



Dear Patient and Family:

Your physician has ordered/recommend some additional or continued services after you leave the hospital:

Catholic Health has endeavored to build a continuum of care, seamlessly integrating inpatient and outpatient services, and has ownership or partnerships with selected post-acute providers to facilitate transitions of care. Catholic Health shall ensure patients are informed of their options and have the freedom to select a post discharge provider of their choice and have been informed of financial interest the Hospital has with any of the post-discharge provider(s).

Catholic Health and our affiliated entities offer a comprehensive network to assist with your transition from the hospital consisting of:

McAuley Seton Home Care: Skilled nursing, Rehabilitation and Home Health Aide services

Mercy Home Care: Home Health and Personal Care Aides

Catholic Home Infusion Pharmacy: Pharmacy and IV Nursing

Catholic Home Respiratory Services: Home Oxygen and Respiratory Services and Durable Medical Equipment

Skilled Nursing and Sub Acute Rehabilitation : Short term rehabilitation and long term care providing physical therapy, skilled nursing and supportive services: Catholic Health and The McGuire Group network includes nine facilities in Erie & Niagara Counties: **Father Baker, The McAuley Residence, Autumn View, Garden Gate, Harris Hill, Northgate and Seneca Manor.**

Mercy Skilled (OLV), St. Catherine Laboure provide long term care.

Medical Rehabilitation: Medical Rehabilitation (MRU) - Typically located within a hospital, a MRU provides intensive rehabilitation for persons who have had a neurologic injury such as a stroke, a major surgery such as an amputation, or a complex medical illness. **CH has a MRU at Kenmore Mercy Buffalo and at Mercy Buffalo.**

You have the right to choose your provider for continued services. The inclusion of any provider on this list does not constitute an endorsement by Catholic Health. If you have any questions or need additional information on any of the providers before making your decision, please ask the discharge planning staff who will be happy to assist and provide you with the list of alternative providers.

Sincerely,

Care Management

Catholic Health System



Care Management Community Service List

HEALTH CONNECTION 447-6205 A service of the Catholic Health System offering health related information including physician referral, community education programs, and other Catholic Health System services

2-1-1 (www.211wny.org) or **851-5555** 24 hour information line for health and human service providers in WNY

Home Health Agencies

Home Health Compare: The Federal Government has created a Compare website that allows individuals to find and compare Home Health Agencies certified by Medicare and Medicaid. The site contains information about quality of care and patient survey results. The site ranks the agencies using a ranking of 1-5 Stars (5 being the highest.) Please visit the below website to obtain detailed information about the facilities. Home Health Compare can help you or your family or friends choose a quality home health agency that has the skilled home health services you need. Listed is the current Compare Star rating

<https://www.medicare.gov/homehealthcompare>

<u>Name</u>	<u>Quality Rating</u>	<u>Patient Survey Rating</u>	<u>Phone</u>
McAuley Seton (Catholic Health)	4.5 stars	5 stars	716-685-4870
Amedisys Erie County	4 stars	4 stars	716-632-6420
Amedisys Niagara County	4 stars	4 stars	716-297-3310
Centers Home Health	3.5 stars	2 stars	716-995-7800
Chautauqua VNA	4.5 stars	4 stars	716-483-1940
Genesee/Orleans VNA	4.5 stars	4 stars	585-344-2894
HCR Monroe County	3 stars	3 stars	585-272-1930
McKean VNA & Hospice	4.5 stars	4 stars	814-362-7466
People Inc	Not available	Not available	716-874-5600
Rosa Coplon	2.5 stars	Not available	716-639-3311 ext 2417
Schofield Home Care	2 stars	2 stars	716-874-2600 ext 421
UR Medicine Home Care	Not available	Not available	585-787-2233
VNA Erie County	4.5 stars	4 stars	716-630-8000
VNA Niagara County	4.5 stars	4 stars	716-243-7800
Willcare Erie County	3.5 stars	4 stars	716-856-7500
Willcare Niagara County	3.5 stars	4 stars	716-298-8680

Licensed Homecare Agencies (fee for service home care)

Mercy Homecare (CH) 668-3511

Aftercare 894-7777

Aurora Homecare 833-9000

Caregivers 838-6060

Edison Homecare 222-9246

Family Care 831-9412

Good Care (NT only) 833-3445

HANCI 285-8224

HART 754-8313

Healthforce 855-2273 (228)

Homehelpers 754-8585

Homewatch Caregivers 565-3103

Independent Nursing Care 655-8776

Interim Home Care 852-5900

Maxim 881-2800

Menorah Home Care 639-3311

Schofield Home Care 873-7800

Willcare 298-8680

Medicaid Programs

Centers for Healthy Living 855-270-1600

Falon Health LTHHCP 250-3100

Independent Living Niagara 284-4131

Kalos LTHHCP P: 304-1212, F: 731-2013

Medina LTHHCP 585-798-5054

Schofield LTHHCP P: 874-2600, F: 873-2265

VNA LTHHCP P: 630-8753, F: 630-8103

Health Home Partners of WNY (CH) 923-9674

GBUAHN 247-5282

Best Self 884-0888

Niagara Falls Memorial Center Health Home 278-4647

For information about other Health Home Programs, contact the Dept. of Health Health Home Line at 1-518-473-5569

MEDICARE/MEDICAID OVER 55 YRS. PACE PROGRAMS

Catholic Health Home Response: 447-6309 Direct link to emergency help 24 hours a day, 7 days a week with just a push of a button and a response time of the less than 45 seconds.

Catholic Health Life Program 819-5433

Total Aging in Place (Fallon/Weinberg) 250-3101

Complete Senior Care (Niagara County) 285-8248

Non-Medical Homecare

Fee for service companions, light housekeeping, chaperone to appointments, etc.

Assisting Angels 741-1330

Christian Home Companions 439-8100

HART 754-8313

Home Instead 630-0657

SENIOR COMPANION PROGRAMS

Erie County People Inc. 768-2381

Niagara County (HANCI) 285-8224 x217

Catholic Health Home Respiratory (CH DME & O2) 681-2242

American HomePatient (DME & O2) 681-2242
 Atlantic Medical Equipment(DME & O2) 910-791-6442
 Apnea Care (O2) 923-2727
 Apria (DME & O2) 800-277-4288
 Buffalo Wheelchair (DME) 675-6500
 Complete Homecare/HSS(DME & O2) 694-2253
 First Community Care (DME & O2) 691-9300
 Health System Services (DME & O2) 283-2339
 Home Respiratory Care (DME & O2) 675-6577

Liberty Homecare (DME & O2) 274-5000
 Lincare (DME & O2) 204-1490
 Lockport Medical 433-8735
 Preferred Homecare (DME & O2) 438-4460
 PRO2 (DME & O2) 667-9600
 Respiratory Services of WNY(DME & O2) 683-6699
 Sheridan Surgical (DME) 836-8780
 Suburban Oxygen Supply (DME) 691-8595
 Upstate Homecare (DME & O2) 565-2110

WOUND VAC

KCI USA, Inc. 800-275-4524

Home Infusion
McAuley Seton (CH) 685-4870

American Home Patient 681-2242
 Coram Healthcare 691-3000
 Upstate Homecare 565-2110

Upstate Pharmacy 675-3784
 VNA Pharmacy 630-8200
 Walgreens Option Care 667-7500

Adult Health Day Care
St. Catherine Adult Day (CH) 862-2513

Guild Care (for the visually impaired – Erie)
 885-8041

Guild Care (for the visually impaired – Niagara)
 285-3499
 Schofield Adult Day 849-8720

Adult Social Day Care

Amherst Adult Day 689-1403
 Catholic Charities Sr. Day 896-6388
 DALE Association, Inc. Memory Minders 433-1886

Garden Club at Weinberg 639-3311
 Ralph C. Wilson, Jr. Adult Day 243-7888
 Seniors Unlimited Adult Day (People, Inc.) 853-4500

Transportation

AMR 882-8400

Tri Community 731-2604

Cameron Transportation 371-0960

Twin City 692-2100

WHEEL CHAIR VAN (Costs vary and are typically not covered by health insurance)

Aries 362-9701

Liberty (must have w/c) 877-7111

Buffalo Transportation 877-5600

Taxi Unlimited (24/7) 283-5555

Cameron 371-0960

Union 433-2222

Carrier Coach 632-8756

We Care 838-0349

Elderwood Transportation 250-0062

We Care (weekends) 836-3500

AMERICAN CANCER SOCIETY (central intake for any county/state; volunteers provide car transportation for persons receiving treatment) 800-227-2345

ERIE COUNTY SR. SVC. VAN TRANSPORTATION (for most towns; small \$ contribution) Town of Tonawanda 875-1029

NFTA PAL PROGRAM (curb to curb service for qualified disabled persons with application and approval; there is a fee) 855-7268

MEDICAID TRANSPORTATION:

Erie County 858-4877

Niagara County 866-753-4430

APPOINTMENT ASSISTANCE

Van Go (CH-MSM Hospital, Cardiac Rehab, Neighborhood Health Center, Physical Therapy) 298-2370

Care Express (Summit Health Plex Van - \$2/round trip) 278-4444

Lewiston Senior Van 754-2071

Youngstown Senior Bus 745-7721

Office of the Aging 438-4038

Porter Senior Van 745-7721

Rides Unlimited 731-3540

Senior Transportation 957-4620

SENIOR CENTERS

Lewiston Senior Center 754-2071
Lockport Senior Center 433-1886
Niagara Falls (John Duke) 297-9324

North Tonawanda Senior Center 695-8582
Porter & Youngstown Senior Center 745-7721

MEDICATION ASSISTANCE PROGRAMS

Catholic Charities (assists with medication costs on a one time basis; must go in person and bring prescriptions, identification, and proof of income; must also be denied by Medicaid)
Niagara County 282-2351 Under 60 856-4494 Over 60 896-6388

EPIC (assists with medication costs; income requirements; 65+ years old) 800-332-3742
Niagara Rx 877-321-2652

St. Vincent DePaul Society 882-3360

FINANCIAL/BENEFIT ASSISTANCE

Erie County Veterans Service 858-6363
Medicare 800-633-4227

Niagara County Veterans Service 438-4090
Social Security/SSI 800-772-1213

NIAGARA COUNTY DEPT. OF SOCIAL SERVICES

HEAP (heating bills) 278-8000, 278-8465
Medicaid (general) 278-8400, 439-7600
Medicaid (in home care) 278-8605

Medicaid (nursing home) 439-7728
Public Assistance 278-8400

ERIE COUNTY DEPT. OF SOCIAL SERVICES

HEAP (heating bills) 858-8000
Medicaid (general) 858-8000
Medicaid (in home care) 858-8000

Medicaid (nursing home) 858-8000, 858-1901
Public Assistance 858-8000

MEALS ON WHEELS

Grand Island 773-9682
Ken-Ton 874-3595
Lockport 433-6811
Meals on Wheels Erie County 822-2002

Meals on Wheels Niagara County 282-3468
Mom's Meals 800-242-0076
North Tonawanda 693-1663

FOOD STAMPS

Erie County 858-8347, 858-7239



Niagara County Lockport 439-7749 Niagara Falls 278-8400

LEGAL SERVICES

Center for Elder Law and Justice 853-3087
Office of the Aging Legal Niagara Cty. 438-4020
Neighborhood Legal Services Erie Cty. 847-0650

Neighborhood Legal Services:
Niagara Cty. 284-8831
Orleans, Genesee, Wyoming 585-343-5450

LODGING FOR PERSONS RECEIVING TREATMENT OR WITH FAMILY RECEIVING TREATMENT IN AREA HOSPITALS (daily charge)

Grace Guest House (patients/families receiving care at Mercy) 2315 Seneca Street, Buffalo 777-3741
Hope Lodge (persons receiving cancer treatment) 197 Summer Street, Buffalo 882-9244
Kevin Guest House 782 Ellicott Street, Buffalo 882-1818
Ronald MacDonald House (families of children in treatment) 780 West Ferry Street, Buffalo 882-1177

EMERGENCY HOTLINES

Adult Protection (Erie) weekdays 858-6877
Adult Protection (Niagara) weekdays 278-8621
Alternatives to Domestic Violence 433-6716
Child Abuse Reporting Hotline 800-342-3720
Child Abuse Hotline for Professionals 800-635-1522
Child Protection (Erie) 858-6487
Child Protection (Niagara) 278-6487
Crisis Services (Niagara) 285-3515

Domestic Violence Haven House 884-6000
Domestic Violence Hotline 800-942-6906
Domestic Violence PASSAGE (Niagara Falls) 285-6984
Domestic Violence PASSAGE (Lockport) 433-6019
Nursing Home Hotline (NYS & local) 888-201-4563

HEALTH CARE SERVICES

Mobile Primary Care (home based PCP) 893-1010
Niagara County Health Department (NCHD) 278-1900
NCHD Chronic Disease Management 278-1900

NCHD Diabetic Prevention 278-1900
NCHD Diabetic Self Management 278-1900
NCHD Immunization Program 278-1903
Tuscarora Health Center 297-0310

SPECIALIZED SERVICE AGENCIES

American Cancer Society 800-227-2345
American Cancer Society of WNY 689-6981
American Heart Association 800-242-8721
American Lung Association 800-586-4872
American Red Cross 886-7500
American Stroke Association 888-478-7653

Empower (Niagara Cerebral Palsy) 297-0798
Hospice Buffalo 686-8000
Multiple Sclerosis Society 634-2573
Niagara Hospice 439-4417
Native American Community Services 874-4460
Tuscarora Health Worker Program 297-0598



SPECIALIZED SERVICES

Catholic Charities Older Adults 896-6388
Erie County Children’s Services 858-1655
Erie County Dept. of Senior Services 858-8526

Niagara County Children’s Services 278-8667
Niagara County Office of the Aging 438-4020
Venture For the (TBI) 285-8070

ELDERCARE SERVICES

Eldercare Services 731-3452
Erie County Connects 858-6363 (for info on Long Term Care and community resources)

NY Connects Niagara Cty. 438-3030 (for info on Long Term Care and community resources)

CATHOLIC HEALTH SYSTEM PRIMARY CARE CENTERS

Kenmore Specialty Center (Pulmonary Medicine)	2950 Elmwood Avenue, Kenmore 876-8760
KenTon Family Care/Sheridan Health Center	2625 Delaware Avenue, Buffalo 447-6450
Lovejoy/St. Vincent Health Center	1500 Broadway, Buffalo 893-8550
M Steven Piver, MD Ctr for Women’s Health & Wellness	2121 Main Street, Buffalo 862-1965
Mercy Comprehensive Care Center	397 Louisiana Street, Buffalo 847-6610
Mercy OBGYN Center	515 Abbott Road Suite 302, Buffalo 828-3520
Mt. St. Mary’s Primary Care	5290 Military Road, Lewiston 298-3000
Mt. St. Mary’s Primary Care – Dr. Sirianni	5290 Military Road, Lewiston 298-8440
Mt. St. Mary’s Primary Care – Colomba Drive	1 Colomba Drive, Niagara Falls 342-3020
Mt. St. Mary’s Primary Care – 9 th Street	3101 Ninth Street, Niagara Falls 284-8917
Mt. St. Mary’s Primary Care – Lockport	6000 Brockton, Lockport 342-3026
Neighborhood Health Center	3003 – 9 th Street, Niagara Falls 284-8917
OLV Family Care Center	227 Ridge Road, Lackawanna 822-5944
Sister’s OBGYN Center	2157 Main Street, Buffalo 862-1984
Springville Primary Care Center	27 Franklin Street, Springville 592-7400
St. Vincent’s	1500 Boradway, Buffalo 893-8550
Trinity Medical Elmwood	2950 Elmwood Ave, Kenmore 529-3070
Trinity Medical Maple	1829 Maple Road, Williamsville 458-1950
Trinity Medical OP	3041 Orchard Park Rd, Orchard Park 627-8100
Trinity NFM	7300 Porter Road, Niagara Falls 298-5862
Trinity Primary Care	1829 Maple Rd, Williamsville 458-1950

There are many services in Western New York. This list, although comprehensive, is not all inclusive. For additional resources specific to your need, please consult the Care Coordinator or Social Worker with whom you are working, or refer to your telephone directory.