

New Collaborations, Greater Opportunities

As *your* community hospital, we are committed to bringing the best services, staff and technology to this area and its surrounding communities. That's why we continue to investigate new collaborations that can help us achieve this goal.



Recently, we began collaborating with Central DuPage Hospital to bring you not only a telemedicine robot – **MAC** – but access to their certified stroke center as well. That means even faster treatment and more expertise from leading neurologists. We believe it's of the utmost importance that we continue to research such opportunities, especially as we seek to be good stewards of the finances raised by our Foundation.

It's also imperative that we continue to offer even more specialties – along with the physicians who have the expertise – through our hospital, Multi-Specialty Center, Rochelle Medical Group and Family HealthCare Centers. And you can be assured we won't stop this pursuit because our community's healthcare needs continue to evolve with our changing population. Our emphasis is on offering all the diagnosis and treatment required right here in Rochelle. That way, patients can stay close to home for all of their healthcare needs.



Bruce D. Peterson – CEO

RCH & Central DuPage Hospital... Teaming to Treat Stroke Patients F.A.S.T.*

Rochelle Community Hospital began a relationship with the certified stroke center at Central DuPage Hospital (CDH) of Winfield, IL last August. This relationship allows us to bring an advanced level of stroke care to area residents.

First-of-Its-Kind Collaboration in Illinois!

The new arrangement means that RCH patients now have access to CDH's stroke specialists and advanced treatment options... which means even faster, more complete stroke treatment when it's most critical.

"We are proud to be affiliated with Central DuPage Hospital on this stroke initiative," Bruce Peterson, chief executive officer at RCH, said. "This affiliation makes RCH the first community hospital



with this kind of arrangement in Illinois. It also enables us to use state-of-the-art technology to facilitate consultations between hospitals. As a result, we are able to offer even better care to our

patients, while ensuring they receive the necessary treatment to minimize the effects of stroke."

RCH patients with stroke symptoms have always had access to an emergency team who follows the current FDA-approved stroke protocol, i.e., treatment must be administered within three hours of the onset of stroke symptoms. The collaboration between the two hospitals means patients have 24/7 access to CDH's comprehensive stroke center as well.

*F.A.S.T. represents a simple test to check for stroke symptoms. (continued on page 2)

A Difference in Stroke Treatment

According to Harish Shownkeen, M.D., co-medical director of the Stroke and Neurovascular Program at CDH, "Our Brain Attack Team will work alongside RCH's emergency room physicians 24/7 via a telemedicine 'robot' to best assess the patient and determine a treatment plan quickly."

Designated as a Primary Stroke Center by the Joint Commission since 2006, CDH's program offers advanced interventional treatment options, including FDA-approved devices and participation in clinical trials, with a treatment window up to 24 hours after the onset of symptoms for those who qualify.

Facts on Stroke

On average, someone dies from a stroke every four minutes. That's according to the latest statistics from the American Heart Association. The average time from symptom onset to emergency care ranges from four to 24 hours in the United States. Multiple factors contribute to these delays, i.e., some patients are sleeping and symptoms are not discovered until the patient wakes up, strokes may leave victims too incapacitated to call for help, patients in remote locations may be hours away from a certified stroke center, and strokes may go unrecognized by patients or their caregivers.

The Newest Technology

Through the 5'6" RP-7® Robot (invented, designed and manufactured by InTouch Health of Santa Barbara, CA), a physician can interact and converse with a patient, the family, and a physician or nurse through a live, two-way audio and

video portal. Using a joystick, the camera and the guidance of 360° infrared sensors, the physician can maneuver the robot through the hospital to a patient's bedside and move the robot's head to view vital signs on monitors and charts. The physician drives the robot through remote access. Almost self-sufficient, the robot only requires an outlet for recharging its battery.



FACE

Ask the person to smile. Does one side of the face droop?

ARMS

Ask the person to raise both arms. Does one arm drift downward?

SPEECH

Ask the person to repeat a simple sentence. Are the words slurred? Can he/she repeat the sentence correctly?

TIME

If the person shows any of these symptoms, time is important.

**Call 9-1-1 or get to the hospital fast.
Brain cells are dying.**



MAC, the Mobile Assistant Caretaker, helps examine a patient.



Mark Your Calendar!

Learn About Stroke Prevention and Meet "MAC"!

Attend a community event focused on stroke prevention on **Thursday, April 28 or Tuesday, May 3, from 6:30 to 8:00 p.m.** in the Auxiliary Room of the hospital.

The program is entitled, **"Strokes Aren't Scheduled... Do You Know the Warning Signs?"** As part of the evening, staff will offer education on the latest interventions in stroke care. In addition, you'll have the opportunity to meet our new robot "MAC," who will be connecting with Central DuPage Hospital.

Seating is limited, and registration is recommended. Call 815-562-2181, ext. 1226; email eanaya@rcha.net or register online at www.rcha.net (under Events & Education) to reserve your seat. We look forward to seeing you there.

Students Participate in Naming Telemedicine Robot

As part of an assembly presented at Rochelle Middle School last December, students in the sixth grade learned about stroke awareness and the acronym F.A.S.T. to identify stroke's warning signs. During the presentation, Rochelle Community Hospital also answered questions regarding the hospital's telemedicine robot, demonstrating some of its capabilities with a wireless connection to Central DuPage Hospital's Neuroscience Unit. Students were also invited to participate in a contest to name the robot.

MAC is "Born"!

Of 185 students, 103 participated and offered their nominations for our new robot. With all the great entries, the choice was tough, but RCH staff chose "MAC" – short for "Mobile Assistant Caretaker." The winning entry was submitted by Danny Redington.

Other great name ideas:

- First runner-up: Mahalia Freier – "ELVIS" (Eliminating Life-threatening Vascular Interfering Strokes)
- Second runner-up: Alec Tilton – "MARC" (Medical Assistance Robotic Caregiver)
- Third runner-up: Paige Myroth – "Rockey" ("Roc" for Rochelle and "key" because the robot is the key to better health and could save someone's life)

Danny was given a plaque at an all-school assembly on December 17 and was invited to tour the hospital with



Students left to right: Paige Myroth, Alec Tilton, Mahalia Freier and contest winner Danny Redington. Back row left to right: Jennifer Montgomery, Emergency Department Manager/Stroke Coordinator and Betty Mortensen, Vice President of Patient Care Services.

his family, where he visited the surgical department, the radiology department, the rooftop heliport and the emergency department, where he was able to see our new robot with a license plate bearing the name of MAC.

Thank you to all the sixth graders who participated and special congratulations to Danny on the winning entry! Thanks to their enthusiastic interest in stroke education, our new robot has a name!

What's New in Rochelle.

Care for the Entire Family

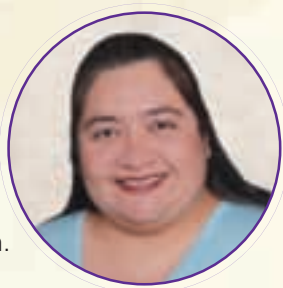
Meet Our Dedicated Physicians...

From pediatrics to geriatrics – **Dr. Diana Alanis, Dr. Theresa Elises and Dr. Jason Popp** are devoted to improving your family's health. Plus, all three are accepting new patients for primary care!

Hours

Monday, 8:00 a.m.-7:00 p.m.
Tuesday-Friday, 8:00 a.m.-5:00 p.m.

For an appointment in our downtown location, call 815-561-8335.



*Diana E. Alanis, M.D.
Se habla espanol*

Dr. Jason Popp Now at the Rochelle Family HealthCare Center!

Hours

Monday, 8:00 a.m.-6:00 p.m.
Tuesday-Thursday, 8:00 a.m.-5:00 p.m.
Friday, 8:00 a.m.-3:00 p.m.

For an appointment, call 815-562-3784.



Jason C. Popp, M.D.

R ROCHELLE
Medical Group, LLC
A Part of Rochelle Community Hospital
510 Lincoln Highway • Rochelle


Rochelle
Community Hospital
Family HealthCare Center
822 N. Second Street • Rochelle

Dr. Theresa Elises Joins the Family!

Theresa V. Elises, M.D., recently joined the team at Rochelle Community Hospital. Dr. Elises' practice is family focused and provides care for everyone in your family from children to adults.

As a primary care physician, Dr. Elises concentrates on general wellness, acute and chronic diseases,

women's health and contraception. She completed her residency at UIC-Rockford College of Medicine and holds certifications in basic life support, advanced life support, neonatal resuscitation and advanced life support in obstetrics.



.. and Ashton

Meet Our Dedicated Teams...

From babies to seniors and everything in between, our medical teams are dedicated to your family's health.

Rochelle Medical Group Welcomes Christine Valentine, F.N.P.!

In addition to our physicians – **Dr. Elises** and **Dr. Alanis** – our newest team member at the Rochelle Medical Group is **Christine Valentine**, Family Nurse Practitioner (F.N.P.). Stop by and meet her soon!



Christine Valentine, F.N.P.

Ashton Clinic Now Has Expanded Hours!

The Ashton Clinic also has some talented Family Nurse Practitioners on the team! In fact, **Dr. Elises** and **Janelle Hulstedt, F.N.P.**, have joined **Marilyn Balch, F.N.P.**, and the rest of the staff at the Ashton Clinic.

Hours

Monday-Friday, 8:00 a.m.-4:00 p.m.

For an appointment, call 815-453-2681.



Family HealthCare Center
320 N. First Street on Highway 38 • Ashton



Marilyn Balch, F.N.P.



Janelle Hulstedt, F.N.P.

What is a Nurse Practitioner?

Nurse practitioners partner with the rest of the healthcare team to promote good health practices, prevent illness and disease, and pursue quality healthcare for patients in different stages of life. As registered nurses, they have received advanced education and completed both graduate-level training and clinical experience. They also serve as supportive members of the healthcare team who can assist with helping patients maintain their health and cope with illness.

What Can Nurse Practitioners Do?

Nurse practitioners maintain a close relationship with physicians and are trained in the diagnosis and management of common medical conditions, including chronic illnesses. They are also able to:

- Deliver high-quality, cost-effective, primary healthcare to people of all ages, newborns through aged.
- Assess health status by taking health histories and performing physical examinations.
- Order and interpret laboratory tests, x-rays, and developmental and screening tests to identify patients' health problems, risk factors and strengths.
- Diagnose and manage common acute minor illnesses and injuries and stable chronic illnesses, collaborating with other members of the healthcare team.
- Emphasize health education and provide counseling for individuals, families and groups.
- Improve access to healthcare for those who would otherwise have no care, including the homeless, poor, schoolchildren, people with AIDS and residents of rural and inner city areas.

ALL ARE NOW ACCEPTING NEW PATIENTS!

Walk-ins Welcome!

Thank You to Our 2010



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NEBO Systems/Passport Health
Query Insurance Agency
Rochelle Community Hospital
Rochelle News-Leader
Rockford Mercantile Agency, Inc.
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Serving an Important Role...

The RCH Legacy Annual Giving Society

The Legacy Society continues the proud tradition of excellence at Rochelle Community Hospital through generous donations.

To make a donation to the Foundation, contact Emily Anaya, Foundation Coordinator, at 815-562-2181, ext. 1226, e-mail eanaya@rcha.net or log onto www.rcha.net for more information.

Legacy Society Donors!

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The Legacy
Annual Giving Society

It's Time for the 5th Annual Hospital Hustle 5K!

On Saturday, June 4, the Rochelle Community Hospital Foundation will host its 5th Annual Hospital Hustle 5K Walk/Run at Atwood Park. Starting at 8:00 a.m., this year's race will raise funds that will go toward the renovation of the Rehabilitation Services Department (Physical Therapy).

Walkers, Runners and Teams Welcome!

Walkers are also encouraged to participate in the race, but will line up behind runners for safety reasons. If you'd like to be part of a team, remember that at least five people are required. Come with your choice of team name and team captain; team photos will be held from 7:00 to 7:50 a.m. on the morning of the race. Team scoring will be based on the average minutes of the first three team members who cross the finish line. Both runners and walkers can pre-register for \$20 up until the day before the event, and can register the day of the event for \$25.

Race Sponsors Still Needed

As always we are thankful for sponsors of the Hustle. Those interested can agree to sponsor at the following levels: Presenting (\$1,000) – limited availability; Gold (\$750); Silver (\$350); Food and/or Beverage (\$250); Vendor Table at Event (\$200); or Bronze (\$100). Sponsorship information and agreements are available in the Foundation office.

Packets Available June 3 and June 4

Packets will be available for early pickup on the day before the race, 3:00 to 5:30 p.m. at Rochelle Community Hospital on the first floor, near the elevators. Registration and packet pickup will also be available the morning of the race from 7:00 to 7:50 a.m. at Atwood Park.

It's Not Too Late to Get Involved!

For more information on registration or sponsorship, call Emily Anaya at 815-562-2181, ext. 1226, or email her at eanaya@rcha.net. Registration forms are available at www.rcha.net.



Outpatient Chemotherapy, Infusion Treatments Occupies New Space

Rochelle Community Hospital is now offering a variety of outpatient treatments in our new Chemotherapy/Infusion Room. The new room enables patients to have their treatments close to home in a safe, comfortable environment. Anyone needing an infusion or injection can use these services. A signed physician order with diagnosis, a history and physical form, and any pertinent lab results are needed to begin treatment.

Available Services

The Infusion Room offers the following outpatient care:

- Chemotherapy administration
- Blood and blood product transfusions
- Electrolyte replacement (hydration)
- SQ/IM injections
- Procrit and Neupogen injections
- Tysabri infusions
- Iron therapy
- Solu-Medrol
- Antibiotic therapy
- Thrombolytic therapy
- RhoGAM therapy
- Rabies vaccine series
- IV immunoglobulin
- Prolastin (alpha-1-protein inhibitor) therapy
- Vancomycin dosing per inpatient Pharmacy
- Phlebotomy from venous access devices
- Maintenance/management of central venous access devices
- Dressing changes of wound, central lines, PICCs and midlines



The Chemotherapy and Infusion Room here at Rochelle Community Hospital.

- Port-A-Cath access (for patients with long-term needs)
- Therapeutic phlebotomy
- Other services as indicated

Open House & Tour Held in December

About 60 people from the community had the opportunity to tour our new Chemotherapy/Infusion Room during our Open House in December. As part of the tour, attendees were able to see the new recliners that were donated by the family and friends of Carolyn Miller (RCH Foundation) and the Auxiliary Memorial Fund in memory of C. Louise Kersten, Phil W. May, Jr., Vernon Pfeiffer, and Murlin & Ruth Totten. In appreciation, the hospital has posted plaques with the donor names listed.

Location: Main Floor, Second Street entrance

Staffing: Certified Registered Nurses, who are specifically trained in chemo/infusion therapies and work closely with physicians.

Hours: Weekdays, 7:00 a.m. to 4:30 p.m.
Weekends, by appointment.

If you know someone who could benefit from this service, please call 815-562-2181, ext. 1052. For additional information on the Infusion Room, check the Outpatient Services section of our website at www.rcha.net.



The new facilities at Rochelle Community Hospital.

New Grief Support Group Offered!



Chaplain Judy Williams

Rochelle Community Hospital is now hosting a "Compassionate Healing Grief Support Group." Open to anyone in the community, the group is led by Chaplain Judy Williams and meets on the third Tuesday of the month from 6:00-7:30 p.m. in the private dining room of the hospital.

According to Chaplain Judy, the group's mission is to support and value each person who may have an issue of emotional pain. All group discussions are held within a confidential, private setting – offering

members an atmosphere of trust and acceptance. Through the meetings, the seven stages of grief are presented, along with the tools needed for coping with life during a difficult time. Members are given the opportunity to share the ways in which they are personally dealing with their own losses, with the goal of moving each member through the stages of grief in a supportive, confidential setting.

Chaplain Judy's background for grief counseling comes from a variety of sources, including crisis intervention stress management training with Blackhawk CISM, grief instruction with Ogle County Hospice, along with pastoral services through Rockford Memorial Hospital and the International Fellowship of Chaplains. For more information, please call Chaplain Judy at 815-562-2181, ext. 2684.

We Accept Most Healthcare Plans!

When you or your family is sick or in need of hospital care, insurance should be the last thing on your mind. For many, however, the fear of high out-of-pocket expenses or the inability to pay can become overwhelming.

That's why Rochelle Community Hospital accepts a variety of health plans to provide affordable care – so you can stop worrying and start getting better.

HMO Plans Accepted at Rochelle Community Hospital

- Blue Cross of Chicago
- Champus/TriCare
- Humana
- Humana Medicare Care Preferred
- Physicians Care Network (PCN)

PPO Plans Contracted with Rochelle Community Hospital

- Blue Cross of Chicago
- CCN
- CAPPCARE/Beechstreet
- ChoiceCARE
- DeKalb County Healthcare
- ECOH
- HFN
- Health Network
- Humana Health Plan
- PersonalCare
- Physicians Care Network (PCN)
- Preferred Health Network
- SwedishAmerican Health Alliance
- United Health Care

Please contact your insurance provider prior to scheduling services to verify coverage. For additional information concerning your specific health plan's access to RCH, contact our Patient Accounts Manager at 815-562-2181, ext. 1620, or via e-mail at DDickey@rcha.net.

Rising Above the Rest for Patient Satisfaction



At Rochelle Community Hospital, we know how important a community hospital can be. That's why our dedicated staff is committed to offering top-notch healthcare services and advanced technology. We're committed to helping you stay close to home for all of your medical needs. Read on to see how we measure up to other area hospitals, and you'll see our services are quite competitive – even receiving the highest patient ratings in most instances. These scores are based on data compiled quarterly by the U.S. Department of Health and Human Services to assist consumers in selecting the best hospital for their needs. Numbers indicate the percentage of patients who indicated the response in each category.

Type of Service	Rochelle Community Hospital	OSF Saint Anthony Hospital	Kishwaukee Community Hospital	Katherine Shaw Bethea Hospital	Swedish American Hospital
Their nurses "Always" communicated well.	83%	75%	73%	82%	74%
Their doctors "Always" communicated well.	79%	76%	79%	84%	77%
They "Always" received help as soon as they wanted.	80%	62%	57%	73%	65%
Their pain was "Always" well controlled.	77%	67%	65%	74%	69%
The staff "Always" explained about medicines before giving it to them.	67%	61%	55%	62%	59%
Their room and bathroom were "Always" clean.	86%	73%	75%	76%	68%
The area around their room was "Always" quiet at night.	70%	44%	56%	56%	54%
YES, they were given information about what to do during their recovery at home.	86%	83%	79%	86%	80%
They give their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	80%	68%	65%	73%	64%
YES, they would definitely recommend the hospital.	76%	71%	67%	76%	69%

Information based on the Survey of Patients' Hospital Experiences, December 2010 (Patients discharged from July 2009 through March 2010). www.Hospital Compare.HHS.gov

Online Bill Pay Now Available!

Now, our patients are able to pay their bills online! This new service is available by going to the home page of our website – www.rcha.net – and clicking on the icon!

A Simple Process

- **Register** by using the enrollment number on your most recent statement. It can be found at the bottom left on statements received after January 1st.
- **Click on the bill pay icon (home page left)** to be connected to a secure area where you can access account information and make payments.
- **Find additional answers** regarding enrollment, benefits (including viewing statements online), payment types accepted, frequently asked questions, and security – all from the bill pay page!

Contact our Patient Financial Services staff at 815-562-2181, ext. 1600 or 1640, for additional information or assistance.



Did You Know? Focus: Patient Privacy/Medical Records

- Spouses can only pick up records when an authorization form has been signed by the other spouse, i.e., a husband can only pick up his wife's records if she has signed permission for him to do so. Authorization forms are available on our website at www.rcha.net. Then select Patient & Visitor Info, Patient and Medical Records.
- Once a child is 18 years old, he/she must also authorize release of medical information for a parent – even if the service occurred before an 18th birthday.
- If a patient is deceased and a family member later requests copies of bills to file a policy claim, it would be considered a HIPAA violation if copies are sent to someone who is not a legal representative (e.g., power of attorney, healthcare power of attorney, or executor of the estate). The hospital is required to have an authorization allowing release of personal health information (PHI) on file in order to release medical records for any reason. Deceased patients' privacy rights continue even after death.
- The State of Illinois and Federal HIPAA regulations allow facilities to charge for copies of medical records based on facility costs and the state fee schedule. As a service to our patients, however, Rochelle Community Hospital does not charge patients for initial copies of: medical records (under 100 pages), radiology images or laboratory results. In addition, there is no charge if a patient picks up these records for a visit to a provider for follow-up or additional treatment. If you need additional copies, please contact 815-562-2181, ext. 2740, to inquire about our fees or you can find them on our website.

The Health Insurance Portability and Accountability Act or HIPAA was enacted in 1996. For more information log onto www.HHS.gov, the U.S. Department of Health and Human Services.

Everything we do revolves around you.

As your community hospital, we are committed to a holistic approach to your well-being called 360° Care – and that means offering a variety of Outpatient Services for every stage of life, including:

- Cardiac Rehabilitation
- Community Support (classes, screenings & support groups)
- Congestive Heart Failure Education Program
- Diabetic Self-Management Education Program
- Diagnostic Imaging (bone density, CTs, digital mammography, MRIs, nuclear medicine, stereotactic biopsy, ultrasound)
- Emergency
- HealthWorks Fitness Center
- Infusion/Chemotherapy
- Laboratory
- Occupational Health
- Orthopedics
- Pain Management
- Pulmonary Rehabilitation
- Rehabilitation Services (orthopedics, acute/post surgical, neurological, balance & vestibular, work injury/cumulative trauma, strengthening/core stabilization, physical & occupational therapy)
- Respiratory Therapy (cardiac stress testing, pulmonary function testing, Holter monitors, EEGs, pulmonary rehab)
- Same Day Surgery (cataract, endoscopy, podiatry, orthopedic, gynecology, urology, ultrasound guided biopsies, general surgery, laparoscopy and more)



For more information on these services, check our website, www.rcha.net or call 815-562-2181!