



I Prefer WEST VIEW

PROGRAM OVERVIEW

Do you know...

You have a choice when it comes to selecting your health care providers!

Make your preference known

Unless you communicate your choice of health care providers, your doctor, specialists or even hospital staff may make that choice for you. When hospitalized, for example, you may be too weak or vulnerable to make the same choices you would have if you had planned ahead and made your preference known. If that choice is Transitional Care at West View Healthy Living, let us help you take control and receive the care that you prefer.

*West View is pleased to announce a new program to help you communicate your choice of health providers to your doctor, hospital staff, and family members. This new program is called **I Prefer West View**. You are invited to join and designate West View as your preferred provider for skilled rehab services. Participating in the program is beneficial to you because....*

Planning ahead means:

- Understanding that you have health care choices and knowing what those choices are
- Exercising control over the choices that you have made
- Working with your doctor and West View Healthy Living to plan follow-up care before medical procedures or hospitalizations

Preferring West View for your care and services means:

- Continuity of care for pre- and post-hospitalization
- Receiving support from West View's staff liaisons who are devoted to making your care coordination as easy as possible
- Receiving quality rehabilitation therapies in the West View Transitional Care Center
- Affirming your support of West View Healthy Living

Participating in the *I Prefer West View* program means:

- Making your preferences known to those involved in your care decisions
- Keeping you informed of the latest care and services available
- Avoiding confusion when planning your post-hospital care
- Special invitations to West View events, speakers, and dinners



"I prefer West View because the staff is skilled, experienced and caring. The therapists and nurses helped me along the road from painful post-surgery to wellness and recovery."

--Virginia Oyer, Transitional Care at West View Graduate

To participate at no cost to you, please complete the sign-up form provided and return it to us and receive an **I Prefer West View** wallet card which will serve as a convenient reminder of your preference for West View Healthy Living.



WEST VIEW HEALTHY LIVING
LIFESTYLES • WELLNESS • HEALTHCARE



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PROGRAM OVERVIEW CONTINUED

Make the most of the program

There are several ways to make the most of this program.

- First, return your completed participation sign-up form
- When your wallet card arrives, keep it with your Medicare or other insurance cards for easy access when needed
- Present your *I Prefer West View* wallet card at doctor and specialist visits, hospital stays, and other occasions when care planning is involved
- Let us know ahead of time when you are planning elective procedures
- Call the phone number on your wallet card when you need care and services from West View

"The quality of care at West View Healthy Living is excellent; the level of caring I see every day is even more impressive."

– Dr. Miller



Dr. John K. Miller
Medical Director

In addition to serving as our Medical Director for more than 20 years, Dr. Miller has been with his current private practice, Milltown Family Physicians, since 1980. His professional organizations include: Wayne County Medical Society, Ohio State Medical Association, Ohio Academy of Family Physicians, American Academy of Family Physicians and the American Medical Association.



Consider West View Healthy Living for Skilled Transitional Care

When you need skilled care, our staff and facility are one of a kind.

- Medical Director on site 6 days a week
- 33 bed designated Center for skilled rehabilitation care
- Outstanding Therapy Department (Physical, Occupational & Speech)
- Therapy is offered 7 days a week
- RN Coverage 24 hours day/7 days a week
- Ability to provide care to wide variety of complex conditions including Cardiac Rehab/CHF, COPD/Respiratory Management, Orthopedic, Wound Care, Diabetes, Enteral Feeding/TPN, Infectious Disease, Stroke, IV's, Tracheostomy
- Results! Hundreds have gone home and the number keeps growing
- 100% Patient Satisfaction on Post Stay Surveys
- Other services include: Chaplain & Chapel Services; Beauty Shop; Patient Education

If you have any questions, please feel free to contact us at 330-264-8640. Or go online at www.westviewhealthyliving.org for more information.



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FREQUENTLY ASKED QUESTIONS

Why should I participate in the *I Prefer* West View Program?

The *I Prefer West View* program is in part a response to changes in the way health care is managed and planned, particularly with physicians and in hospital settings. To be sure you receive the care you desire or need, and from the provider you prefer, it is important to make your choices known. Often times you may be weak or vulnerable when these types of decisions need to be made. Why not plan ahead and be sure your wishes are followed? If you don't make the choice, someone else may make that choice for you. The *I Prefer West View* program can help communicate your choice to providers and family. And, West View's staff will be there to help support your care planning.

Who is eligible to participate in the program?

Any adults who prefer West View for their skilled care and rehabilitation care and services, even those not currently served by us or living in one of our community settings. Since the program is not about establishing priority or pre-approving for services, we hope as many older adults as possible will prefer West View Healthy Living.

Will participation guarantee me access to services?

The program helps inform doctors, specialists, hospitals and others involved in care planning that you prefer West View Healthy Living. Participating does not guarantee service as this is based on availability at the time you need care and meeting the criteria for required services or admission. However, if criteria are met, participating in the program will give you priority admission. Letting West View know in advance of planned procedures/need for services will enhance having your choice fulfilled.



How do I change my information, request additional cards, or inquire about the program?

Go online to www.westviewhealthyliving.org to access basic information and request updates

Call *I Prefer West View* program administration at 330-264-8640



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PARTICIPATION SIGN-UP FORM

Please complete this form and return it to:

West View Healthy Living
1715 Mechanicsburg Rd
Wooster, Ohio 44691

Name _____

Address _____

Telephone _____

Email _____

Primary Medical Doctor _____

Hospital Preference _____

Insurance _____

I heard about the *I Prefer West View* program from:

- Website West View Staff Physician Pamphlet

Other _____

Once the participation sign up form is received, you will receive an *I Prefer West View* wallet card and will be registered in the Program.



*Receive a personal tour
and free gift for signing up!*

Upon registration in the program we will contact you to schedule your personal tour of Transitional Care and receive your free gift for joining the *I Prefer West View* Program. You will receive quarterly newsletter and other correspondence from West View Healthy Living regarding upcoming events.



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