

2008 Guide to **Community Resources**

for Mills-Peninsula patients and their families

For more information, call our free
Health Education Resource Line:
1-800-654-9966

Or visit our Website:
www.mills-peninsula.org



*Mills-Peninsula
Health Services*

A Sutter Health Affiliate

With You. For Life.

About this booklet...

Our community offers many services to help you manage at home after leaving the hospital. This booklet has been designed by Mills-Peninsula as a guide to locating the help you need. If you have questions, call the toll-free Senior Focus Health Resource Line, **1-800-654-9966**. Services provided by Mills-Peninsula are noted with an (●). The information included in this booklet is intended as a guide to some of the many services available in San Mateo County. We cannot guarantee that the booklet is all-inclusive, and listing in the booklet does not imply endorsement or affiliation of any particular service by Mills-Peninsula Health Services. Although the booklet is updated regularly, telephone numbers, addresses and agency availability may have changed since the last printing.

General questions to ask

Be clear about what you need. Ask:

- Are there any restrictions?
 - age limitations
 - doctor's orders needed
 - income
 - minimum order
- Do you provide services where I live?
- What is the cost of the service?
- Does insurance cover? Who does paperwork?
- Does the agency come to me or do I receive services at the agency?
- What should I do if I don't get good service?
- What alternatives do I have?
- How long will it take to get this service?

Personal Care Agencies

These are agencies which do NOT require a doctor's order. They provide hourly companions and attendants, live-ins for personal care, meal preparation, light housekeeping, shopping and transportation.

■ **Private Placement** means the client employs and supervises the attendant and manages payroll withholding taxes, Workman's Compensation, etc. The agency charges you a "finder's fee" (usually a percentage of the attendant's first month's wages).

* **Indicates that agency provides both private and agency supervised care.**

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|--|---|
| Beady's Agency N. San Mateo County | 650-349-2381 |
| *Irish Help at Home | San Mateo: 650-347-6903 San Francisco: 415-759-0520 |
| *Matched Care Givers | San Mateo: 650-375-0580 San Francisco to San Jose Menlo Park: 650-321-2273 |
| Rite Help | 650-347-9366 |
| Self Help for the Elderly | 415-982-9171 |
| Senior Employment Agency/ Family Service Agency San Mateo County (attendants 55 years old and older) | 650-403-4300 |

■ **Agency Supervised Care** means the agency employs and supervises the worker.

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| Accent Care | 800-834-3059 |
| Ahau Home Care | 650-866-3157 |
| Arcadia Health Care San Mateo, Santa Clara Counties | 650-324-8381 |
| Aunt Ann's | 650-757-2000 |
| Care Resources San Mateo, San Francisco Counties | 650-301-3270 |
| Choice Care | San Francisco: 415-665-2010 San Mateo: 650-347-2010 |
| Elder Care Services | 415-469-8300 |
| Geriatric Home Care | 650-631-3735 |
| Home Care Professionals | San Mateo: 650-757-4717 San Francisco: 415-722-5658 |
| Home Instead | 650-877-8009 |
| Home Sweet Home Care | 650-556-9906 |
| LivHome (DBA Advo Life) San Mateo, Santa Clara Counties | 800-417-1897 |
| *Matched Care Givers San Francisco to San Jose | San Mateo: 650-375-0580 Menlo Park: 650-321-2273 |
| Medical Care Professionals San Mateo, San Francisco Counties | 650-583-9898 |
| New Haven Home Health | 650-301-1660 |
| Pathway Continuous Care San Mateo, Santa Clara Counties | 650-949-9650 |
| Nurse Providers San Mateo, San Francisco Counties | 650-992-8559 |
| Nursing Resources Inc. Entire Bay Area | 800-990-6877 or 650-401-5750 |
| Older Adults Care Management San Mateo, Santa Clara, San Francisco Counties | 650-342-7740 |
| Seniors at Home (Division of Jewish Family Services) | San Francisco: 415-449-3700 San Mateo: 650-688-3000 |

Equipment

Durable Medical Equipment and Supplies

Some pieces of equipment (walkers, commodes, beds) may be covered by insurance with a doctor's order; some (shower chairs, grab bars, etc.) are not covered. Your Discharge Planner (or the company you call) will assist you in determining what is needed, what percentage (if any) of the cost is covered by insurance, and where and how to obtain the equipment.

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|-----------------------------------|--------------|
| Admiral Home Health | 650-697-0900 |
| Apria Home Care | 800-788-5007 |
| Bischoff Medical Mart | 650-347-6606 |
| California Home Medical Equipment | 800-906-0626 |
| Lincare | 888-747-0181 |
| Primrose Center | 650-342-2255 |
| •Rehab Specialists | 650-965-8282 |

Adult Day Care

Structured programs for adults providing social activities, mid-day meal and sometimes other services such as health assessment and rehabilitation. Transportation often is available.

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| Coastside Adult Day Health Center Half Moon Bay | 650-726-5067 |
| •Mills-Peninsula Senior Focus Burlingame Adult Day Health Center/ Alzheimer's Day Care and Resource Center | 650-696-3660 |
| Community Gate Path Burlingame | 650-259-8544 |
| Rosener House - Menlo Park | 650-322-0126 |
| San Carlos Adult Day Support Center Catholic Charities CYO | 650-592-9325 |
| So. San Francisco Adult Day Care | 650-829-3824 |

Pharmacies that deliver

Check your telephone book for more listings.

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| Mills Square Pharmacy Burlingame to San Mateo and Foster City | 650-347-5251 |
| Sunshine Center Pharmacy Daly City to San Mateo | 650-589-4133 |
| AARP Pharmacy mail order | 800-456-2277 |
| Ted's Village Pharmacy | 650-349-1373 |

Housing

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|---|---------------------------------|
| A 1 Care | 866-995-3300 |
| Alternative Beginnings | 650-642-6888 |
| Apex Care | 800-287-9111 |
| Baker Registry | 650-343-2156 |
| Board & Care and Skilled Nursing referrals | |
| Care for Seniors | 415-664-9991 or 650-342-9111 |
| HIP Housing (Human Investment Project for Housing) | 650-348-6660 |
| Homesharing information | |
| Long-term Care Ombudsman | 650-349-7008 |
| Monitors nursing and board & care homes; makes referrals | |
| HUD - Low Income Housing | 650-802-3300 |

Crisis Line

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| Battered Women 24-hour assistance | 800-300-1080 or 650-312-8515 |
| CORA (Community Overcoming Relationship Abuse) | |
| Child Protective Services | 650-595-7922 |
| Crisis Intervention, Suicide Prevention and Crisis Center | 1-800-784-2433 |
| So. San Francisco to San Mateo Belmont to Palo Alto Coastside | 650-579-0350 650-368-6655 650-726-6655 |
| •Mills-Peninsula 24-hour Psychiatric Emergency Crisis Line | 650-696-5915 |
| Rape Crisis Service | 650-692-7273 |
| TIES - Adult Protective Services 24-hour assistance | 800-675-8437 |

Safety/Assurance

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|---|--------------|
| CID (Center for Independence of the Disabled) | 650-595-0783 |
| Grab bars and other safety modifications | |
| Friendly Visiting Services Visits, daily telephone calls to those living alone | 650-342-3882 |
| Home Safety Services (grab bars, stair railings, ramps, lifts) | 650-571-7774 |
| •Lifeline Personal help button to call for assistance in an emergency | 650-696-4823 |

Food/Nutrition

Grocery Shopping Assistance

Shopping assistance for seniors who are homebound (SASH)

Matches seniors with volunteers who will grocery shop for them. Volunteers will initially pay for the groceries and are paid back by the senior when delivery is made. Ask for the SASH coordinator.

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|---------------------|--------------|
| Belmont | 650-595-0783 |
| San Mateo | 650-522-7490 |
| Millbrae | 650-259-2370 |
| Redwood City | 650-780-7274 |
| San Carlos | 650-802-4384 |
| South San Francisco | 650-829-3824 |

Specialized County-wide SASH program:

Center for Independence of the Disabled (CID)

Belmont: 650-595-0783

Daly City: 650-991-5122

Safeway / Albertsons
Delivery online

Meal Programs/Delivery/Emergency Food

Meals on Wheels

Delivers meals to homebound seniors

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|--------------------|--------------|
| Daly City, Belmont | 650-295-2173 |
| San Carlos south | 650-323-2022 |
| Pacifica | 650-738-7350 |
| Coastside | 650-726-9056 |

To Go - Restaurants on the Run 650-692-4200

Restaurant meal delivery

Delivery area: Millbrae to Los Altos

Minimum order: \$20.00

Delivery fee: \$9.99

Senior Nutrition Program

Low-cost lunches. Call local senior center for sites.

Transportation

Ambulance

911 is for "life threatening" situations only

Bayshore Ambulance 650-525-9700

AMR (American Medical Response) 650-259-6100

Wheelchair Van (self pay)

Easy Rider 650-520-4044

HMT 800-923-1997

Med Ex 877-633-3946

Medicus Transit 650-346-6562

Sean Trans Services 650-992-1277

requires proof of disability

Team Transport 510-887-3700

Mobility Impaired

Coastside Opportunity Center 650-726-9071

requires proof of disability

Redi-Wheels (SamTrans) 650-366-4856

requires proof of disability

Volunteer Patient Transportation

American Cancer Society 800-227-2345
for cancer patients or 650-578-9902
24-hour assistance

FISH (Friends in Service to Humanity)

Doctor and dentist appointments only.

Monday - Friday; one week notice required.

Millbrae to San Mateo 650-570-6002

Belmont to Redwood City 650-593-1288

Fee for Service

Need A Ride? 650-462-0853

West Bay Home Care 650-992-1924

Wheelchair van

Support Groups

For information on other support groups or for a listing of dates and times, call the Mills-Peninsula Health Resource Line 1-800-654-9966.

Alcoholics Anonymous 650-577-1310
24-hour assistance

• Alzheimer's 800-654-9966

• Arthritis/Fibromyalgia/Osteoporosis 650-696-4750

Support Groups *continued*

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|--------------------------|--------------|
| •Cancer | 800-654-9966 |
| •Cardiac | 650-696-5824 |
| •Caring for Elders | 800-654-9966 |
| •Chronic Pain | 800-654-9966 |
| •Diabetes | 800-654-9966 |
| •Loss, Grief-Bereavement | 800-654-9966 |
| •Ostomy | 800-654-9966 |
| •Parkinson's Caregivers | 800-654-9966 |
| •Post Polio | 800-654-9966 |
| •Repetitive Strain | 650-696-4562 |
| •Stroke Survivors | 800-654-9966 |

Information and Referral

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|---|--------------|
| Aging & Adult Service | 650-573-3900 |
| Nursing Homes, Adult Protective Services, Conservatorship, In Home Support | |
| •Mills-Peninsula Health Resources | 800-654-9966 |
| AT&T Accessibility Resource Center - Customer Service | 800-772-3140 |
| Ombudsman Program of San Mateo Co. SNF's and B&C's | 650-349-7008 |
| Primrose Center | 650-342-2255 |

For caregivers

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|---|---------------------------------|
| Alzheimer's Association | 800-660-1993 or 650-962-8111 |
| Family Caregiver Alliance Referral to counseling,or support groups, respite | 800-445-8106 415-434-3388 |
| •Senior Focus Caregiver Support Services Respite, counseling, education and support groups | 650-696-3660 |

Health Related

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|---|---------------------------------|
| AIDS Services - Edison Clinic | 650-573-2385 |
| Alzheimer's Association | 800-660-1993 |
| American Cancer Society | 650-578-9902 or 800-227-2345 |
| American Diabetes Association | 800-342-2383 |
| American Heart Association | 800-242-8721 |
| American Lung Association | 510-638-5864 |
| Cancer Information Hotline | 800-4 CANCER |
| Golden Gate Regional Center Childhood Disabilities | 650-574-9232 |
| National Stroke Association | 800-787-6537 |
| Peer Counseling for Older Adults | 650-573-2543 |

Information *continued*

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|---|---------------------------------|
| Peninsula Center for the Blind and Visually Impaired | 800-660-2009 or 650-858-0202 |
| Planned Parenthood | 800-967-7526 |
| Samaritan House Resources for working poor | 650-347-3648 |
| •Mills-Peninsula Health Service Line | 800-654-9966 |

Legal, Financial, Insurance

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|---|---------------------------------|
| CANHR (California Advocates for Nursing Home Reform) | 800-474-1116 415-974-5171 |
| HICAP (Health Insurance Counseling and Advocacy Program) | 800-434-0222 or 650-627-9350 |
| Lawyer Referral Service San Mateo County BAR | 650-369-4149 |
| Legal Aid / Senior Advocates | 800-381-8898 |
| Medi-Cal Health Plan of San Mateo | Programs 800-750-4776 |
| Medi-Cal Daly City / Pacifica | 650-301-8720 |
| Medi-Cal North County | 650-877-5608 |
| Medi-Cal South County | 650-599-3811 |
| Medicare billing questions | 800-633-4227 |
| Social Security / Medicare / SSI | 800-772-1213 |
| State Disability (SDI) | 800-480-3287 |
| Veteran's Service Office / Peninsula works | 650-802-6598 |

Counseling

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|--|--------------|
| Adolescent Family Life | 650-573-2501 |
| AIDS Services - Edison Clinic | 650-573-2385 |
| •Behavioral Health Intake mental health / chemical dependency | 650-696-5909 |
| Catholic Charities Social Services | 650-295-2160 |
| Family Services Agency Counseling and support groups | 650-403-4300 |
| Jewish Family & Children's Services | 415-449-3700 |
| KARA Life threatening illness support | 650-321-5272 |
| Public Health Nursing | 650-573-2501 |
| Senior Mental Health S.M. County | 650-573-3571 |

Home care information

Your doctor has ordered the following home care services (circled). He/she will determine the frequency and number of visits.

Visiting Nurse

Speech Therapist

Physical Therapist

Occupational Therapist

Social Worker

Home Health Aid

Services start on _____ and will continue through _____
You will be telephoned on the morning your services start. If you have not been contacted by noon,
call _____

The following equipment has been ordered: _____

The equipment was ordered from: _____

Notes: _____

Follow-up appointments: _____

