

Community Resource Guide

You or your loved one may be faced with certain decisions related to your health needs. Here's some information to help.

It includes a brief description of many services in your community. This simple guide could help get you started. Contact the resources listed below for more details on their services and programs.

Primary Care Provider (PCP)

The doctor or nurse practitioner skilled in healthcare and medicine use. They are your first contact for health needs and concerns. Make them aware of any changes in your health.

- Visits are paid for by insurance (you may have a copay)
- They over-see other health services, including the visiting nurses & pharmacists. This may include both medicines & medical equipment
- They may send you to other specialists for evaluation and treatment

If you do not have a Primary Care Provider, here are some ways to find one:

Milford Regional Medical Center's Physician Referral Line
1-888-DRS-HERE (1-888-377-4373)

Massachusetts Board of Registration in Medicine On-Line Physician Profile Site
<http://profiles.massmedboard.org>

Aging Service Access Points (ASAP)

These Elder Service Providers serve all Massachusetts cities and towns. They get money from both the government, health plans and grants to help people over age 60, persons over 18 with disabilities & caregivers. They can provide:

- Information and resources for in-home and community services
- Services include: homemakers, help with chores and money management, personal care, meals on wheels, transportation, respite care, adult family care, visitors for people living alone, personal care aides, adult day health, long term care screening, and housing options
- Programs also include Caregiver Support Services, Elder Protective Services, Crisis Intervention, Healthy Aging programs, Ombudsman program and Healthcare Coaching

- Counselors are available, free of charge, to help people make a decision about where to go when they cannot go home

To locate your local ASAP Service Provider by phone or on the internet: 1-AGE-INFO (1-800-243-4636) or online at www.800AgeInfo.com

To reach the Central Massachusetts Agency on Aging, call 508-852-5539 or go to www.seniorconnection.org

Council on Aging / Senior Centers

Found in most cities or town to serve the needs of elders

- Offers information, referral & aid in accessing senior services
- SHINE counselors can be found here (see below)
- Provides programs for social, recreational, health, safety, exercise & fitness
- Serves as a site for group meal programs
- Provides transportation services (not available at all centers)

Contact your town hall for location and phone number

Serving the Health Information Needs of Elders (SHINE)

A program to explain health benefits sponsored by the state of Massachusetts. The purpose of the SHINE program is to provide accurate, unbiased information about health care choices.

- Services are provided by a certified volunteer trained in areas such as Medicare, Medicare Supplemental Plans, Medicare Part D, Public Benefits, etc.
- All SHINE services are free and confidential

To locate a SHINE counselor by phone or internet: 1-AGE-INFO (1-800-243-4636) or www.800AgeInfo.com

Mental Health and/or Substance Abuse Services

Your local Emergency Department is always open to help you regardless of the problem you are having. When feeling like you want to hurt or kill yourself and/or to hurt or kill others, another option is to call a Psychiatric Emergency Services Program (ESP). An ESP is a 24 hour/7 day a week service staffed by social workers, nurses and other professionals who have special training in mental health and substance abuse care. Their job is to provide you with someone to speak with right away and to help you get the care that you need.

To find your local ESP's toll free number, call the State-wide number 1-877-382-1609 and enter your zip code. If you are unable to call an ESP please go immediately to your local Emergency Department for help.

For other mental health and/or substance abuse needs or concerns, your primary care doctor should be your first contact as he/she knows you best. If you do not have a doctor, refer to the Primary Care Provider (PCP) section of this resource.

Insurance & Benefits

Health Insurance, Medications, Medicare, Mass Health

If you have questions or need help with insurance and benefits, contact your local Aging Senior Access Point (ASAP), SHINE program, Senior Center or Council On Aging for information and resources that can help you.

The website below may be useful in finding free or low cost clinics or medicines; click on "Additional Resources" then Free/Low Cost Clinics, then Massachusetts (or state where you live): www.needymeds.org

Elder Law Attorney

This is a lawyer, who provides legal services to older people and people with special needs. You must pay for this service. They can:

- Help seniors with their finances by planning for the future (asset & estate planning)
- Provide advice on Social Security, Social Security Disability, Medicaid (MassHealth), Medicare, long-term care and supplemental insurance, retirement & benefits
- Provide advice & prepare legal papers such as wills & trusts, long-term care & supplemental insurance policies
- Represent clients in legal matters

To find an Elder Law Attorney contact the Massachusetts Chapter of the National Academy of Elder Law Attorneys (MANAELA): 617-566-5640 or www.manaela.org

Professional Geriatric Care Manager (GCM)

A Geriatric Care Manager is a professional who assists seniors and their families with care planning.

- You must pay for this service
- Checks home for safety issues
- Helps with medical, financial and resource planning
- Assists with long distance family caregiving

To find a Geriatric Care Manager, contact the New England chapter of the National Association of Professional Care Managers: 617-227-4669 or www.gcmnewengland.org

Skilled Nursing or Long Term Care Centers

These centers provide long-term care for people who can no longer live by themselves. They can offer rehabilitation, medical care, physical therapy, occupational therapy, speech therapy, medicines, meals (including special diets) and social activities. Some, but not all centers, offer short-term rehabilitation and memory care units.

- May be paid, in part or in full, by Medicare, Medicaid, private insurance, long-term care insurance and private pay. Check with your insurer

To find a center in your area, contact the Massachusetts Senior Care Association: 1-800-CARE-FOR (1-800-227-3367) or <http://www.maseniorcare.org>

Rehabilitation Centers

Rehabilitation centers offer short-term services for physical, occupational and speech therapy. They also provide medical care, medicines, meals (including special diets) and social activities. These rehabilitation services may be provided in a Nursing Home, Skilled Nursing or Long Term Care Center or a stand-alone Rehabilitation Center.

- These centers may be paid, in part or in full, by Medicare, Medicaid, private medical insurance, long term care insurance and private pay. Check with your insurer
- If you are going to a rehabilitation center, the hospital staff will give you choices of centers in your area where a bed is available

Assisted Living Residences

Assisted Living offers housing in a home-like setting for people having trouble living at home. They may provide personal care, meals, housekeeping, medicine management, social activities and transportation. Assisted living centers provide independent living, assisted living and memory care.

- Assisted living is available for a monthly fee or a lifetime contract
- You pay for this service or can get help from your long-term care insurance, Veteran's Aid and Attendance Benefit or GAFC (Group Adult Foster Care)
- Respite stays may be available for short-term. Although respite care is often paid by the person, there may be help from the Elder Services in your town

To find an Assisted Living Residence, contact the Massachusetts Assisted Living Facility Association: 781-622-5999 or online at www.massalfa.org

Memory Care Residences

Memory Care services may be found in assisted living centers. They offer support for persons with Alzheimer's and Dementia in a safe setting.

Certified Home Health Agency

A Medicare-Certified Home Health Agency provides skilled health care services in your home, assisted living, or retirement community. Certified Home Health agencies include visiting nurse agencies.

- Services may be paid for by Medicare and other insurances when referred by a doctor
- With few exceptions, the person needing help must be unable to leave the home (homebound)
- Works with your Primary Care Physician (PCP) and other doctors to plan your follow up care
- Length of service depends on the person's needs
- Services include:
 - Skilled nurses (may include wound care nurses)
 - Physical, occupational and speech therapists
 - Home health aides to help with personal care
 - Social workers help find community resources, work to help you cope with a diagnosis, and long term care planning
- Some provide Telehealth service. This is when a small monitor, placed in your home, allows for daily checking by a nurse (includes blood pressure, pulse and more)

To find a Certified Home Health Agency: 617-482-8830 or www.hhcam.org

Private Duty Home Care Agency

Private Duty Home Care staff can provide Companion care, Personal care and Skilled Nursing services in the home, assisted living or retirement community.

- Services may be paid for by some long-term care policies and Veteran's Aid and Attendance benefits. Most private duty care is paid for by the person needing the care
- Visits are set based on the client and family's needs. They can range from weekly visits to live-in care
- Care is often planned by a nurse but may be given by an aide
- **Personal & Companion Care:** Home health aides help with dressing, bathing, walking, toileting, housework, laundry, shopping, cooking, transportation, medicine reminders, companionship and general safety review
- **Skilled Care:** Some agencies provide nursing services such as medicine management and wound care
- Staff should be trained, bonded & insured caregivers

To find a Private Duty Home Care Agency, visit the website for the Home Care Alliance of Massachusetts: 617-482-8830 or at www.hhcam.org

Adult Day Health

Day programs provide a safe, structured setting for seniors who live in the community. There are two types of programs:

- **Social Day Programs:** Provide physical, and social activities, medicine reminders, and meals for those who may need watching and support for memory issues and other problems
 - May be paid for by long-term care insurance or the Veteran's Aid and Attendance benefit. Most Social Day Health programs are paid for by the person
 - Transportation may be provided by the program for a fee
- **Adult Day Health Programs:** Provides services including giving medicine, checking pulse & blood pressures and other personal care to persons who are not able to care for themselves
 - Provides meals, activities, and transportation
 - May be paid for by certain insurances. Mass Health may pay for persons who meet their requirements

To find an Adult Day Health program, contact your local Senior Center or Council on Aging.

Durable Medical Equipment (DME)

Durable Medical Equipment is most medical equipment that is used in the home. Common examples of Durable Medical Equipment (DME) include walkers, wheelchairs, Oxygen, grab bars, shower chairs, lifts, etc.

- Durable Medical Equipment is paid for by most insurances
- Medicare will cover certain types of equipment
- Medicare does not pay for disposable medical supplies. There are some exceptions so check by calling 1-800-MEDICARE
- The hospital staff can help you find a DME to order your supplies

To find a Durable Medical Equipment supplier, contact the New England Medical Equipment Dealers Association (NEMED): 508-993-0700 or www.caremanager.org

Hospice

Hospice is a program that provides 'end of life' care in a home, assisted living center, retirement community, or nursing home. Their goal is to help the person to be comfortable with the least amount of symptoms. Care is given with compassion & dignity. Support services are offered to the family & the family is included in the daily care.

- Hospice services are paid for by most insurances
- Life expectancy of six months or less must be certified by two doctors (usually the Primary Care Provider (PCP) and the medical director of the hospice)
- Hospice services can go beyond six months
- The person's condition may improve and there may not be a need to continue Hospice services. If this occurs, Hospice may be restarted at a later date
- The hospice team consists of nurses, social workers, hospice aides, volunteers, doctor (who is usually the Medical Director), chaplain, and a bereavement coordinator

To find a hospice service, contact the Hospice & Palliative Care Federation of Massachusetts: 781-255-7077 or www.hospicefed.org

Health Care Proxy & Power of Attorney

These are two important papers, which can affect medical decisions. Geriatric Care Managers, Elder Law Attorneys and members of the hospital staff, can provide more information on these papers.

- **Health Care Proxy:** A simple paper, legal in Massachusetts, which lets you name someone (a "proxy" or "agent") to make health care decisions for you, if you are not able. The proxy goes into effect when the doctor decides that the person is not able to make their own health care decisions
- **Power of Attorney:** In Massachusetts, you can sign a paper (durable power of attorney) to name someone to handle your assets (finances) if you become disabled and cannot make decisions

Senior Center Phone Numbers

Bellingham	508-966-0398	Medway	508-533-3210
Franklin	508-520-4945	Mendon	508-478-6175
Holliston	508-429-0622	Milford	508-473-8334
Hopedale	508-634-2208	Upton	508-529-4559
Hopkinton	508-497-9730	Uxbridge	508-278-8622

If your Senior Center is not shown, contact your town hall for the phone number.

Some Senior Centers offer services such as Supportive Day Programs for elders with mild to moderate dementia, transportation and Durable Medical Equipment (DME).



This guide was created by the Community Transitions Team which is comprised of members of Milford Regional Medical Center (MRMC), the MRMC's Patient-Family Advisory Council (PFAC) and independent community healthcare providers. The Community Transitions Team is a sub-team of the Patient Centered Transitions (PaCT) Team whose mission is to improve the quality of care for patients in our communities.

To request more copies of this guide, please contact Milford Regional Medical Center at 508-422-2291. You can also download the guide at www.milfordregional.org/resourceguide.