



# Communique

August 11, 2022

A CGH Medical Center Publication

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## Introducing CGH TeleUrgent Care – Our Patients' Link to the CGH Providers They Trust

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

Featuring expanded hours from **7am to 7:30pm, 7 days a week**, CGH TeleUrgent Care is available for both new and established patients from their smartphone (any Android or iPhone) anywhere with a stable internet connection.

"Patients who utilize TeleUrgent Care will be cared for by our local, highly qualified Nurse Practitioners and Physician Assistants that they would see if they visited one of our clinics in person," said Shane Brown, MHSA, Vice President of Physician Services. "That means, whether online or in-person, they'll receive the same excellent care."

CGH TeleUrgent Care treats patients for a variety of common health conditions like:

- Bladder Infections
- Boils
- Cold & Flu Symptoms
- Insect Bites
- Minor Burns & Rashes
- Pink Eye
- Poison Ivy
- Ringworm
- Sinus Infections
- Sore Throats
- Sprains & Strains
- Upper Respiratory Infections

If TeleUrgent Care is not appropriate for the patient's condition, our providers will help guide them to other levels of care. Additionally, if prescriptions are needed for treatment after the visit, our providers will send them to the pharmacy of the patient's choice.

To schedule a TeleUrgent Care appointment, visit [www.cghmc.com/TeleUrgent](http://www.cghmc.com/TeleUrgent) or call (815) 564-4200. Within 30 minutes, a text with confirmation of the visit and a link to be automatically connected to the local provider will be sent. Like in-office appointments, TeleUrgent visits will be billed to the patient's insurance.



# Oncology Open House



**THANK YOU to everyone that attended the CGH Main Clinic Oncology Open House and Ribbon Cutting Ceremony on Thursday, July 28. The new department is located on the 3rd floor of the Main Clinic.**

With nearly 20,000 office visits in 2021 alone, CGH has been a local oncology leader for many years. The new 7,680-square-foot department features nine exam rooms, 13 infusion bays, two drawing rooms and two treatment rooms.



**The ninth annual CGH Health Foundation Delicious Designs fundraising event will remain virtual this year.**

Proceeds will be split between Women's Health and the new Dementia Project. Bidding on the virtual Silent Auction items will run from 7am Thursday, October 20 to 8pm Tuesday, October 25 on AirAuctioneer. 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. "Not only would we love baskets from your departments, but we are also looking for items that we can put together to make a basket for you if you don't have the time," said Joan Hermes, Foundation Executive Director. "Most of us have things laying around the house that we've bought new and never used or rarely used. We would be happy to take your *stuff* and create beautiful baskets out of it."

Contact Joan, ext. 5672 or Amanda Blaine, ext. 5575, by early October if you have items or a basket to donate.



## Nancy Lauritzen, RN Nursing Professional Development Educator

### Fun facts about me:

I was born in Dixon and raised on a farm; I love the country life. I spent my younger years running barefoot on the gravel, riding my pony, and helping my Dad on the farm. In my teen years, I enjoyed tumbling and was a cheerleader/pom pom girl. I graduated from Rockford Memorial School of Nursing and received my BSN from Clarke College in Dubuque. I live in Sterling and have three grown children and seven grandchildren. I have worked at CGH for 40 years, beginning in CCU then Hospital Float, Cardiology Lab, and have been the Nursing Professional Development Educator for 20 years.



### My best career lesson:

Don't gossip - first of all it's just wrong and secondly it will only come back to haunt you.

### 3 words that describe me:

Respectful, Good Listener and Compassionate

### When I'm not working, I enjoy:

Visiting with family and friends, spending time with grandchildren, and working outside

### What I like about my job:

I like the people that surround me every day. I love seeing new nurses grow professionally. I feel so proud of them and that is very fulfilling to me.

### My job duties:

I coordinate Patient Care Services general orientation, the Nurse Residency Program, and the Shared Governance Education Council. I work with the nursing department educators to provide nursing staff education.

August '22

# Therapy Dog Program

**The next temperament testing for our CGH Therapy Dog Program is scheduled for Thursday, August 18!**

Dogs must be well-trained and well-mannered. If you are interested in joining, please visit [cghmc.com/dogs](http://cghmc.com/dogs) for an application. For questions, call Deb Keaschall at ext. 5727.





## Feed the Children



The CGH Shared Governance Community Outreach group has been volunteering every Tuesday from May 31 - August 9 to prepare meals for the children in our communities through the United Way's Feed the Children program. Pictured above (L-R) are **Mercedes Lopez** (Emergency Department), **Mary Jean Derreberry** (Nursing Administration) and **Sarah Snow** (Medical). Thank you for helping make a difference in our community!

## Hot Dog Days



**Hot Dog Days 2022 was a success!** In addition to the 7,000 plus hot dogs sold in under 3 hours throughout downtown Sterling, the CGH Marketing Department handed out 500 cups of ice cream in just over an hour! Thank you to all who visited our big blue tent outside the CGH Vision Center!



Beginning Thursday, August 11, CGH Medical Center and CGH Health Clinics will begin sending hospital and clinic bills on one, common billing statement. At that time, we will also have one phone number where our customer service representatives will be able to assist you with any questions. Please call the phone number on your statement if any of the below situations apply to your family:

- If you are still receiving separate statements for the hospital and the clinic, please call to have these merged to one statement.
- For patients that have visits for multiple people in the family, including both parents and one or more of their children, you will need to call as a new authorization is needed to merge each of these visits to one statement.
- If you are on a current automatic payment plan that is coming out of your bank account or being applied to a credit card, you will need to call to re-authorize that payment plan.
- If you currently have a payment plan at the hospital, and a separate payment plan at the clinic, you will need to call to have these moved to one payment plan.

**Please Note:**

- Patients will still receive a separate statement from CGH Optical for glasses/contacts and CGH Oral Surgery.
- Patients that still wish to make payments in person can do so at either CGH Patient Accounts, 1813 2nd Avenue, Sterling or at the CGH Main Clinic, 101 E. Miller Road, Sterling. Both locations are open Monday through Friday, 7:30 am to 4 pm.



## CGH Main Clinic Introduces Jessica Birkey, AuD Audiology

CGH Medical Center is very pleased to welcome Jessica Birkey, AuD, to the CGH Main Clinic. Jessica joins Laurie Zollinger, AuD, FAAA in our Audiology department as an Audiologist.

Jessica 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 Illinois Academy of Audiology.



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(815) 625-4790  
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## EMPLOYEE OF THE MONTH

### CHERI BLAIR

Clinic Patient  
Financial  
Services/PCIS  
Support Line



**AUGUST 2022**

Cheri is the epitome of a team player. She goes above and beyond daily, eagerly taking on new projects and is a great staff member to have on the PCIS support line.

If Cheri does not know an answer to a question, she will find it, even if it is not related to her position.

She is always a positive person and an exceptional employee.



Purpose, Worthwhile Work...  
*Making a Difference!*

## Fall Workshops on Legal, Financial and Care Planning for Dementia

The CGH Health Foundation, in partnership with the Alzheimer's Association, is hosting a three-part series on legal, financial, and care planning following a dementia diagnosis.



The following workshops will be at Bethel Reformed Church in Sterling at 5:30pm:

- September 1 - "First Steps and Your Legal Plan"
- October 6 - "Money Matters"
- November 3 - "Options for Care"

Each workshop will feature an educational presentation followed by a panel of experts who will talk about steps to take and answer questions from attendees.

The presentations are geared for dementia caregivers/patients and professionals who have a focus on dementia-related services. Register for the workshops at [cghmc.com/dementiaworkshop1](http://cghmc.com/dementiaworkshop1). For more information, contact Foundation Executive Director Joan Hermes at ext. 5672.

Creating a plan for your future in the early stage of the disease can be empowering and ensure your wishes are met. The sooner you establish your plan, the better prepared you and your family will be. You can then focus on enjoying your life moving forward.

## Wear Purple Day



Join the CGH Health Foundation in celebrating those impacted by dementia on Friday, August 19 by wearing purple, the color that signifies dementia. Look for the purple table next to the CGH Cafeteria from 11am to 1pm and join in the celebration!

Wear your Memories Matter t-shirts or something else with purple on it! Get your free purple Tootsie Pop, purple Hershey's Kiss, a purple ribbon and purple pen.

Win a \$50 Amazon gift card just by making or renewing your pledge to the 2022 Annual Appeal. Find out if you are eligible to win a purple ice pack, snack clip or tote bag. If you are a current donor or sign up to make a pledge to the annual campaign and you will win one of these items. "Our main focus this year is the new Dementia Project," said Mimi Hicks, CGH Daycare Director, and Sandy Williams, CGH retiree. "Help us raise awareness about dementia by spreading the word about the new Foundation initiative and wearing purple."

# Shoe Roads Productions

## AUXILIARY SHOE SALE

**AUGUST 22ND 12PM - 5:30PM**

**AUGUST 23RD 7AM - 2:30PM**

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