WELCOME TO NCH

NCH Overview and CareLink Training
NCH FACTS & STATS

- Hospital opened its doors in 1959
- 488 Licensed bed facility
- Over 1,000 medical staff members
- 4,000 employees and 800 volunteers
- Primary Stroke Center
- Magnet Nursing Hospital
- Chicago’s Top Workplaces 2010 by the Chicago Tribune
- Beacon Award for Critical Care Excellence 2010
- 5 Off Site Immediate Care Centers
NCH on the Web

- Hospital Internet address: www.nch.org
NCH on the Web

• NCH Intranet provides access to many NCH services and CareLink while at the hospital.
Northwest Community Hospital (NCH) is a computerized order entry (CPOE) hospital. You will be required to attend CPOE training as part of the NCH credentialing process and once privileges are active, utilize electronic order entry when providing care on in-patient units.

If you have not scheduled a session, please call: Physician Outreach at 847.618.5280
NCH IN THE COMMUNITY

Immediate Care Centers and Medical Office Building Locations:

Arlington Heights
1. Northwest Community Hospital
   800 W. Central Road
   847.571.1000
2. Busse Center for Specialty Medicine
   800 W. Central Road
   847.571.4684
3. Busse Center for Specialty Medicine
   Occupational Health
   800 W. Central Road, Suite 5100
   847.571.3140
4. Day Surgery Center
   676 W. Kirchoff Road
   847.571.7000
5. Kohloff Center
   900 W. Kirchoff Road
   847.571.3000
   Diabetes Services
   847.571.4475
   Mental Health Services
   847.571.2700
   Sleep Disorders Center
   847.571.3190
6. Medical Offices
   605 and 615 W. Central Road
   847.571.8038
7. Business Center
   300 W. Salt Creek Lane
   847.571.5000
8. Wellness Center
   800 W. Central Road
   847.571.3800
9. Wellness Center
   Outpatient Physical Rehabilitation Services
   847.571.3050
10. NCH Medical Group Offices
    1538 N. Arlington Heights Road
    847.572.0464
11. NCH Medical Group Offices & Immediate Care
    (M–Fri 7am–7pm, Sat 8am–5pm, Sun & Holidays 9am–noon)
    1538 N. Arlington Heights Road
    847.572.8000
12. Physical Rehabilitation Services
    1538 N. Arlington Heights Road
    847.370.7140

Lake Zurich
13. Immediate Care Center
    (M–Sun, 7am–11pm, except holidays)
    X-rays, physical rehabilitation services,
    occupational health services
    1261 S. Rand Road
    847.541.3608

Palatine
14. Medical Offices
    306 W. Rand Road
    (at Kensington Road)

Rolling Meadows
15. Medical Offices
    1200 S. Arlington Heights Road
    847.571.3800

Schaumburg
16. Medical Offices
    1538 N. Arlington Heights Road
    847.572.0464

Buffalo Grove
17. 24-Hour Immediate Care Center
    (M–Sun, 7am–11pm, except holidays)
    X-rays, mammograms, CT, MR, MRE
    Occupational Health Services
    135 E. Mclenny Road
    847.571.6100

*Services provided by Northwest Community Hospital
Visit nch.org/maps for directions to specific facilities.
NCH IN THE COMMUNITY

Physical Medicine and Rehab Locations

Here for you™ throughout the northwest suburbs

NCH Physical Rehabilitation Services Locations

1. Wellness Center
   900 W. Central Road
   Arlington Heights, IL 60005
   847.618.3550

2. NCH Outpatient Center
   3300 Kirchoff Road
   Rolling Meadows, IL 60008
   847.618.3890

3. Buffalo Grove Immediate Care Center
   15 S. McHenry Road
   (Lake Cook Road at Rt. 83)
   Buffalo Grove, IL 60089
   847.459.6100

4. Medical Offices
   Occupational Wellness & Rehabilitation
   455 S. Roselle Road, #205
   Schaumburg, IL 60193
   847.618.3855

5. Lake Zurich Immediate Care Center
   1201 S. Rand Road
   (at Cuba Road)
   Lake Zurich, IL 60047
   847.540.8088

6. Physical Rehabilitation Services
   1590 N. Arlington Heights Road
   Arlington Heights, IL 60004
   847.797.1740

Visit nch.org/maps for a complete listing of all NCH locations and directions to specific facilities.

All services listed provided by Northwest Community Hospital.
At the Hospital

• **Mailboxes**
  - Mailboxes are provided & located in the physicians lounge. One box per medical group is assigned. The mailboxes are used for distribution of medical staff information, NCH updates, and personal mail. Please check your box regularly.

• **Medical Staff Member ID Badge**
  - A picture ID is issued and must be worn at all times while in the hospital. Security activates your ID with appropriate access to secured areas.
  - Note – Units 6 thru 9 in the South Pavilion have “proxy” readers only and require a badge for entry, while other units may require a keypad # entry which is your 5 digit badge number.

• **Medical Staff Member ID Number**
  - Your ID number is your Medical Staff ID number and is used for medical records identification & dictation.
At the Hospital

- **Cafe Info and Charge Slip**
  - The Oasis cafeteria is across from the Medical Staff Services office. For your convenience, you may “charge” your meals and be billed monthly from the hospital. Your completed cafe charge slip will allow you to sign for your meals at checkout vs. paying with cash.

- **Paging System**
  - Paging is available while at NCH and away. Written instructions will be given when pager is received.
  - To page in-house, dial #6476 and the pager number.

- **Dictation Instructions**
  - Dictation instructions in the form of a pocket card will be given to you when you receive your activated badge from the Medical Staff Office.
At the Hospital

TB Infection Control Program

Infection Control policies are located on the employee Intranet, located on the Contents page under Infection Prevention:
At the Hospital

Key Telephone list is located on CareLink via my WebLinks
At the Hospital

NCH also has several in-house “Alerts” to Medical Staff:

- **Assistance Alert** – response team requested, however visitor/patient is alert and responsive

**Quality Initiatives – Mortality Reduction**

- **MET Alert** – Medical Emergency Team, Quality initiative to avert Code Blue

- **Cardiac Alert / Brain Attack** – Alerts specific departments for preparation. *Often used to advise that an Ambulance is due in “x” minutes*

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**Emergency Codes**

<table>
<thead>
<tr>
<th>Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Fall or Non-Emergent Injury</td>
<td>Assistance Alert</td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>BLUE</td>
</tr>
<tr>
<td>Fire</td>
<td>RED</td>
</tr>
<tr>
<td>Fire Alarm Test</td>
<td>ORANGE</td>
</tr>
<tr>
<td>Severe Weather Watch/Warning</td>
<td>BLACK</td>
</tr>
<tr>
<td>Disaster/Emergency Plan Activation</td>
<td>TRIAGE</td>
</tr>
<tr>
<td>Evacuation</td>
<td>PURPLE</td>
</tr>
<tr>
<td>Infant Abduction Risk</td>
<td>PINK</td>
</tr>
<tr>
<td>Utility Failure</td>
<td>GREEN</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>MR. STRONG</td>
</tr>
</tbody>
</table>
At the Hospital and in the Community

NCH MEDICAL GROUP

Northwest Community Hospital and Affinity Healthcare have teamed up to form a different kind of physician group—one that focuses on you. Making it easier to care for your patients and helping you find the ideal work/life balance.
Health Connections

- NCH’s medical staff referral department, HealthConnection, is a free service offered to all medical staff members.
- Patients can search for a physician via the NCH Website and search on specific criteria:
  - Name
  - Specialty
  - Gender
  - City
  - Zip

Physician Directory

<table>
<thead>
<tr>
<th>Provider name</th>
<th>Specialty</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malmed, Allan S., MD</td>
<td>Diagnostic Radiology</td>
<td>847.618.5850</td>
</tr>
</tbody>
</table>

*Search result will bring you to a Physician Directory where the doctor(s) full profile can be obtained.

- or by calling directly to **847.618.4YOU (4968)**
PHO – Physician Health Organization

- The PHO is open to all physicians of the NCH medical staff.
- The PHO follows an NCQA compliant credentialing process with a 3 year reappointment cycle.
- The PHO at NCH is Northwest Community Health Partners. Northwest Community Health Partners is a formed partnership between the hospital and physicians practicing on the medical staff to facilitate Managed Care contracting.
- Physicians interested in joining the PHO can contact Northwest Community Health Partners at 847.618.5250
PHO / Managed Care

- NCH has agreements to provide healthcare services to participants of the managed care plans

<table>
<thead>
<tr>
<th>NCH MANAGED CARE PLANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna US Healthcare</td>
</tr>
<tr>
<td><a href="http://www.aetna.com">www.aetna.com</a></td>
</tr>
<tr>
<td>Beech Street</td>
</tr>
<tr>
<td><a href="http://www.beechstreet.com">www.beechstreet.com</a></td>
</tr>
<tr>
<td>Blue Cross Blue Shield of Illinois</td>
</tr>
<tr>
<td><a href="http://www.bcbsil.com">www.bcbsil.com</a></td>
</tr>
<tr>
<td>Cigna HealthCare of Illinois</td>
</tr>
<tr>
<td><a href="http://www.cigna.com">www.cigna.com</a></td>
</tr>
<tr>
<td>Coventry Health Care</td>
</tr>
<tr>
<td><a href="http://www.coventryhealthcare.com">www.coventryhealthcare.com</a></td>
</tr>
<tr>
<td>First Health</td>
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<tr>
<td><a href="http://www.firsthealth.com/">http://www.firsthealth.com/</a></td>
</tr>
<tr>
<td>HDN PPO</td>
</tr>
<tr>
<td>Formerly Health Dynamics</td>
</tr>
<tr>
<td>No website provided</td>
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<tr>
<td>HealthLink</td>
</tr>
<tr>
<td><a href="http://www.healthlink.com">www.healthlink.com</a></td>
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<tr>
<td>HFN, Inc.</td>
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<tr>
<td><a href="http://www.hfninc.com">www.hfninc.com</a></td>
</tr>
<tr>
<td>HMO Illinois</td>
</tr>
<tr>
<td><a href="http://www.bcbsil.com">www.bcbsil.com</a></td>
</tr>
<tr>
<td>Humana Healthcare Plans</td>
</tr>
<tr>
<td><a href="http://www.humana.com">www.humana.com</a></td>
</tr>
<tr>
<td>MultiPlan</td>
</tr>
<tr>
<td><a href="http://www.multiplan.com">www.multiplan.com</a></td>
</tr>
<tr>
<td>PPO Next</td>
</tr>
<tr>
<td><a href="http://www.pponext.com">www.pponext.com</a></td>
</tr>
<tr>
<td>Preferred Network Access, Inc.</td>
</tr>
<tr>
<td><a href="http://www.pna-usa.com">www.pna-usa.com</a></td>
</tr>
<tr>
<td>Preferred Plan, Inc.</td>
</tr>
<tr>
<td><a href="http://www.ppippo.com">www.ppippo.com</a></td>
</tr>
<tr>
<td>Private Healthcare Systems, Inc.</td>
</tr>
<tr>
<td><a href="http://www.phcs.com">www.phcs.com</a></td>
</tr>
<tr>
<td>Unicare Health Plans</td>
</tr>
<tr>
<td><a href="http://www.unicare.com">www.unicare.com</a></td>
</tr>
<tr>
<td>United HealthCare of Illinois, Inc.</td>
</tr>
<tr>
<td><a href="http://www.uhc.com">www.uhc.com</a></td>
</tr>
</tbody>
</table>
Express Scheduling

All orders must contain the following components:

- Date
- Patient Name
- Date of Birth
- Test Name
- Medical Necessity
- Physician Signature (no rubber stamp signatures)
For Your Practice

Express Scheduling (cont’d)

In addition, all standing orders must:

❖ Meet medical necessary criteria
❖ Specify test frequency
❖ Specify duration of the order (cannot exceed 1 year)

To fax an Outpatient order: 847.618.3709

Express Scheduling by phone: 847.618.3700
NCRL – Northwest Community Reference Laboratories

- NCRL provides cost-effective services to individuals who live and work throughout the northwest suburbs. NCRL is the right choice for your laboratory needs providing outstanding clinical services with emphasis on convenience, quick turn-around and personalized attention.

- NCRL offers around-the-clock access to our team of experts. A pathologist and administrative director are on-call for consultation 24 hours a day, 7 days a week.
For Your Practice

Physician Order Requisition: Forms, Brochures, Pamphlets

- No cost service for:
  - Outpatient Services Order forms
  - Patient Care Documents
  - Information Packets & Marketing Materials
  - Requisition form is located on Carelink via My Weblinks
For the Physician

NCH is pleased to partner with Midwest Palliative & Hospice Care Center. Palliative care is not the same as hospice. The Palliative Care Services Team can help your patients experiencing:

- An unacceptable level of pain and other symptom distress
- Uncontrolled psychosocial or spiritual issues
- Frequent ER or hospital visits
- Prolonged length of stay (7 –14 days)
- Prolonged stay in the CCU

Midwest Palliative & Hospice Care Center is a resource for you. On-site at NCH – to initiate a consultation, call: 847.467.7423
For the Physician

Medical Staff Services Office

- MSO is responsible for credentialing and re-credentialing of physicians and allied health professionals
  - Initial Appointment & Reappointment, Meeting Attendance and Annual Medical Staff Dues
- ED Call Roster
- Medical Staff Services calendar (*copy in folder*)
- CME Events

Medical Staff Services can be reached at 847.618.5664
For the Physician

By-Laws, Rules & Regs, Policies are available via Intranet
For the Physician

Emergency Department Call Rosters

- Call Rosters are developed for each clinical department for specialty services in the ED. Department rules and regulations address the ED call roster requirements. Physicians on call must attend to, without charge, any indigent patients who may be assigned to him/her while on ED call.

- If you must be away from your practice, you must find a substitute physician.

- The Medical Staff Services Office will notify appropriate personnel of call changes.
For the Physician

Continuing Medical Education - CME Events

- Posted outside the Auditorium
- Distributed via the Physician Mailboxes

Questions? Call the CME office at 847.618.5030
For the Physician

Medical Staff Members are cordially invited to several socializing and networking events throughout the year, to name a few:

- NCH Golf Outing
- Foundation Golf Outing
- Winter Ski Trip
- Holiday Ball

We encourage you to attend, meet and network with your colleagues. Any questions regarding social events, please contact the Medical Staff Services Office.
For the Physician

NCH Foundation

Who gives and Why?

- Patients, volunteers, community members and physicians make charitable gifts to the Hospital for many reasons. Some wish to express gratitude for excellent care received at our hospital or for their own professional success. Whatever the motivation, the Foundation is here to help donors make a thoughtful contribution that is not only beneficial to the Hospital, but also meaningful to the giver.

You can reach the Foundation at 847.618.4260

Nationally, 96% of hospital donors surveyed cited that an exceptional care experience for them or a family member was an important or essential factor in their giving.
Friends of the Foundation

- Includes generous donors who are members of our President’s Circle giving society. They receive membership cards that may be presented at any NCH site.

- If you encounter a patient or family member who identifies themselves as a *Friend of the Foundation* or *President’s Circle Member*:
  1. Thank them for supporting NCH
  2. Ask if you may contact someone from the Foundation Office for them. If yes, please have a staff member call the Foundation at ext. 4260
Health Resource Library

The library is located on the first floor, adjacent to the East Lobby and offers the following services:

- Medline Searches / Interlibrary loans
- Extensive Library Collections
- Remote access is available at http://proxy.nch.org, user name is “NCH Library” and the password is “journals”
- Contact Joy Kennedy for assistance in locating an article or general information, she can be reached at jkennedy@nch.org
- 24/7 access via badge or notify security for assistance

Contact the library at 847.618.5180 or library@nch.org
For the Physician

Physician Outreach

Physician Outreach works to:

- Establish collaborative relationships with physicians on staff
- Enhance communication between physicians and the hospital
- Facilitate physician & patient access to NCH Healthcare System

Physician Outreach can be an important resource for you and your practice.

Please contact us for your NCH Hospital related needs at:

847.618.5280 or physicianoutreach@nch.org
Thank you!

Thank you for attending, we wish you success in your relationship with NCH, your patients and your practice.

Physician Outreach

- Kelly Raffel, Executive Director
- Laura Carmody, Physician Representative
- Melanie Harkins, Physician Recruiter
- Laura Rains, Physician Representative

Contact us at: **847.618.5280**

Or **physicianoutreach@nch.org**