Midwestern Connections

Cancer Treatment Centers of America®
at Midwestern Regional Medical Center
Winning the fight against cancer, every day.®

July 2012 | A Communication for Midwestern Patients and their Family Members | Volume 10, Number 7

Robotic surgery arrives

Cancer Treatment Centers of America® (CTCA) at Midwestern Regional Medical Center (Midwestern) now has the *da Vinci*® Surgical System, which can be used for a range of minimally invasive procedures that can fight cancer and promote a high quality of life during and after treatment. The *da Vinci* System enables highly magnified visualization inside the body and greater precision while making it easier for surgeons to operate using small incisions.

The *da Vinci* System allows surgeons better precision and greater reach for minimally invasive surgeries.

This innovation results in many potential benefits, including less risk of infection, blood loss, significantly less pain, shorter hospital stays and faster recovery times. With small incisions, patients often leave the hospital and experience a recovery that is only a fraction of the time required for a more traditional operation.

Individuals with prostate, gynecologic (with the exception of ovarian cancer) and abdominal cancers are the most likely patients to be a candidate for robotic surgery.

Salon adds second location

Patients have expressed their appreciation for on-site Salon services over the past four years. In fact, that appreciation has grown beyond the available time slots in the existing Salon.

A second salon and spa is being built in the lower level of Guest Quarters North. The Salon in the hospital will continue to serve guests.

Guest Quarters North Salon & Spa will double capacity for hair care, manicures, and pedicures. It will also feature massage and Reiki sessions, as well as the addition of skin care and makeup services.

Another key feature of the new salon will be the availability of evening hours several days per week. Hours will be part-time initially and will grow as patient requests influence changes.

Patients and caregivers will no longer need to save their salon appointment on a separate sheet of paper. Salon appointments will be handled by centralized scheduling and will appear on the patient schedule for convenience. During the week when Salon North is open, patients will have twice the options available for Salon services, all done while they meet with their scheduler.

Theme park tickets for sale in Talent

The summer months are here and it is common for patients to bring their families with them on some treatment cycles. Six Flags Great America tickets are available in the Talent department on the hospital's first floor for patients to purchase at a steep discount. At $36, the purchase price is nearly a $30 discount. A season ticket can also be purchased for $66.94. Please pay for tickets, 8 a.m. to 5 p.m., weekdays, with cash or check. For information, call the Talent department at 847-872-6163.

Call Security for lost and found

The Safety and Security Department maintains a Lost & Found for those items accidentally lost or left behind by our guests. Safety & Security can be reached by having any staff member contact us at extension 6329. The department is located on the first floor past the gift shop and towards the Talent Department. The department is staffed 24 hours a day and will be happy to assist you when you have a need to report a lost or found item.

One of the largest patient outings ever was a trip to Lake Geneva, Wisconsin. After a fine meal at a local restaurant, guests will have an opportunity to browse the quaint storefronts of the historic downtown.

Lake Geneva on tap for outing

In June, patients took a trip to the Milwaukee Zoo after a stop at the Cheesecake Factory. This trip is an annual favorite. For July, the guided outing is a return to one of the best-attended guided outings ever–Lake Geneva, Wisconsin.

Contact Guest Services for more information on any patient outing.

Call 847-746-6586 to sign up for Guest Services-sponsored outings.

You asked for it, you got it

Suggestion: Many patients wanted the opportunity to visit the Bristol Renaissance Faire at their leisure on weekends this summer, but the $20 cost can be prohibitive.

Response: Complimentary Bristol Renaissance Faire tickets are available at the concierge desk in the hospital front lobby. Guests provide their own transportation.

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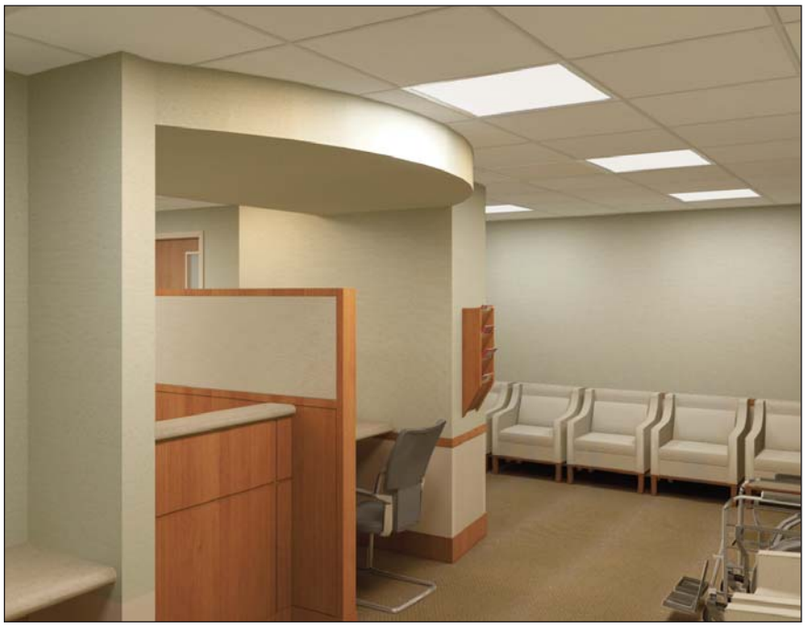

Retail pharmacy expansion set for July finish

The hallway outside the current retail pharmacy reception area will actually become part of the retail pharmacy reception area. Shown in this 3-D rendering, the space will feature 12 chairs and ample space for wheelchair access. A consult area is also a staple of the new design, along with plans to add a second cash register. Look for the temporary signs directing guests to the pharmacy. Some time before the end of July, the pharmacy renovations will be complete and service will resume on the second floor.

CTCA embraces new scheduling program

As CTCA serves more patients, it becomes quite clear there needs to be more robust software solutions to underpin the mission. One of the solutions to the overall improvement was to replace the existing scheduling system with a more state-of-the-art solution – a solution that is better poised to meet our current and anticipated scheduling requirements. An enterprise-wide scheduling task force comprised of scheduling IT experts and scheduling leadership from across our enterprise has intensely reviewed the top healthcare scheduling systems available in the marketplace.

After a vigorous investigation and negotiation process, the team has selected the Unibased Systems Architecture (Resource Management System)

The Unibased scheduling system was chosen with the patient and scheduler in mind and will bring with it a lot of functionality that became necessary due to growth. Some of the features include:

- Provision of patient preference options to allow the scheduler to be more proactive in scheduling the patient on the days and times that work best for them.
- Generation of automatic patient appointment reminders based on patient preference - through the US mail, by phone or through email – in any language.

Hospital wins third HealthGrades award

Cancer Treatment Centers of America® (CTCA) at Midwestern Regional Medical Center (Midwestern) has received the 2012 HealthGrades Outstanding Patient Experience Award™ — one of only four recipients in all of Chicagoland, one of 13 in Illinois and one of 332 nationwide to receive the award.

This is the third consecutive year that CTCA at Midwestern has been recognized with the honor. This also marks the third consecutive year that CTCA at Midwestern has achieved the distinction of performing in the top five percent in the nation.

Briefs

Seeking financial help?

Assistance in Healthcare application due dates are the last Friday of each month. Awards are considered the second Tuesday of each month.

Submit applications to the Financial Counselors' office on the first floor or the First Connections desk in the front lobby.

Gift Shop hours expand

As always, patient requests have been heard. The Gift Shop hours have been expanded on weekends. Guests can now shop for their favorite items during the expanded Saturday hours of 9:00 a.m. to 2:00 p.m. The Gift Shop is also now open on Sunday from 9:00 a.m. to 2:00 p.m.

The Salon is also open during the same weekend hours.

Ask for new schedules

Schedules may change each day. For that reason it is advisable to ask for a new schedule each morning.

Recreation passes given out

During weekdays and business hours, patients can stop at the concierge desk in First Connections for pool passes, Shiloh Golf Course passes and bicycle passes. On weekdays, please call 847-746-6284. After 5 p.m., and on weekends, check with First Connections at the hospital or at the front desk of either Guest Quarters.

New patient tours

Would you like to know the history of CTCA and where key patient areas are located? Patient tours leave from the lobby every weekday at 11:00 a.m.

Flyer lists all outings

Want to know which weekend outings are happening for the month? You can see all of them on one sheet of paper in the hospital front lobby at the concierge desk. You can also see what outings are scheduled with posted flyers in the lobbies of Guest Quarters West and Guest Quarters North.

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