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Preventing infection with good hand hygiene

No place can be completely free of germs – even hospitals and other healthcare settings. But you can take steps to lessen the presence of germs. **Hand hygiene plays a major role in preventing the spread of diseases.**

**Where do germs hide?**

Here are just a few of their hiding places:
- Hands (1,500 germs per centimeter)
- Work desks (21,000 germs per square inch)
- Kitchen sink (worse than bathrooms)
- Dishcloth, sponge
- Faucet handles (229,000 germs per square inch)
- Light switches, remote controls, keyboards, bathroom doorknobs, escalator handrails, shopping cart handles
- Toys, pens, pencils and crayons
- Hospital surfaces, such as bed rails, bedside tables and phones

**How can you help prevent the spread of these germs?**

- Cleanse your hands regularly with soap and water or hand sanitizer. This will:
  - Help protect you from many illnesses caused by viruses or bacteria.
  - Remove germs you pick up when you touch people, animals or surfaces. If not removed, these germs can get into your eyes, nose or mouth.
- Remind others about hand hygiene.
- Remind your visitors to cleanse their hands.

**When to wash**

- After going to the toilet or changing diapers
- After coughing, sneezing or blowing your nose
- Before eating, including ready-to-eat foods
- After touching animals or their waste
- After touching sores, cuts or infected areas
- After getting visible soil on hands or playing/working outside
- Before and after handling raw meat/poultry or unwashed fruits and vegetables
- Before taking medications
- Before putting contact lenses in the eyes

**How to wash**

To remove 99.9% of the germs on your hands:
- Wet your hands with clean water.
- Apply soap.
- Rub your hands together vigorously and scrub all surfaces.
- Scrub for 15 to 20 seconds (Sing the “Happy Birthday” song twice).
- Rinse with clean water.
- Dry your hands briskly.
- Turn off water with a towel. If possible, do not touch the door handle as you leave the restroom.

**How to use alcohol-based hand rubs**

If soap and water are not available, use an alcohol-based hand rub (wipes or gel). It should contain 60% to 95% ethanol or isopropanol alcohol.
- Follow directions on the bottle for how much product to use.
- Rub your hands together, covering all surfaces, until they are dry. This should take about 15 seconds. Be sure to include under fingernails, around cuticles and bases of the thumbs.
- Do not rinse with water or dry with a towel.

"Handwashing is the single most important means of preventing the spread of infections."
- U.S. Centers for Disease Control (CDC)
Home-delivered meals nourish body and soul

Each year, the Aurora Visiting Nurse Association delivers over 360,000 meals through their Mobile Meals program. But beyond the meat and potatoes, this program is nourishing our community with a human connection that supports the independence and well-being of seniors.

Recently, a 91-year-old client of the Mobile Meals program responded to our satisfaction survey and went out of her way to share her thoughts. Ruth (not her real name) commented, "I tell my driver each day, 'This is the best time of my day – you bring me a smile with the delicious and nutritious food which nourishes my body and soul. Amen! Keep 'em coming!'"

Since joining the program in January of this year, Ruth has been happy with the variety of foods on the menu and the way the program accommodates her need for a special low sodium diet. In fact, Mobile Meals is able to meet many specific dietary requirements including low lactose, heart healthy, mechanically altered (chopped, ground or pureed) and even Kosher. All of the meals are designed to provide nutritional requirements and the menus are selected under the guidance of registered dietitians.

According to Ruth’s survey, she also agrees that the service is not only convenient, but it enables her to remain independent. Along with elderly participants, the Mobile Meals program promotes independence for people who are recuperating from a hospital stay, temporarily or permanently disabled, transitioning to a new dietary program or unable to access transportation to shop for food.

Ruth appreciates that the drivers who deliver her meals are dependable and friendly. This human contact adds a valuable social aspect to the program, and also provides an important safety check on the client’s well-being. For family members, this service means added peace of mind with daily reassurance of their loved one’s welfare.

The Aurora VNA Mobile Meals program serves more than food. It encourages independence while keeping people connected to their community.

To learn more about the Aurora Visiting Nurse Association Mobile Meals program, please call 414-328-4444.

Roughing up your diet

Consuming foods rich in fiber, commonly known as roughage, is nature’s way of preventing or relieving constipation. In addition, incorporating the proper amount of fiber into your overall healthy diet has many additional health benefits. While fiber is found in many foods, fiber supplements are another way to increase your fiber intake. The Aurora Pharmacy is your resource for fiber supplements, as well information on how to successfully reap the benefits of adding fiber to your diet.

Dietary fiber is all the parts of plant foods that your body can’t digest or absorb. It is divided into two basic categories: soluble and insoluble. Soluble fiber slows digestion and assists the body in absorbing vital nutrients from foods. Soluble fiber is found in oats, peas, beans, apples, citrus fruits, carrots, barley and psyllium. Insoluble fiber does not dissolve in water, but increases the movement of waste through the intestinal tract. Whole wheat flour, wheat bran, nuts and many vegetables are good sources of insoluble fiber.

Bulking up on health benefits
Studies have shown that appropriate amounts of fiber intake have many health benefits such as lowering your risk of diabetes, heart disease, stroke, hypertension, obesity and colon cancer. A high-fiber diet can also

See Roughing up your diet on page 8
Looking for classes and events?

Looking for exercise classes? Need a blood pressure screening? Want to know more about diabetes? Or maybe you’re interested in immunizations.

Aurora Health Care offers a wide variety of classes, community events, screenings and support groups aimed at promoting health and wellness in eastern Wisconsin.

Here’s how to find out what’s going on near you:
1. Log on to www.AuroraHealthCare.org
2. Click on “Find”
3. Select “Classes and events”
4. Select from the search options to widen or narrow your search results

Value of vision

Many people don’t understand the importance of having an eye exam. You schedule your annual physical and six-month dental hygiene visits, but are you overdue for a trip to the eye doctor’s office? Vision care is often neglected and the precious gift of sight is taken for granted. Your eyes also function as a window to your body, and certain eye issues can reveal the presence of undiagnosed health problems. Here are three great reasons to schedule a comprehensive eye examination.

Keen eyesight
Your eye prescription needs to be checked on a regular basis to make sure your visual acuity is the best it can be. A slight change in your prescription, excessive computer use and certain health conditions can adversely affect your vision and lead to headaches, focusing difficulties, burning eyes, tired eyes, eyestrain, aching eyes, dry eyes, double vision, blurred vision, light sensitivity, and neck and shoulder pain. A proper eyewear prescription can minimize these problems.

Eye disease
Many serious eye diseases often have no symptoms. Glaucoma is an eye disease that causes vision loss and is commonly known as the “sneak thief of sight.” Conditions such as macular degeneration or cataracts develop so gradually that you may not even realize your vision has decreased. Diabetic retinopathy is a condition that may develop in diabetic patients. Early detection of these and other eye diseases is important for maintaining healthy vision.

Eye fashion trends
The primary reason for visiting your eye doctor should always be eye health, but there is nothing wrong with having a little fun. Eye doctors who offer eyewear strive to stock the latest fashions and quality eyewear. Lens-making technology continues to improve, as well as scratch-resistant and anti-reflective coatings. If you haven’t updated your glasses in a while, you may be pleasantly surprised at the many options available to you today. Prescription sunglasses have also become a fashion accessory, as well as a way to protect your eyes from the sun’s damaging rays. Check out Aurora Vision Center for the latest styles and use the $50 coupon below as a great way to save on your next purchase.

For the nearest Aurora Vision Center location, call 866-986-2777 or visit www.Aurora.org/VisionCenter.

$50 off
... the purchase of your next pair of prescription eyeglasses at any Aurora Vision Center or Aurora Advanced Healthcare Optical location.

Not good with any other promotion or insurance. Only one coupon per person.

For a location nearest you, call 866-986-2777, or visit www.Aurora.org/VisionCenter.

Expires December 31, 2010
Breathe easier and improve the quality of your life

Chronic lung disease, including COPD (Chronic Obstructive Pulmonary Disease), bronchitis, emphysema, asthma, fibrosis and others, affects more than 14 million Americans. Although they are not the same, they all cause shortness of breath and challenge simple tasks of daily living.

Aurora Health Care offers a number of different tests to diagnose and treat these conditions with the ultimate goal of strengthening muscles, increasing endurance, easing breathing difficulties and improving functional abilities of everyday life.

If you experience shortness of breath, your physician may order a diagnostic test for you to determine how best to improve your breathing. A number of diagnostic tests are available:

- **Pulmonary function tests (PFTs)** measure the flow of air and the volume of air in your lungs. These tests help doctors see how well your lungs are working.
- **Pulse oximetry** shows how much oxygen is in your blood (oxygen saturation). This may be done at rest, as well as during and after exercise.
- **Arterial blood gas tests** measure levels of oxygen and carbon dioxide in your blood.
- **Chest X-rays** show the size and shape of your lungs, and can also show certain lung problems.
- **CT (computed tomography) scans** produce images of lungs that are more detailed than X-rays.
- **Six-minute walk** determines the amount of shortness of breath.
- **Pulmonary stress test** provides information about your heart’s ability to deal with an increased need for blood and oxygen.
- **Maximum ventilatory oxygen testing** determines the maximum capacity of an individual’s body to transport and utilize oxygen during incremental exercise.

If, after testing, you have been diagnosed with a chronic lung condition, the Aurora Pulmonary Rehabilitation program can help you improve the quality of your life by teaching you techniques to breathe better. Our specialized team of nurses, respiratory therapists and dieticians will guide those qualified for the program toward optimal symptom control, physical conditioning, and reduction of exacerbations and hospitalizations.

For more information about Aurora’s Lung and Respiratory Services, please call 414-649-6077.

Are you looking for some “perks?”

Aurora Freedom+ has teamed up with a member discount program that will save you and your family money. This member discount program offers discounts on a wide range of products and services from some nationally known companies you will instantly recognize when you log on to the site. To begin taking advantage of this exclusive member discount program, log on to www.AuroraFreedom.perkspot.com and simply register with your e-mail address and follow the quick instructions to start saving!
Summertime at last!

The For Your Well Being store at Aurora St. Luke’s Medical Center wants your summer to be everything you desire and more. Pick up a cookbook to prepare a light, nutritious meal and a book to read on a quiet summer evening. Keep your skin protected from harmful sunrays with dermatologist-recommended sunscreen products.

For those needing assistance at home, the For Your Well Being store has canes and walkers with fun accessories, along with other home health aids. We’ve added new products such as transport chairs, 30" bed rails and brand name arthritis supports. Indulge yourself with comfortable slippers, neck wraps and skin care lotions.

Concerned about how your veins look and feel?

Do you have you have veins that are cosmetically unappealing or cause pain or other symptoms? The Aurora Women’s Vein Clinic is Wisconsin’s largest practice of board-certified radiologists who are specialists in the treatment of varicose and spider veins. Our physicians will assess your symptoms, answer your questions and recommend options to ensure you make a fully informed treatment choice. We offer the latest in technology and non-invasive treatments, including laser ablation. Many insurance companies will even pay for the treatment of “painful” varicose veins.

Visit the Aurora Women’s Vein Clinic at our new location located at 10400 W. Mayfair Road in Wauwatosa. For more information or to locate an Aurora Women’s Vein Clinic near you, call 414-479-7299 or toll free 866-379-8346.

In need of a doctor? Looking for a second opinion?

How do you find the doctor that’s right for you? A name chosen at random from your insurance list? A recommendation from a friend? There’s got to be a better way.

And there is! Aurora Freedom+ members have access to free physician referral services. Our call center representatives can help you find a doctor that is convenient to your home or work. You will be able to get information on a physician’s educational background and area of expertise. Also, if you decide on a new physician, the representative can connect you with the doctor’s office, enabling you to schedule your appointment.

To access this free service, call 414-389-2555 or toll free 888-537-3336.
Are you a hospital inpatient or outpatient?  If you have Medicare – ask!

Did you know that even if you stay in the hospital overnight, you might still be considered an “outpatient”? Your hospital status (whether the hospital considers you an “inpatient” or “outpatient”) affects how much you pay for hospital services (like X-rays, drugs and lab tests). Your hospital status may also affect whether Medicare will cover care you get in a skilled nursing facility.

An inpatient admission begins the day you’re formally admitted to the hospital with a doctor’s order. The day before you’re discharged is your last inpatient day. You’re an outpatient if you’re getting emergency department services, observation services, lab tests or X-rays, and the doctor hasn’t written an order to admit you as an inpatient even if you spend the night at the hospital.

If you’re in the hospital more than a few hours, always ask your doctor or the hospital staff if you’re an inpatient or an outpatient.

For more detailed information on how Medicare covers hospital services, including premiums, deductibles and co-payments, visit www.medicare.gov/Publications/Pubs/pdf/10050.pdf to view the “Medicare & You” handbook. You can also call Medicare at 800-633-4227.


Aurora QuickCare ... fast, convenient, affordable care

You see your doctor on a regular basis – to monitor your blood pressure if you have hypertension, to manage your blood sugar levels if you are diabetic, or, if you are fortunate not to have a chronic illness, for routine preventive health. Having a health care provider who knows you is important. But, what do you do for minor health concerns when your doctor isn’t available?

Immediate medical attention

Aurora QuickCare offers immediate care for minor medical conditions including insect stings, minor rashes, sore throat, bladder infection, seasonal allergies, bronchitis and many more. We even provide services like removal of earwax that can build up from wearing a hearing aid. Our professionals will address your concerns at a much less expensive cost and shorter wait time than an emergency department or urgent care visit. We also offer tetanus, flu and pneumonia vaccinations, as well as screenings for TB and cholesterol. And, you don’t need an appointment.

Our day, evening and weekend hours offer walk-in convenience with little or no wait time. Private exam rooms and qualified caregivers provide respect, along with the quality medical care you expect and deserve.

Comprehensive health care support

Aurora QuickCare is staffed by certified nurse practitioners and physician assistants and your complete health and safety is backed by Aurora Health Care’s extensive network of physicians and facilities. The nurse practitioners and physician assistants are qualified to diagnose, assess and treat medical conditions and write prescriptions when needed. If your condition is determined to be more serious, we will refer you to your doctor’s office, an urgent care facility or emergency department.

You do not have to let unexpected health concerns keep you from enjoying everyday activities or affect your quality of life. Aurora QuickCare is a valuable resource for prompt medical attention, relief and peace of mind. Added to the convenience of our Aurora QuickCare services, most visits are covered by insurance, Medicare and Medicaid.

For more information or to find an Aurora QuickCare near you, call 877-784-2502 or visit www.Aurora.org/QuickCare.

Expires November 30, 2010

One coupon per person per visit. Does not include screenings and vaccines. Must valid with any other promotions or insurance that may be accepted by Aurora QuickCare.
It's a red, white and blue celebration with Marvin Hamlisch and the Milwaukee Symphony Pops. From favorite musical Americana to rousing Sousa marches, you'll thrill to this patriotic potpourri.

Ticket orders must be received by Tuesday, June 1. For more information, call Audrey Baird at the Milwaukee Symphony, 414-226-7845.

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The Aurora St. Luke’s Sleep Disorders Center has moved to a new location and changed its name to the Aurora Sleep Medicine Center.

At our new location in Greenfield, we are better able to serve your needs with expanded facilities that include eight state-of-the-art suites for sleep assessments, comfortable beds, and a delicious breakfast bar. You can see a sleep medicine physician for an evaluation and for follow-up appointments.

The Aurora Visiting Nurse Association is also on-site with their Good Night's Sleep Clinic to support sleep apnea patients with their supplies, and offer services to aid with proper fitting and setup of sleep equipment. In addition, there is a retail area for display and purchasing of complementary sleep items like relaxation CDs, noise machines, special pajamas that wick away moisture, CPAP pillows, and other items.

The new Aurora Sleep Medicine Center is conveniently located at 4131 W. Loomis Road in Greenfield. For more information or to locate an Aurora Sleep Disorders Treatment Center nearest you, please call 414-817-3680 or toll-free at 877-860-6655.
Roughing up your diet from page 2

improve management of irritable bowel syndrome, gastroesophageal reflux disease (GERD), diverticulitis and hemorrhoids. It can even promote weight loss.

The recommended intake of total fiber for adults over age 50 is 30 grams a day for men and 21 grams a day for women. Unfortunately, an estimated 95% of Americans do not get enough fiber in their diets and fail to meet the recommended daily intake.

Fiber supplements are often recommended when a person cannot get enough fiber through a healthy diet. Your doctor or pharmacist can help you select the proper supplement and provide the necessary information for using these products appropriately. Always consult your health care provider before starting a supplement regimen.

**Supplement, not substitute**

High-fiber foods are good for your health, and fiber supplements should never be a substitute for a fiber-rich diet. Eating a balanced diet, including high-fiber foods, provides the essential vitamins and minerals needed for optimal health.

Too much fiber too quickly can lead to bloating, gas and digestive discomfort. It is recommended that you gradually increase fiber intake and drink plenty of water to avoid adverse effects. This allows the natural bacteria in your digestive system to adjust to the change.

Many Aurora pharmacies are full service drug stores, carrying a variety of health care solutions you need every day, like fiber supplements, vitamins, pain relief, cough/cold remedies, home medical supplies and more.

To find an Aurora Pharmacy near you, call 888-973-8999 or visit www.AuroraPharmacy.org.

Receive a 10% discount on Aurora brand over-the-counter products at Aurora Pharmacy locations when you show your Aurora Freedom+ card.

Discounts cannot be used or combined with insurance, Medicare, Medicaid or other government programs; nor in combination with any other discounts or sales.