, activities and support to help older adults stay healthy as they age. Senior Connection is free and is open to anyone age 55 or older. It is not an insurance program but a membership benefits program to help seniors maintain a healthy and independent lifestyle.

Senior Connection offers:

- A link with appropriate care, resources and physicians
- A quarterly newsletter
- Free hospital parking
- A 10 percent Wishard Cafeteria discount
- Education and resource information on fitness and prevention

Speakers' Bureau.....630-7949

The Wishard Speakers' Bureau is a dynamic community outreach program that organizes hospital executives, physicians and staff who are eager to speak to community and civic organizations, local schools and other groups on a variety of healthcare topics.

Our professional, engaging speakers will provide your organization with information on subjects ranging from smoking cessation to careers in healthcare to the essential role Wishard Health Services plays in central Indiana. Our speakers include leaders from both clinical and non-clinical areas.

Upon your request, we will work with you to develop a presentation tailored especially for your group. There is no fee for this service. We simply ask that you please allow a minimum of four weeks before your deadline to make arrangements for a speaker. For more information or to schedule a Wishard speaker, please call the Public Affairs Department at 630-7949.

St. Margaret's Hospital Guild.....630-7949

Best known for its annual Decorators' Show House, St. Margaret's Hospital Guild provides funds every year to Wishard for a variety of capital improvements and program enhancements.

Through the years, funds raised have benefited areas including pediatrics, the Richard M. Fairbanks Burn Center at Wishard, the St. Margaret's Diagnostic Breast Center, newborn and neonatal intensive care units, Midtown Community Mental Health Center, Lockefield Village Health and Rehabilitation Center, the Wishard Ambulance Service, and mobile mammography services, to name just a few. In all, the Decorators' Show House has raised more than \$9 million for Wishard Health Services.

For more information about St. Margaret's Hospital Guild, please call the Public Affairs Department at 630-7949.

Stop Smoking Program.....655-2255

Wishard Health Services' Stop Smoking Program offers cessation help for both Wishard Health Services' patients and the community at large. Every month two smoking cessation classes are held—one during the day and the other in the early evening. The classes consist of three two-hour sessions (held once a week for three weeks) and follow the Mayo Clinic Model. Participants learn about nicotine addiction, how medications can help curb withdrawal symptoms, how to effectively handle triggers (including managing stress), what makes you want to smoke and how to avoid a weight gain. Wishard patients may obtain prescriptions for nicotine patches or gum once they are enrolled in the classes.

A free weekly support group meeting is offered for anyone who needs the extra help. It is held every Wednesday from 10 - 11 a.m. in the Myers Building, Multi-purpose Room. Free parking is available for those who bring their parking ticket to class or group to be validated.

Sunnyside Guild.....630-7552

The Sunnyside Guild is named after the former Sunnyside Sanatorium, which opened in 1917 for the care of tuberculosis patients. The Guild was formed by a small group of women devoted to bringing recreation to patients confined by the disease. They supported these programs until the sanatorium closed in 1966, when its pulmonary function laboratory was moved to Wishard Hospital. The Guild's Town Hall Speaker Series was launched in 1960 to benefit pulmonary programs and fellowships at Wishard. Since 1966, Sunnyside Guild's Town Hall Series has generated more than \$1.2 million for Wishard.

For more information, please call Volunteer Services at 630-7552.

Take Charge Lite

Weight Management and Healthy Lifestyles Program

Take Charge Lite is a free program that encourages and supports patients toward a healthier lifestyle. Health Coaches help patients discover their life visions, create a plan and set goals. They also help patients choose the types of motivation, encouragement and support they would like. One-on-one meetings, support groups, weigh-ins, fitness classes and other options are available.

This program is perfect for persons who need any of the following: 1) ongoing support and encouragement for nutritional goals set by a dietitian, 2) social support for lifestyle changes, 3) activity classes, a fitness plan or resources, or 4) regular weigh-ins to stay on track with goals.

Programs are offered at various Wishard locations. For more information, please see your physician.

The Wishard Foundation.....630-6451

The Wishard Foundation, Inc. was established in 1985. It is governed by a 27-member volunteer board of directors that includes health professionals and civic and corporate leaders from throughout the Indianapolis area.

Foundation directors and staff share with hospital employees the belief that all people deserve access to affordable and exceptional healthcare. To that end, the Wishard Foundation creates relationships with donors, raises funds, engages volunteers and manages resources so that Wishard Health Services may improve the quality of life for patients regardless of their ability to pay.

The Wishard Foundation accepts annual gifts and grants that benefit dozens of departments and programs at Wishard. The support and advocacy received from volunteers, donors, patients and staff members are critical.

The Wishard Institute for Employee Development.....630-6994

Wishard Health Services promotes the concept of a constant learning institution and demonstrates an ongoing commitment to the growth and development of its workforce. It has proven this by establishing The Wishard Institute for Employee Development, which provides professional development and personal growth opportunities for all employees. The Wishard Institute for Employee Development also provides internship opportunities for college students and participates in community outreach programs to encourage youth to seek occupations in growing healthcare careers. Some programs include participating on informational panels and in career exploration fairs for junior/high schools and colleges. This program is also proud of its participation in the Rawls Scholars Medicine Initiative made possible by a partnership developed with the Center for Leadership Development.

Volunteer Services.....630-7552

Wishard volunteers have the opportunity to develop new skills and interests and explore potential career paths. Volunteers can also receive classroom credits when scheduled through the facilitator, meet new friends and more.

Wishard offers many opportunities through the Volunteer Services Department. Some of those opportunities include:

Patient Assistance - Volunteers work directly in patient care and assist staff by helping meet the patients' basic needs. They can also sit with, talk to and read with the patients. Positions are available seven days a week from 7 a.m. to 9 p.m.

Public Interaction - Volunteers have the opportunity to work directly with patient families and the general public. They can assist in surgery waiting rooms and hospital information desks. They also make appointment reminder calls, hold Bible studies and spiritual visits, serve as customer service ambassadors, and more. Positions are available seven days a week from 7 a.m. to 7 p.m.

Clerical Support - Volunteers assist departments with day-to-day operations including answering telephones, filing, copying, running charts, reports and lab work, and much more. Positions are available Monday through Friday from 7:30 a.m. to 5 p.m.

Volunteer Gift Shop.....630-6584

The Volunteer Gift Shop has a long history of assisting Wishard in carrying out its mission. The Gift Shop sells a variety of gifts, novelty items, snacks, flowers, balloons and lottery tickets. The profits are returned to Wishard and used for scholarships, facility improvements and more.

The Gift Shop is open Monday through Friday from 7:30 a.m. to 5:30 p.m. and from 1 to 5 p.m. on Saturdays and Sundays.

WIC.....221-7401

(Women, Infants and Children) Program

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is a nutrition program for women who are pregnant or breastfeeding an infant, postpartum women (not breastfeeding) with an infant less than six months old, infants, and children up to age five.

WIC participants receive quality benefits from the WIC Program by:

- Learning how to access and select healthy food and beverage choices for themselves and their family
- Receiving checks to purchase nutritious supplemental foods
- Gaining knowledge and support for breastfeeding
- Receiving individualized health assessments and referrals to various health and social services

To qualify for the WIC Program, individuals must live in Indiana, meet specific income guidelines, and be found to have a nutritional or medical need following a health assessment.

In Marion County, WIC services are provided at a variety of clinic sites including health centers, freestanding clinics, hospitals and shelters. Appointments are available Monday through Friday, 8:15 a.m. to 4:30 p.m. Several WIC clinics offer evening and Saturday hours to accommodate working individuals, and same-day appointments are offered weekly for pregnant women and infants less than six months old.

Wishard Advantage.....630-6574

Wishard Advantage is a healthcare cost assistance program modeled after managed care. Advantage members can receive quality care at Wishard Memorial Hospital, the Primary Care Center or any of the Wishard health centers. The Advantage program coordinates with other providers in Marion County who treat uninsured and indigent patients. Patients continue to see their primary care physician at the expanded network site but can receive specialty, inpatient and emergent care at Wishard without the need to duplicate the financial interview and process.

Current Expanded Network Providers:

- St. Francis Neighborhood Clinic
- Raphael Health Center
- Gennessaret Free Clinic
- Citizens Health Center
- St. Vincent Resident Clinic
- HealthNet Clinics
- Shalom Health Centers

Benefits of the program include physician appointments, medications and supplies, inpatient hospital care, emergent services, and lab and x-ray services.

Advantage members choose a primary care site where a physician is assigned to them. Members receive an identification card with their primary care site number and instructions to access Health Connection, Wishard's 24-hour telephone triage call center.

To apply for Wishard Advantage or for more information, please call a Wishard financial counselor at 630-6574 or any of the Wishard health centers. You may also visit www.hhcorp.org/adv.htm.

Wishard Nursing Museum.....630-6233

The Wishard Nursing Museum is the first museum in Indiana dedicated to the collection and preservation of artifacts showcasing the development of the nursing profession from 1883 to the present. The museum is located within Wishard Memorial Hospital, where the first school of nursing in Indiana began in 1883. The origins of the Nursing Museum can be traced to the closing of the Wishard Memorial Hospital School of Nursing in 1980 and the graduation of the last class of nurses.

The museum greets several hundred visitors a year. Students from area schools, such as Ball State University, Marian College, University of Indianapolis and Ivy Tech have been among the many visitors, as have groups from India, France and South America. Artifacts in the museum's growing collection have been loaned to area universities, to the Indiana State Museum and have also been displayed at Circle Centre Mall.

The Nursing Museum is open Wednesdays from 9 a.m. to 2 p.m. or by appointment. For more information or to schedule an appointment, please leave a message at the Nursing Museum at 630-6233 and your call will be returned.

Women's Services and Programs

Wishard provides a wide variety of quality services for women and their families. As part of the IU National Center of Excellence in Women's Health, staff members are able to help women take steps toward positive lifestyles, including preventive, surgical, medical and routine healthcare services. Staff members include IU School of Medicine physicians and faculty, experienced nurses and nurse practitioners, and certified behavioral specialists.

Some of the unique services available to women at the Center of Excellence and throughout Wishard are:

Bone Health.....274-8619

Osteoporosis evaluation and treatment includes heel, hip and spine bone densitometry.

Cardiovascular Health.....630-6523

Women’s cardiology (physician referrals only)
Utilizes the latest technology and research for women with cardiovascular disease.

Center for Breast Health.....656-3900

Services include state-of-the-art mammography and diagnostic screening technology, available at both the St. Margaret’s Diagnostic Breast Center and on the St. Margaret’s Mobile Mammography Van. The Center also provides follow-up care for women requiring further surgical or diagnostic services, including breast reconstruction. In addition, the Breast Center is able to better serve the Hispanic population with the addition of a bilingual interpreter.

Family Beginnings/Maternity Services.....630-6072

New single-room maternity care, doulas, WIC on-site, car seats and breastfeeding support.

General Gynecologic Services.....655-2255

Including routine primary healthcare, pap smears and birth control.

Integrative Pain Center.....630-PAIN (7246)

Specializes in team treatment of patients with complex pain problems including back and muscle pain, headache, TMJ, arthritis, fibromyalgia, and neuralgia and other types of chronic pain. Traditional medical treatments are used, as well as massage therapy, acupuncture and behavioral counseling.

Menopause Center.....655-2255

Evaluation and treatment of women in midlife.

- Nutrition.....630-6523**
Registered dietitians are available for nutrition counseling/consultation.
- Reproductive Endocrinology.....630-6523**
Treats women with endocrine disorders.
- Sexual Assault/Domestic Violence.....633-4673**
Center of Hope
Treatment and counseling services for victims of sexual assault and domestic violence.
- Smoking Cessation.....630-2590**
Provides two safe, alternative methods, hypnosis and acupuncture, to alleviate tobacco cravings.
- Urinary Incontinence.....630-6476**
Continence Care Center
Utilizes non-surgical therapy for urinary incontinence.
- Weight Loss/Weight Management.....655-2255**
Comprehensive weight management services focusing on nutrition, exercise, behavior and surgery for eligible candidates.
- Women's Visit Center.....655-2255**
24-hour OB/GYN Services.

For more information about our services, the IU National Center of Excellence in Women's Health or general information about women's health, please log on to the following Web sites:

www.iupui.edu/~womenhlt
www.wishard.edu/women

