



BEST HOME HEALTHCARE NETWORK
PATIENT SAFETY. FIRST.

SUMMER 2017 NEWSLETTER

Be Your BEST



An Important Difference



Patients and their families are often confused about the difference between home healthcare and home care. They sound so similar; many people think they are interchangeable terms. Here are the important differences.

Home healthcare services include scheduled visits with a skilled nurse or therapist to a patient's home from highly-educated clinicians. As our name suggests, Best Home Healthcare Network is an outstanding provider of home healthcare services. Our comprehensive services include a unique in-staff pharmacist, skilled

nursing, physical therapy (PT), occupational therapy, speech therapy and a medical social worker.

Typically, a Primary Care Physician (PCP) oversees the patient and orders home healthcare services to be scheduled one to three times a week for 60 days. *Home health service is typically covered by insurance.*

Home care, also known as private duty services, provides patient home visits and non-medical care by unskilled aides who perform light housekeeping, meal preparation and companionship. Some private duty providers may also provide private, skilled clinical care. This care is normally scheduled in blocks of time and paid for directly by the patient or family member.

If you are requesting a home healthcare aide, please speak with your primary care provider, and we will accommodate you to the BEST of our abilities.

At Best Home Healthcare Network, our goal is Patient Safety. First.

Best Wishes

Hello and welcome to our first issue of *Be Your Best*—our new patient newsletter! Each quarterly issue will contain a variety of valuable information—including healthcare facts, frequently asked questions, a story about the exceptional care we provide, seasonal tips, upcoming company events and more.

I'm Iqbal Shariff, company President and Administrator. I ensure that we provide you with the best, high-quality, safe home healthcare. I also coordinate services that reflect our philosophy and standards of care. Plus, I plan, develop, implement and evaluate our services, programs and activities. We welcome your feedback and suggestions, so watch your mail for our patient survey, coming soon.

You can be a part of our newsletter by suggesting stories, writing articles, asking questions or sharing your thoughts about your experience with us. If you have ideas, please email them to me at iqbal@bhhc.com.

We are honored to provide you with the best possible care.

Iqbal Shariff MBA
President, Administrator
Best Home Healthcare Network



Your Best Questions, Our Answers

Q. What does PCP stand for?

A. PCP stands for Primary Care Physician.

Q. What are a PCP's responsibilities?

A. A PCP provides regular medical care to patients. They treat generally healthy patients that come in as needed to manage illnesses, injuries or long-term, non-severe conditions. They are normally the first point of contact for many patients, and must be able to diagnose a wide range of illnesses and injuries. A PCP also handles preventive care, which includes regular exams and blood work.¹

Q. What are the core responsibilities of Best Home Healthcare Network?

A. Best Home Healthcare Network is a skilled home healthcare system that provides:

- Wound care for pressure sores or surgical wounds
- Patient, caregiver and family education
- Intravenous or nutrition therapy
- Injections
- Monitoring serious illness and unstable health status²

Along with treating illnesses and injuries, we help our patients regain independence and become as self-sufficient as possible.² Currently our nurses, physical therapists, occupational therapists and speech therapists provide at least an hour of treatment or care on a scheduled basis.

References:

¹ <http://work.chron.com/primary-care-physician-job-description-30977.html> Retrieved: June 12, 2017

² <https://www.medicare.gov/what-medicare-covers/home-health-care/home-health-care-what-is-it-what-to-expect.html> Retrieved: June 12, 2017

Our Values **EMPOWER** Patients and Their Families

We Strive for **Excellence**

We are **Motivated** to serve the community

We have **Passionate** staff members

We always look for the **Opportunity** to improve our performance

The **Well-being** of our patients and staff is our top priority

We **Empathize** with patients and their families

We **Respect** our patients, ourselves and our team



The Best of the Best



Demy Cabrera Skilled Nurse

Best Home Healthcare Network would like to recognize nurse Demy Cabrera for his outstanding performance caring for our patients.

Many of you have told us that Demy makes you feel important, and he is compassionate with his services. One patient

in particular said, "we need 10 Demy's!"

Demy's proudest moments are "watching his patients improve" and "making a difference in their way of life."

Best Seasonal Tips

With Chicago's hot summer upon us, it's important to follow these guidelines to stay healthy and comfortable:

- Drink lots of water and natural juices
- Avoid alcoholic beverages, coffee and soda
- Avoid going outside in extreme heat
- If you don't have air conditioning, keep shades drawn and blinds closed, but windows slightly open
- Keep electric lights off or turned down
- Minimize use of your oven and stove
- Wear loose, light, cotton clothing
- Take cool baths and showers
- Don't leave anyone, including pets, in a parked car—even for a few minutes



Know The Signs of Heatstroke

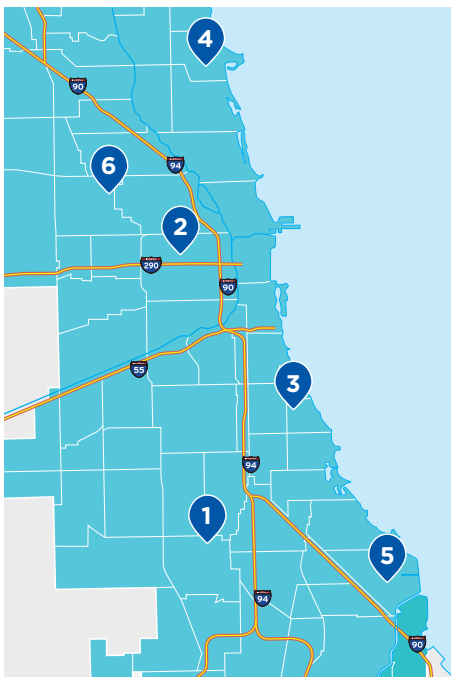
An indicator of heatstroke is a core body temperature above 104 degrees Fahrenheit. Fainting may be the first obvious sign, but other symptoms may include:

- Throbbing headache
- Dizziness and lightheadedness
- Lack of sweating, despite the heat
- Red, hot, dry skin
- Muscle weakness or cramps
- Nausea and vomiting
- Rapid heartbeat, which may be either strong or weak
- Rapid, shallow breathing
- Behavioral changes such as confusion, disorientation, or staggering
- Seizures
- Unconsciousness

The Right Diet Can Reduce Heatstroke

- Focus on variety, amount and nutrition
- Choose foods and beverages with less saturated fat, sodium and added sugar
- Start with small changes to build healthier eating styles
- Support healthy eating for everyone

Call 311 to request a well-being check for someone who may be suffering from the heat



Chicago Cooling Centers

The Chicago Department of Family and Support Services operates six cooling centers located inside of the city's six Community Service Centers. Here's how to find the one nearest you.

Cooling Centers in the Chicagoland Area:

1. Englewood Center

1140 W. 79th Street
Chicago, IL 60621

2. Garfield Center

10 S. Kedzie Ave.
Chicago, IL 60612

3. King Center

4314 S. Cottage Grove
Chicago, IL 60653

4. North Area Center

845 W. Wilson Ave.
Chicago, IL 60640

5. South Chicago Center

8650 S. Commercial Ave.
Chicago, IL 60617

6. Trina Davila Center

4312 W. North Ave.
Chicago, IL 60639

Register for Chicago's Extreme Weather Notification System

Visit cityofchicago.org/city/en/depts/oem/provdrs/emerg_mang/svcs/sign_up_for_extremeweathernotification.html



BEST HOME HEALTHCARE NETWORK
PATIENT SAFETY. FIRST.

• 1300 South Wabash, Suite 200
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Best Upcoming Events



Annual Patient Safety Symposium November 9, 2017

Time: 8:30 a.m. to 6 p.m.

Location: Conference Chicago at University Center
525 S. State Street, Chicago, IL 60605

*Watch your mail for our Patient Survey Mailings.
We appreciate your feedback!*