Midwestern Connections

Cancer Treatment Centers of America®
Winning the fight against cancer, every day.®

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myCTCA.com gets enhancements

In our continued quest to provide you with clear information and empower you to take an active role in your cancer treatment, we have made exciting changes to myCTCA.com, a secured online portal that now allows you to access, manage and share information related to your cancer treatment with loved ones and hometown physicians. This newly designed site provides you with even more information and features than the previous myCTCA.com, including a new mobile version and additional security elements.

We have been listening to your hometown physicians and, most of all, to you – our patients, to build new features and enhance the overall usability of this site. We also used the design concepts of the newly updated cancercenter.com to ensure the new myCTCA.com portal provides a 'single site' experience for you.

In addition to the current ability to view lab results, medications and upcoming appointments, request prescription renewals and connect with their dedicated care team, patients registered on myCTCA.com can now also:

- Access medical records and medical documents in one central location
- View and manage all appointments
- Grant unique access to caregivers and hometown physicians
- Graph vital signs over your treatment timeline
- Manage your portal profile

Patients can easily register for myCTCA.com by following these four steps:

1. Go to myCTCA.com and select "Register Now"
2. Enter your Medical Record Number
3. Enter the requested information (i.e. last four digits of your social security number, home zip code and insurance account number)
4. Create a User Name and Password

Remember that you can log on to myCTCA.com at any time from any device to better manage your care. For more information, contact your care manager.

Parking garage scheduled for June finish

The 905-space parking garage on the Midwestern campus is on schedule for completion by the June 7 Celebrate Life ceremony. The new garage will enable Midwestern to complete future expansion efforts that are in the planning process. Please note that with patient safety as a top priority, both patients and caregivers are encouraged to take advantage of the complimentary valet parking and local shuttle service.

The next guided patient outing is Sunday, June 9. Patients will delight in a visit to the Milwaukee County Zoo, followed by a delightful lunch at the Cheescake Factory on Milwaukee's west side.

Contact Guest Services for more information, or to sign up for Guest Services-sponsored outings, call 847-746-6586. For self-guided outings, sign up at the concierge desk in the hospital front lobby.

Celebrate Life 2013

Celebrate Life is returning Friday, June 7. More than 100 patients and their caregivers will return to Zion to gather for a special ceremony.

Other patients and their families will have a chance to meet these inspiring individuals during Hope Rounds June 7. Hope Rounds send our celebrants around the hospital to visit current patients and provide their message for hope and healing.

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Midwestern promotes utmost safety

Our goal at CTCA at Midwestern is to **Be the Safest Hospital** for patients, caregivers, staff and visitors.

As a result, you might see us being extremely vigilant when it comes to washing our hands, or checking and double-checking your identification, or taking more time than you think we should to check our work and the work of our co-workers. We do all of these things to ensure your safety and that of all of our patients.

Nancy E. Scarpelli, BSN, RN, OCN, Stem Cell Transplant Unit, double-checks a patient's medication.

We follow what we call "Red Rules" — important guidelines that ensure that we are delivering on our patient promise to provide the Mother Standard® of care, which ensures that every patient is cared for with the same warmth, unconditional support and respect that we would extend to our own mothers, fathers, sisters, brothers and other loved ones.

Red Rules for patient safety include:

- Proper hand hygiene — the single most important intervention to control and prevent the spread of healthcare-associated infection
- Two patient identifiers – allowing us to reliably identify the patient receiving treatment and then match the treatment to the patient
- Proper use of equipment and protective devices — ensuring the safety of both our patients and our staff
- Timeouts to self-check and check others – allowing us to to make absolutely sure that we're proceeding in the best interest of our patients when there is any doubt.

The following are ways in which you can partner with us to help ensure your safety:

- Prompt us to wash our hands if you feel we may have forgotten
- Wash your hands regularly and ask your visitors to do the same
- Make sure staff check your identification bracelet each time before you get a medical treatment, test or medication
- Don't get up without assistance if you're told to stay in bed

Salon North to host open house

The Salon & Spa at Guest Quarters North will host an open house during daytime hours on Tuesday, June 18, from 7:00 a.m. to 5:30 p.m.

All guests are invited to stop by Salon North, located in the lower level at Guest Quarters North to see the beautiful new space and learn about the services offered inside.

The second Salon, located in the lower level at Guest Quarters North, is available to all guests, not just those staying at that hotel.

No services will be offered the day of the open house, but services can be scheduled during the open house for future dates. Those stopping by will enjoy refreshments and a small token to take home.

Briefs

Seeking financial help?

Assistance in Healthcare applications are due the last Friday of each month. Awards are considered the second Tuesday of each month. Applications can be turned in at the following First Connections locations: Lobby Front Desk, Lobby Concierge Station, and any Financial Counselor office.

Use current drug card

Guests, please have your current prescription benefits card available when coming to CTCA, especially when getting prescriptions filled at the in-house retail pharmacy. This speeds up service for all and ensures each patient gets the right prescription in a timely manner.

Reiki sessions open

Patients and Caregivers: Are you interested in learning Reiki (a form of gentle, noninvasive, hands-on healing) to help with relaxation and stress reduction for yourself and your loved ones? For more information or to let us know you're interested, please call the Mind-Body office at 847-872-6391.

Recreation passes available

During weekdays and business hours, patients can stop at the concierge desk in First Connections for Shiloh Golf Course passes, pool passess 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.

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