

**L**iving alone or being homebound can be very challenging. That's why Iowa Lutheran Hospital offers Telecare. With Telecare, participants have daily telephone contact with someone who cares.

Each day, including weekends and holidays, a volunteer from the Iowa Lutheran Hospital Auxiliary is available between 8:30 and 10:00 a.m. If you fail to call in, a volunteer will call you. And if you don't answer, a neighbor or other contact person will be called and asked to check on you. You can even let Telecare volunteers know when you'll be out of town or if you'll be unable to make your daily call, so they will not attempt to call you during that time.

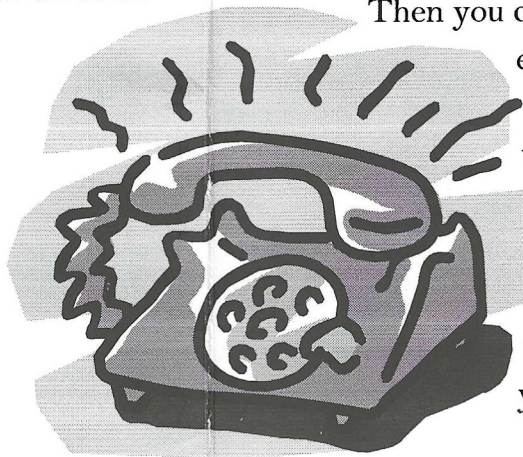
#### **WHO CAN JOIN TELECARE?**

Any individual in the greater Des

Moines area can join Telecare. If you're a patient at Iowa Lutheran, simply ask your nurse for more information about the program. If you're not a patient, you can become a participant by calling Telecare at 263-5262. A Telecare volunteer will mail an application for you to complete and return.

Then you can begin calling

every morning to let the Telecare volunteers know how you're doing or, if you prefer, a volunteer will call you.



#### **QUESTIONS?**

If you need more information about the Telecare Program, call 263-5227; and a volunteer will send you a Telecare packet explaining the service in detail.

**Iowa Lutheran Hospital**

**700 East University Ave, Des Moines, IA 50316**

**Questions and Answers on the Telecare Service**

**What is the Telecare program?**

It is a service to people who live alone or just want to have an outside contact with someone at least once every 24 hours.

**What do I do to get on the service?**

Call or write Iowa Lutheran Hospital. An application will be sent to you to complete. When you have returned it to the hospital, you will receive a card listing the time that you should call in or the time that you prefer that we call you.

**Is it for old people?**

It is not for any specific age group. It is for anyone who might gain comfort from such contact.

**When do I call in?**

A suggested time to call in will be written on the card you receive. It is important that we have made contact with you by at least 10 a.m.

**Why do you want alternate names and phone numbers?**

If you fail to call in and if we do not get an answer when we call you, it is important that we find out why we cannot reach you. Perhaps you are out for some reason or forgot to tell us that you wouldn't be in. We hope that your alternate might know why we cannot reach you. If we fail to get an answer when we call you and your alternate doesn't know why you don't answer, then someone will come to your home to find out if you are okay. Each client must have at least two alternate phone numbers of someone that is able to check on them if we are not able to reach via the phone.

**What do I do if I am going to be gone for a few days?**

If you are planning to be gone for any period of time or even for a day, be sure to tell the person at the Telecare Service the day before you go. If you find out late in the day that you will be gone for a day or more, call in as soon as you know you are leaving. Our service is also being answered by the hospital answer service when the volunteers leave for the day. So the phone is answered 24 hours a day. So you can leave a message at any time through out the day.

**Is there someone at the Telecare number all day?**

Volunteers answer the phone from 8:30 a.m. to 10:00 a.m. If you call this number at any other time, it is answered by the people at the hospital switchboard but not as promptly as during these hours.

**Must I call in every day?**

Yes! You must call in every morning, including Sundays and holidays unless you make arrangements for us to call you. **On Sunday, the Telecare calls between 8:00 a.m. - 9:00 a.m.**



**What do I say when I call?**

All that you need to say is your name. **Please wait until you are sure that the volunteer has heard you and understood you.** We do have other Telecare clients calling into the phone line so at times we may have to say, I need to take the next call. The volunteers do enjoy visiting with the clients on Telecare.

**Who pays for this service?**

There is no charge for this service. The service is provided by Iowa Lutheran Hospital in conjunction with the Auxiliary.

**Won't it be a nuisance to call in each morning?**

If it proves to be a nuisance to call in each morning, ask that your name be removed from the list, and you will receive no further calls.

**Who will come to my home if you think something is wrong with me?**

If we can reach one or your alternate numbers, *he/she* will. If an alternate is not reached by 1 p.m., law enforcement officials will be called to stop by our home. *This is why it is imperative that you always have at least two alternate numbers on your list that can check on you if we can not reach you.*

**How will they enter my home?**

Only the most severe form of emergency would allow anyone to break into your home. By signing the application form, however, you placed a certain responsibility on others for your welfare. Our concern is that you are well and not in need of help. The best way to handle entrance into our home would be to have the neighbor listed on our registration form informed on how to enter your home in case of an emergency. You may want to provide one of your alternates with a key and then let us know who this person is. If an alternate cannot enter your home, we will contact law enforcement officials. If it is necessary to forcibly enter your home, you would be responsible for repairing any breakage which occurs.