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Fall 2022

Introducing CGH TeleUrgent Care

Whether at home or traveling, CGH is making it easier for patients to connect with their providers. ALSO INSIDE: 2022 CGH Report to Our Community

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Introducing CGH TeleUrgent Care

Whether you are at home or traveling, our new CGH TeleUrgent Care is making it easier for you to connect with the CGH healthcare providers you know and trust.

Featuring expanded hours from 7 AM-7:30 PM, seven days a week. CGH TeleUrgent Care is available for both new and established patients from your smartphone (any Android or iPhone), anywhere with a stable internet connection.

"You'll be cared for by the same local, highly-gualified Nurse Practitioners and Physician Assistants as you would if you visited one of our clinics in person," said Shane Brown, MHSA, Vice President of Physician Services. "That means, whether online or in person, you'll receive the same excellent care."

CGH TeleUrgent Care can treat you for a variety of common health conditions, including:

+ Bladder infections

CGH

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- + Boils
- + Cold and flu symptoms
- + Insect bites

+ Pink eye

- + Minor burns and rashes
 - + Sprains and strains

Poison ivy

Ringworm

Sore throats

+ Sinus infections

Upper respiratory infections

If TeleUrgent Care is not appropriate for your condition, our providers will help guide you to other levels of care. Additionally, if you need a prescription for your treatment after your visit, we will send it to the pharmacy of your choice.

To schedule a TeleUrgent Care appointment, visit cghmc.com/TeleUrgent or call 815-564-4200. Within 30 minutes, you will receive a text with confirmation of your visit and a link to be automatically connected to a local provider. Like in-office appointments, all TeleUrgent visits will be billed through your insurance provider.



HealthLines is offered as a service of CGH Medical Center and is distributed to residents in the CGH service area. The information is intended to inform and educate about subjects pertinent to health, not as a substitute for consultation with your physician. Questions or comments may be directed to Marketing at 815-625-0400, ext. 4580. © 2022 Printed in U.S.A. Developed by GLC – a marketing communications agency.

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It's Time to Return to Your Primary Care Provider

Can you remember the last time you had a physical? Do you know your blood sugar, blood pressure and cholesterol numbers? Have you been putting off preventative tests and screenings?

Then it's probably time for a check-up!

As you grow older, your body changes and faces new challenges. It's important to stay on top of your health and any issues that can pop up as you age. Getting you and your family back to a regular healthcare routine — and annual check-ups — is essential. By doing so, we can identify, address and correct problems as early as possible.

Your primary care provider, or PCP, is the person you should see for most preventive care and health concerns as they arise. Although they may specialize in a certain field, such as family medicine, internal medicine or pediatrics, think of them as the frontline providers for most medical issues that you and your family may face. In some cases, a nurse practitioner may be your primary care provider.

"Your PCP takes time to know you as a whole person," said Marcia Jones, MD, CGH Family Medicine. "The more



CGH's New Board Chair Help us welcome Marcia Jones, MD, as CGH's new Board Chair!

Vector

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we learn about you, your medical history and your lifestyle, the easier it is for us to monitor your health changes over time. Then, as a long-term partner in your health management, we can make sure your overall treatment plan is right and tailored to you."

Your primary care provider can take care of:

- Checkups, with routine height, weight, blood pressure, blood sugar and cholesterol measurements
- Immunization updates, such as vaccines for COVID-19, flu, pneumonia or shingles
- Making sure you're up to date on preventative screenings for skin, cervical and prostate cancer, as well as tests like colonoscopies and mammograms
- Reviewing your diet, fitness, sleep and stress habits, including smoking or drinking, and managing mental health

- Reviewing and renewing prescription medications
- Discussing chronic disease management and any health worries or fears you may have
- Referring to and coordinating care with specialists and other providers

"If you have been putting off a visit to your PCP for a regular check-up, call your provider's office today," said Dr. Jones. "Or, if you or a loved one don't have a primary care provider, we can help you find one. The most important thing is to find someone you feel good about, whom you can have a good relationship with and whom you can communicate well with."

If you or a loved one currently does not have a PCP, contact the CGH New Patient Coordinator at 815-632-5325 or visit cghmc.com/newpatient for a same-day or next-day appointment.





Spice up your holiday season with these healthy, energy-packed Pumpkin Spice Energy Bites!

Ingredients

- $\ensuremath{^{1\!\!2}}$ cup canned pumpkin puree
- 1/4 cup maple syrup
- 1 teaspoon pumpkin pie spice (see recipe below)
- 1 teaspoon vanilla
- 1 cup dry quick cooking oats
- $\frac{1}{2}$ cup chopped toasted pecans

Directions

Combine the first four ingredients in a medium-sized bowl and mix to combine. Add the oats and the flax seed meal and mix thoroughly. Stir in the pecans and cranberries until they are well-distributed. Portion the mixture into balls using a 1½-inch cookie scoop or tablespoon. Roll each ball lightly in your hands to even out any rough edges. Chill. These will hold in the refrigerator for 2–3 days or can be frozen.

Pumpkin Pie Spice

- 3 tablespoons cinnamon
- 2 teaspoons ground ginger
- 2 teaspoons ground nutmeg
- 1 teaspoon ground allspice
- 1 teaspoon ground cloves

Combine and mix well. Store at room temperature.

Makes 12 servings. Per serving — 90 calories, 14g carbohydrate, 4g fat, 2g protein, 3g fiber

Halloween Safety Tips

Halloween is a holiday that allows people of all ages to be creative and indulge in sweet treats. But with the festivities come potential dangers, especially for younger children. This year, consider these safety tips to ensure you and your family have a safe and happy Halloween.



Costumes — If you're out trick-or-treating in the evening, it's recommended to choose a costume that incorporates bright colors or reflective elements to allow for easy identification from cars on the road. Also, avoid having your children carry accessories that can potentially cause physical harm to

themselves or others, like toy swords, sticks or canes—one slip and fall could result in serious injury.



Pumpkin carving — Don't let your child use a knife to carve a pumpkin themselves. Instead, offer markers to draw a face or design on the exterior of the pumpkin. Also consider using a glowstick or flashlight to light jack-o-lanterns, as candles could lead to fire hazards.



Home safety — Make sure all outdoor lights are functioning properly and all walkways on your property are clear. This will increase visibility so you can see who is coming to your door during trick-or-treating and prevents potential tripping hazards as children run to and from your door.



Candy rations — Don't let your children eat too much of the candy they receive from trick-or-treating. Set the rules before the big day regarding candy consumption to avoid any arguments or tantrums.

On a day for goblins and tricks, make safety a treat! Starting October 24, parents can stop by the CGH Main Clinic atrium to pick up CGH glow sticks for each of their children on Halloween night.

2022 CGH REPORT TO OUR COMMUNITY

CEL MEDICAL CEL CENTER

One Mission. One Vision. One Team.

OUR MISSION

compassio

i**Care**

Delivering exceptional patient care by combining outstanding skill with heartfelt compassion

CGH BOARD OF DIRECTORS

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A MESSAGE FROM OUR PRESIDENT & CEO



Nothing compares to crisp, fall mornings with brightly colored leaves made only more brilliant and intense by the dazzling sunshine and clear blue skies. The amazing displays we are privileged to witness each year are such a blessing.

Paul Steinke, DO President & CEO

I hope this edition of *HealthLines* finds you well. In this issue, you will find our Annual Report. Like nearly all hospitals and healthcare organizations across the country, we continue to face stubborn challenges: Continuing effects of COVID-19, a tough job market and other economic impacts such as

inflation and supply chain issues. Like most everyone, we find ourselves wondering how much of this is just the new normal to which we must adapt. However, our purpose hasn't changed. We continue to rely on the expertise, dedication and commitment of the women and men who work daily at CGH to bring you the best care possible.

It continues to be our mission to serve the families and communities of the Sauk Valley. On behalf of our 1,500 employees, thank you for your continued support of CGH Medical Center!

FINANCIAL SUMMARY

CGH Medical Center provides the following financial summary for the fiscal year ending April 30, 2022:

What we charged our patients:	\$1,004,622,712			
We charged but did not receive full payment from:				
Medicare, Medicaid and insurance	\$751,298,584			
Charity care and bad debt	\$12,068,207			
Total Deductions	\$(763,366,791)			
What we received	\$241,255,921			
Costs				
To pay staff and provide benefits	\$134,819,756			
To purchase supplies, utilities, interest, etc.	\$101,274,273			
Cost of depreciation, building and equipment	\$10,425,454			
Total cost to care for patients	\$246,519,483			
Net Income from patient care	\$(5,263,562)			
Other Income	\$7,538,647			
Net Income	\$2,275,085			

MEDICAL SERVICES

CGH Medical Center is a not-for-profit, city-owned hospital located in Sterling that serves a five-county region in northwestern Illinois. Licensed for 99 beds, CGH has provided the following services to patients over the past two fiscal years.

	FY 2021	FY 2022	% Change
Inpatient Admissions	4,094	4,169	1.8%
Total Patient Days	13,966	16,058	15.0%
ER Visits	21,642	24,656	13.9%
Surgical Cases	3,679	4,035	9.7%
Observation Hours	56,091	48,910	-12.8%
Babies Delivered	544	478	-12.1%
Physician Office Visits	224,529	228,105	1.6%

4,169

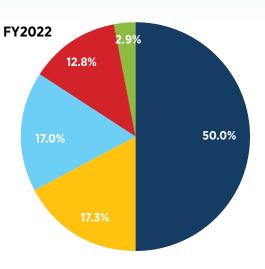
4,035 Surgical Cases

478 Babies Delivered

228,105 Physician Office Visits

PAYOR MIX

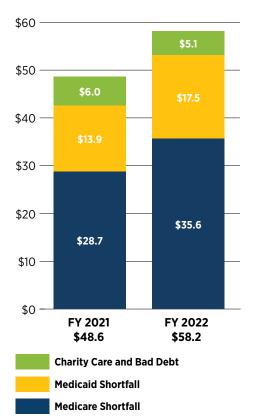
		FY2021	FY2022	Change
Med	dicare	50.1%	50.0%	-0.1%
Med	dicaid	15.9%	17.3%	1.4%
Blu	e Cross	17.8%	17.0%	-0.8%
Con	nmercial	12.6%	12.8%	0.2%
Self	f Pay/Other	3.6%	2.9%	-0.7%



GIVING BACK

CGH provides a variety of free or discounted services to uninsured and underinsured families in Whiteside and surrounding counties. CGH also educates the public about available resources and helps members of our community apply for public assistance. CGH's total investment in the community (at cost) for the past two fiscal years is shown in dollar amounts below:

Statement of Community Contribution (in millions)



Get Vaccinated Today!

CGH aims to keep our community healthy. To help prevent hospitalizations, CGH recommends patients get flu and COVID-19 vaccines this year.



You can receive both a flu and a COVID-19 vaccination together without any risk to your health. Flu and COVID-19 vaccine walk-ins are welcome on Tuesdays and Thursdays from 8:30 AM– 4:30 PM at the CGH Main Clinic. Flu vaccines will also

be available on Saturdays in October (8, 15 and 22)

from 8 AM-noon. Don't delay—get your vaccines today!

CGH MEDICAL STAFF

CGH MEDICAL CENTER AND CGH MAIN CLINIC, STERLING

ALLERGY

Therica Heeren, PA-C, MS

ANESTHESIOLOGY

William Chaplin, DO Alyssa LeSeure, CRNA Krzysztof Malewicz, DNP, CRNA Carlos Moreno, DRAP, CRNA David Nowak, CRNA Henri Stewart, CRNA Tyler Thompson, CRNA Eric Thueson, CRNA Frelea Lyn Tiongson, CRNA Fatima Udoiwod, CRNA

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Lorri Mostad, APRN, PMHNP-BC

CARDIOLOGY

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CHIROPRACTIC

Curtis Coyle, DC, CCEP

DERMATOLOGY

Rachel Deets, PA-C, MS Mark Moran, PA-C, MPAS Marc Stees, MD

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John Hahn, MD, FACS

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(cont. from previous page)

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Ed Hanlon, OD

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OTOLARYNGOLOGY/ENT

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PATHOLOGY Farzan Eskandari, MD, FCAP

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SLEEP MEDICINE Kim Treviranus, MD

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UROLOGY Kevin Rogers, MSN, NP-C Young Song, DO

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OPTOMETRY Ed Hanlon, OD

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FULTON MEDICAL CENTER

FAMILY MEDICINE Lynne Coffey, FNP

LOCUST STREET MEDICAL CENTER

WOUND CENTER Ashlea Canady, MD, FACS Stephanie Ernst, MSN, APRN, FNP-BC Eric Riley, DPM Heather Wakefield, MD, FACS

2600 NORTH LOCUST STREET MEDICAL CENTER CHIROPRACTIC

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MILLEDGEVILLE MEDICAL CENTER

FAMILY MEDICINE Angela Stralow, FNP-BC Paul Steinke, DO

MORRISON MEDICAL CENTER

FAMILY MEDICINE Kimberly Teats-Garrison, PA-C Matthew Wolf, MD

MT. CARROLL MEDICAL CENTER FAMILY MEDICINE

Karri Kloepping, PA-C

POLO MEDICAL CENTER

FAMILY MEDICINE Henry Oh, DO

PROPHETSTOWN MEDICAL CENTER

FAMILY MEDICINE Matthew Wolf, MD

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WALNUT MEDICAL CENTER

FAMILY MEDICINE Missi Armstrong, APN, FNP-BC

STERLING VISION CENTER

OPHTHALMOLOGY John Hahn, MD, FACS

OPTOMETRY Matthew Cutter, OD

ORAL AND MAXILLOFACIAL SURGERY Robert Whittaker, MD, DMD

DIXON VISION CENTER

OPTOMETRY Ed Hanlon, OD

CGH MEDICAL CENTER AND CGH MAIN CLINIC, STERLING

CGH HEALTH FOUNDATION DELICIOUS 20 DESIGNS VIRTUAL SILENT AUCTION OCTOBER 20 - 25

Delicious Designs Focuses on Dementia

With dementia on the rise nationally and in the Sauk Valley, the new Dementia Project will be showcased as part of the ninth-annual CGH Health Foundation Delicious Designs event. Funds will support efforts to raise awareness of the disease and to offer resources and assistance to those impacted in area communities.

The popular virtual Silent Auction fundraiser runs from 7 AM on Thursday, October 20, to 8 PM on Tuesday, October 25. Event Co-Chairs are Lindsey Pistole, Sauk Valley Bank, Gina Grennan, CGH Diagnostic Imaging, and Kayla Brown, McDonald Funeral Home. Gift baskets, experiences, services, desserts, gift cards and wish list items for our patients will be auctioned. Donations of baskets and table sponsorships are being sought.

Since the event's inception, the focus has been on raising funds for mammograms and other diagnostic

testing. Proceeds will be split between the Dementia Project and Women's Health Program. "Two-thirds of dementia cases appear in women," said Pistole. "Both Kayla's and my grandmother passed from this awful disease, and Gina lost her motherin-law. We want to make sure that families on that dementia journey know they are not alone — we are here to help with raising funds to add or expand services, both at CGH and in the community."

A major component of the initiative is creation of a Dementia Navigator position at CGH. This individual will work with our patients to connect them with local and national dementia resources. "This will have such a huge



impact on how we go the extra mile for our patients," said Brown. "At the same time as diagnosis, we will be able to assist our patients and families with knowing what the next steps are and who to reach out to for information and resources."

The Foundation also partners with CGH in providing screening mammograms with no out-of-pocket costs to area women, said Grennan, who is Director of Diagnostic Imaging and oversees the program. "Diagnostic tests, breast biopsies, ultrasounds and MRIs are also partially covered," she said. "Comfort bags for breast cancer patients and meals for CGH Medical Center chemotherapy patients are funded as well."

To donate or sponsor a basket, experience, service, dessert or gift card, please contact Lindsey Pistole at 815-878-7564, Gina Grennan at 815-716-6363, Kayla Brown at 815-499-5876 or Joan Hermes at 815-625-0400, ext. 5672. Items are now being accepted at 2600 N. Locust St. in Sterling.

Screening Mammograms: Why You Shouldn't Delay Care

Breast cancer symptoms, such as lumps or discharge, are sure signs that a woman needs to meet with her healthcare provider. But wouldn't it be better to find breast cancer when it's so small that it doesn't cause any symptoms at all?

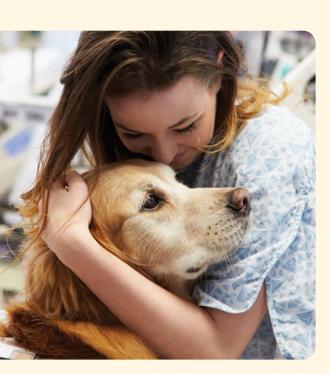
"Screening mammograms play an important role in the detection of breast cancer, long before you or your doctor can feel a lump or tumor," said Erika Adams, CGH Diagnostic Imaging Clinical Coordinator and Breast Health Navigator. "The 3D mammography offered at CGH not only helps us distinguish harmless abnormalities from real tumors — leading to fewer callbacks and less anxiety for our patients — but it also allows our physicians to diagnose breast cancer at an earlier, more treatable stage."

Screening mammograms are recommended for women starting at age 40 and are typically repeated every 1–2 years. If you are under 40,



be sure to discuss your family health history with your healthcare provider to determine when to schedule your first mammogram and how often you should have them.

"Even women who have no symptoms and no known risks for breast cancer should have regularly-scheduled mammograms," said Adams. "The earlier you find breast cancer, the better your chances are of beating it." CGH offers no cost screening mammograms, diagnostic mammograms and breast ultrasounds for ALL women, with out-ofpocket costs covered by the CGH Health Foundation. If other testing is needed, additional financial assistance may be available, as well. To schedule your mammogram, call 815-625-0400, ext. 5550. Be sure to join us for our October Growing Healthier program with our Nurse Navigators. See page 12 for details.



CGH Resumes Therapy Dog Program

Wagging tails will become a familiar sight again throughout CGH Medical Center hallways, with dog teams lifting spirits of our patients and staff members.

"We are excited that the dogs and handlers are coming back," said Deb Keaschall, CGH Auxiliary Manager and Coordinator of the CGH Therapy Dog Program. "Due to COVID-19,

we had to halt our visits which had proven so beneficial for all of us since 2012." Animal-assisted therapy has many benefits, including reduction in pain levels and improvement in patient-staff communication. Volunteers enjoy sharing their dogs to provide comfort and joy for our patients. The program is sponsored by the CGH Health Foundation.

Do you think your pet has what it takes to be a CGH therapy dog? Go to cghmc. com/patients-visitors/therapy-dogs to review a checklist of requirements. Prescreening includes a phone interview and evaluation, plus temperament testing. For more information, contact Deb Keaschall at 815-625-0400, ext. 5727.



gettyimages.com/monkeybusinessimages

Have You Heard?

According to the Hearing Loss Association of America, approximately 48 million Americans have some degree of hearing loss. "Hearing loss can be associated with balance problems, social isolation, depression, cardiovascular disease, diabetes and cognitive decline," said Laurie Zollinger, AuD, FAAA. "In addition, research shows that hearing aid users have fewer hospitalizations and emergency room visits."

Hearing loss is a medical condition that can be addressed by proper amplification or treatment by a physician. It is important to understand your unique hearing loss when making these treatment decisions.

The FDA has approved over-the-counter (OTC) hearing aids, available beginning in October. There is a difference between these devices and prescription hearing aids. OTC hearing aids will be "self-fitting" for adults who have a perceived mild to moderate hearing loss. The price is likely to be lower due to fewer programming options and lack of professional guidance for the fitting and maintenance.

Contrary to OTC hearing aids, prescription hearing aids are uniquely adjusted to your specific needs based on your comprehensive evaluation that details the type, severity and configuration of your hearing loss. If it is determined that a hearing aid is right for you, our Audiologists will fit you with a product that meets your audiological needs, style and financial preferences. Regardless of whether or not a product is purchased, our Doctors of Audiology provide hearing healthcare with extensive experience and training.

If you or a loved one is experiencing hearing loss, CGH is here to help. Visit cghmc.com/audiology for more information.



Meet Our New Audiologist



Jessica Birkey, AuD

CGH Medical Center is pleased to introduce Jessica Birkey, AuD. Birkey has joined Laurie Zollinger, AuD, FAAA, in our Audiology department as an Audiologist.

Birkey received her Doctor of Audiology and her Bachelor of Science degree in Communication Sciences

and Disorders from Illinois State University in Normal. She completed an Audiology externship at OSF Illinois Neurological Institute in Peoria and is a member of the American Academy of Audiology.

Birkey is currently accepting new patients at CGH Main Clinic at 101 E. Miller Road, Sterling. To make an appointment, please call **815-625-4790**.



CGH staff and community members gathered for a ribbon-cutting ceremony at the Oncology Open House on July 28.

Oncology Open House

CGH Medical Center held a ribbon cutting and public open house on July 28 to unveil the new Oncology Department, located at CGH Main Clinic, 101. E. Miller Road in Sterling.

Located on the 3rd floor of CGH Main Clinic, the new 7,680-square-foot department features nine exam rooms, 13 infusion bays, two drawing rooms and two treatment rooms.

For more information on the outstanding cancer care at CGH Medical Center, visit cghmc.com/ services/cancer-care.

Calendar of Events

FALL 2022

For a full list of CGH events, visit **cghmc.com/calendar**.

BLOOD DRIVE

Thursdays, October 6 and December 1 9:30 AM-6 PM CGH Ryberg Auditorium 100 E. LeFevre Road, Sterling, IL To schedule an appointment, call **815-625-0400, ext. 6879** (Michelle) or **ext. 1057** (Bryan). Or visit **bloodcenterimpact.org** and use code 3591.

CHOLESTEROL AND GLUCOSE SCREENINGS

Tuesday, October 25; Thursday, November 17 6–9:20 AM 12-hour fast and appointment are required.

Cost is \$30. Call **815-625-0400, ext. 5716**.

BIRTHING CENTER CLASSES

Please sign up at reception in the CGH Main Clinic OB/Gynecology Department, call **815-625-0400, ext. 5504**, or visit **cghmc.com/ calendar**.

SPINNING BABIES CLASS - NEW!

Wednesdays, October 19 and 26; November 2 and 9; December 7 and 14 4–7 PM

The Spinning Babies Parent Class highlights your baby's active role to rotate down and out of the pelvis. Call **815-625-0400, ext. 5504** to sign up. This class is free thanks to the CGH Health Foundation.

BIRTHING AND BABY BASICS

Fridays, October 14, November 4, December 9 5–8 PM

Instructor: Marcela Sproul, RN, IBCLC Designed for moms in the second half of pregnancy and their coaches, these classes focus on everything you need to know about the labor and delivery process.

BREASTFEEDING CLASS

Fridays, October 21, November 11, December 16 5–7 PM

Instructor: Marcela Sproul, RN, IBCLC Taught by our Lactation Consultant, this class shares everything you need to know about beginning breastfeeding. CGH MEDICAL CENTER 100 E. LeFevre Road Sterling, IL 61081









Join us for FREE programs featuring speakers on important health topics. All of our Growing Healthier programs will be available via the CGH Facebook page in Facebook Live format and hosted by William Bird, MD, VP & Chief Medical Officer. LIKE our Facebook page, and sign up for notifications! For more information, call **815-625-0400**, ext. **5716**, or visit cghmc.com/growinghealthier.



October – Navigating the Breast Cancer Journey on Thursday, October 20, with Nurse Navigator Erika Adams, RN (DID), and Oncology Case Manager Summer Roots. Finding your way through a breast cancer diagnosis can be overwhelming. Learn how our Nurse Navigators advocate for your care and help patients with individualized care plans from initial consultation through treatment.



November – Dementia: Types, Testing and Treatment on Thursday, November 17, with Preeti Joseph, MD. Dementia is not a single disease; it's an overall term — like heart disease — that covers a wide range of specific medical conditions. Dr. Joseph will discuss the various types of dementia, as well as the latest testing and treatments available.



December – Sexual Health, Part 2 on **Thursday, December 1**, with Young Song, DO. Love, affection and intimacy all play a role in healthy relationships. Dr. Song will discuss men's and women's sexual health issues, such as desire mismatch and arousal non-concordance, that can affect us throughout our lives.