

Home Health Services – Important Phone Numbers and Websites

CALL US FIRST!

Your local Advocate Home Health Services office can answer your questions and help you avoid an unplanned hospital visit. See below for your local office number.

Any Billing Questions:		
Your Location	Office Location	Phone Number
	Chicago/suburbs	630.572.5999
	Central Illinois	309.268.5930

Home Health Services Call these numbers for questions or concerns about your nursing or therapy care:		
Your Location	Office Location	Phone Number
	Central	630.963.7900
	Lake Zurich	847.438.5508
	Normal	309.268.5930
	North	630.571.8600
	South	708.422.0799
	South Suburban	708.799.0741
	Home Infusion and Pediatrics	630.963.1883

Home Care Products Call these numbers for questions or concerns about your deliveries or to order/return supplies:		
Your Service	Service	Phone Number
	Home Medical Equipment/Supplies	630.516.3100
	Oxygen/CPAP Equipment/Supplies	630.516.3100
	Home Infusion, Pharmacy and Enteral Medicines, Supplies or Pumps	630.963.3200
	Other:	

Important Websites		
Topic	When to use	Website
Advance Directives	For Advance Directive and Do Not Resuscitate forms	www.idph.state.il.us/public/books/advin.htm
Federal Emergency Management Disaster Kit	To be prepared in the event of an emergency or disaster	www.ready.gov/build-a-kit
Lutheran Social Services of Illinois Intouch Home Care Services	For non-medical assistance for individuals in their homes	www.LSSI.org/homecare
Office of Civil Rights	If your civil rights have been violated	www.hhs.gov/ocr/civilrights/complaints/index.html
POLST	Practitioner Orders for Life Sustaining Treatment	www.polstil.org
Speak up at Home (from Joint Commission)	Patient responsibilities and safe patient care	http://www.jointcommission.org/multimedia/speak_up_home_english/

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Other Helpful Numbers:		
Your Service	Auxiliary Aids and Services	Phone Number
	Hearing or Speech Impaired	711
	Chicago Hearing Society (Sign Language)	773.248.9121, ext. 311/312 After Hours: 312.939.8999, A/C #202360
	Language Line	1.877.261.6608
	Lifeline Personal Response System (all other areas)	847.723.7770
	Lifeline Personal Response System (McLean County only)	309.268.5930
	OASIS Rights to review, copy or correct your personal health information	1.800.MEDICARE TTY: 1.877.486.2048
<p>Several community advocacy agencies are available to assist you as needed and are specific to the county in which you live. Please call your local home health office for contact information.</p>		
	<ul style="list-style-type: none"> • Agency on Aging • Center for Independent Living • Protection and Advocacy Agency • Aging and Disability Resource Center • Quality Improvement Organization 	
<p>If you still have concerns or complaints about your care after contacting our office, call:</p>		
X	The Joint Commission	1.800.994.6610
X	State of Illinois 24-Hour Home Care Hotline	1.800.252.4343
X	Denise Keefe, Administrator (Metro Chicago) 2311 W. 22nd St., Suite 300 Oak Brook, IL 60523	630.572.1232
X	Bonny Kohr, Administrator (Bloomington/Normal) 303 N. Hershey, Suite C Bloomington, IL 61704	309.268.5930