

AGING ADULT SERVICES

Dear Stanford Hospital Patient,

Welcome to Aging Adult Services (AAS) at Stanford. This is a program devoted to meeting the needs of older adults and their families and providing them a continuum of care with support and resources. AAS is supported in part by the Ronald and Ann Williams Charitable Foundation, Julian N. Stern, President and Trustee. The AAS team, with eldercare specialists and a medical director, is here to assist you. This brochure has been created to provide you with answers and resources related to aging and geriatric health.

PROGRAMS

Geriatric Health Service (GHS) (650) 723-1303: Program offers consultations, assessments, home visits, assistance with appointments, physician referrals, advocacy, coordination of services, access to community resources and educational workshops.

Dementia Support (650) 723-1303: A Program offering consultations, care coordination, and support to patients and families coping with dementia.

Partners in Caring (650) 725-4137: Volunteers for help at home to provide practical assistance for the homebound.

Strong for Life (650) 725-4137: A free muscle strengthening exercise program for the older adult with or without physical limitations.

Caregiver Support Program (650) 725-4137: Multi faceted support and education program for caregivers.

Lifeline (650) 723-6906: An in-home emergency response system for older adults that allows them to live safely and independently in their own homes.

Checking-In™ (650) 725-9212: Program funded by the Reed-Siegel Charitable Foundation to “check-in” with older adults through routine phone checks and to help connect to local support networks.

Vial of Life (650) 498-6312: A medical information storage kit at home.

Advance Health Care Directive (650) 723-1303: One-hour free consultation with an expert to help formulate your advance health care directive.



SOME USEFUL RESOURCES

Please visit the Aging Adult Services homepage, www.geriatric.stanfordhospital.com, to learn about Stanford's programs in aging and geriatrics.

Health resources include:

- Geriatric Research, Education and Clinical Center (650) 858-3933
- Healthy Aging Studies (650) 723-9530
- Stanford Prevention Research Center (650) 723-6254
- Living Strong Living Well (650) 725-5014
- Stanford Center on Longevity – <http://longevity.stanford.edu>
- Stanford Geriatric Education Center (650) 721-1023
- Stanford Psychiatry (Geropsychiatry) (650) 723-2423

It is also our goal to provide you with information to prevent falls at home. Please read the fall prevention guide in this packet and call Farewell to Falls at (650) 724-9369 for more information.

Sincerely,
Rita Ghatak, Ph.D, Director

Aging Adult Services – 1101 Welch Road, Suite C-1, Palo Alto, CA 94304-5362 – (650) 723-1303

AGING ADULT SERVICES

RESOURCES AND SERVICES FOR OLDER ADULTS

24 Hour Crisis Hotlines

Adult Protective Services (Elder Abuse)	
Santa Clara County.....	800-414-2002
San Mateo County.....	800-675-8437
Domestic Violence	800-799-7233
Poison Control	800-222-1222
Suicide Prevention	800-273-8255

Advance Health Care Directives

Avenidas	650-289-5400
Stanford Hospital & Clinics.....	650-498-3333
Aging and Adult Services – San Mateo County	800-675-8437
Council on Aging Silicon Valley	800-510-2020

Caregiver Support

Avenidas Senior Center, Palo Alto	650-289-5400
Aging and Adult Services – San Mateo County	800-675-8437
Council on Aging Silicon Valley	800-510-2020
El Camino Hospital, Mountain View	650-940-7137
Family Caregiver Alliance	800-445-8106

Case Management

Eldercare Locator Specialist	800-677-1116
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MSSP (Multipurpose Senior Services Program) and Linkages

Aging and Adult Services – San Mateo County	800-675-8437
Council on Aging Silicon Valley	800-510-2020

Public Health Nurses

Santa Clara County	408-494-1500
San Mateo County	650-573-2501
APEX Care	408-993-9111

Diseases and Disabilities Education and Support

Alzheimer’s Association.....	800-272-3900
American Amputee Foundation.....	501-835-9290
American Cancer Society.....	800-227-2345
American Chronic Pain Association	800-533-3231
American Diabetes Association.....	800-342-2383
American Heart Association.....	800-242-8721
Better Hearing Institute	800-327-9355
Cancer Information Service	800-422-6237
Centers for Disease Control (CDC).....	800-232-4636
National Association for Incontinence.....	800-252-3337
National Hospice & Palliative Care Organization.....	800-658-8898
National Parkinson’s Foundation, Inc.	800-327-4545
Parkinson’s Institute	408-734-2800
Peninsula Stroke Association.....	650-565-8485
Vista Center for the Blind and Visually Impaired.....	650-858-0202

Financial Services and Counseling

Includes help with Medicare, Medi-cal and housing and/or nursing home-related paperwork

California Advocates for Nursing Home Reform (CANHR).....	800-474-1116
Consumer Credit Counseling Service	800-540-2227
Personal Bill Paying.....	408-223-8770
Seniors at Home / Division of Jewish Family & Children’s Services.....	650-688-3000
Volunteers in Money Management (VIMM)	650-645-1780

Food and Nutrition

Meals on Wheels – Santa Clara County	408-961-9870
Meals on Wheels – San Mateo County	800-675-8437
Second Harvest Food Bank Santa Clara County.....	408-266-8866
San Mateo County.....	650-610-0800
Food Stamps	650-988-6100 650-330-6490
InnVision	408-292-4286 650-299-8700
Opportunity Center.....	650-853-8672

Many Senior Centers provide low cost lunches on site.
See listings under “Senior Centers”.

Free and Low Cost Clinics

East Palo Alto

Ravenswood Family Health Center.....	650-330-7400
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Menlo Park

Willow Clinic.....	650-599-3890
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Mountain View

Mayview Community Health Center.....	650-965-3323
RotaCare Free Clinic, El Camino Hospital.....	650-988-8200

Palo Alto

Mayview Community Health Center.....	650-327-8717
Opportunity Health Center.....	650-853-8672

Redwood City

Fair Oaks Medical Clinic.....	650-364-6010
Samaritan House	650-839-1447

San Jose

RotaCare Free Clinic, Santa Clara County Medical Center.....	408-715-3088
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San Mateo

Samaritan House	650-578-0400
San Mateo County Medical Center.....	650-573-2222

General Information

Avenidas Information and Assistance	650-289-5400
Council on Aging Silicon Valley	800-510-2020
	408-296-8290
Aging & Adults Services – San Mateo County	800-675-8437
Senior Information & Assistance	800-408-4636

Grief Counseling

Kara	650-321-5272
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Health Insurance Services

HICAP - Health Insurance Counseling & Advocacy Program	800-510-2020
Social Security and Medicare Eligibility	800-772-1213
Medi-Cal	800-753-0024
Medicare	800-841-1602
California Insurance Hotline	800-927-4357
Veterans Affairs	800-827-1000

Home Care/Home Health Care/Care Management

Not all services are Medicare/Medi-Cal approved.

Check with your insurance provider.

Agencies

Accent Care	800-834-3059
Aunt Anne's Agency	650-757-2000
Geriatric Home Care Specialists	800-631-6550
HomeCare Assistance	650-462-6900
Home Instead	650-691-9671
LivHOME	800-417-1897
	408-879-1835
Matched Caregivers	650-321-2273
Older Adults Care Management	650-329-1411
Pathways Home Health and Hospice	888-755-7855
Eldercare Locator Specialist	800-677-1116

Non-Profit (Low Cost and Volunteer) Santa Clara County

Catholic Charities – Santa Clara County	408-468-0100
Council on Aging Silicon Valley	800-510-2020
Heart of the Valley	408-241-1571
Love Inc.	408-379-9223
Proven People	408-730-7368
Santa Clara Home Care Registry	408-615-3181
VA Palo Alto Health Care System	650-493-5000

San Mateo County

Aging and Adult Services – TIES line	800-675-8437
Peninsula Volunteers	650-326-0665

Home Maintenance Services

Avenidas Handyman Services	650-289-5426
Rebuilding Together	408-578-9519

Home Safety

Home Safety Services	888-388-3811
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Hospice

Hospice of the Valley, San Jose	408-559-5600
Odyssey Healthcare	408-626-4868
Pathways Home Health and Hospice	888-755-7855
VA Hospice, Palo Alto	650-849-0550
Vitas Hospice	510-438-9602

Housing

Baker Registry	
San Mateo County	650-326-8803
Santa Clara County	408-738-1178
California Registry	800-777-7575

In-home Supportive Services

Alameda County	510-577-1900
Santa Clara County	408-975-4899
San Mateo County	800-675-8437

Legal Services and Counseling

Includes info/ low cost help with simple wills, durable power of attorney, Advance Health Care Directive and conservatorship	
Bay Area Legal Aid	408-850-7066
Palo Alto Bar Association (referrals)	650-326-8322
Senior Adult Legal Assistance (SALA)	408-295-5991

Medical Equipment and Assistive Devices

APRIA – Menlo Park	650-330-2420
Avenidas– Equipment on Loan	650-289-5423
Benton Medical – Palo Alto	650-625-1000
Bischoff's Medical	877-286-6651

Reverse Mortgage Independent Counseling

Avenidas, Santa Clara County	650-289-5400
San Mateo County HIP Housing (Human Investment Project)	650-348-6660

Senior Centers

Cupertino	408-777-3150
East Palo Alto	650-329-5900
Los Altos	650-947-2797
Los Gatos.....	408-354-1514
Menlo Park.....	650-330-2280
Menlo Park – Little House.....	650-326-2025
Milpitas.....	408-586-2775
Mountain View	650-903-6330
Palo Alto – Avenidas.....	650-289-5400
Redwood City.....	650-780-7270
Santa Clara	408-615-3170
Saratoga	408-868-1257
Sunnyvale.....	408-730-7360

Skilled Nursing Facilities

Atherton Health Care	650-325-8600
Grant-Questa Nursing & Rehab, Mountain View...	650-968-2990
Hyatt Skilled Nursing, Palo Alto.....	650-838-0300
Los Altos Sub-Acute, Los Altos.....	650-941-5255
Lytton Gardens Skilled Nursing, Palo Alto	650-617-7360
Manorcare Health Services, Sunnyvale	408-735-7200
Mountain View Health Care Center.....	650-961-6161
Palo Alto Nursing Center, Palo Alto.....	650-327-0511
Sequoias Skilled Nursing, Portola Valley.....	650-851-1501
Sunnyvale Healthcare, Sunnyvale.....	408-245-8070
San Jose Sub-Acute and Skilled Care	408-241-3844

Stanford Hospital and Clinics

General Information	650-723-4000
Guest Services	650-498-3333

Substance Abuse

Alcohol and Drug Helpline.....	650-573-3950
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Transportation

Need-a-Ride – East Palo Alto, Palo Alto, Stanford, Portola Valley, San Mateo	650-462-0853
Outreach – Santa Clara County	408-436-2865
Redi-Wheels – San Mateo County.....	650-508-6241
Road Runners – Avenidas.....	650-289-5425
Road Runners – El Camino Hospital	650-940-7016
Van Transport (wheelchairs)	
Easy Ride.....	650-520-4044
HMT	650-333-3283
Yellow Cab	650-342-1234

Gurney Transport

AA-MedTrans.....	888-343-7200
NorCal Ambulance – 24 Hr. Service	510-452-3400

Useful Websites

AARP – www.aarp.org
Alzheimer’s Association – www.alz.org
Ageing and Adult Services San Mateo County – www.sanmateo.networkofcare.org
Avenidas Senior Center – www.avenidas.org
California Nursing Home Search – www.calnhs.org
Council on Aging Silicon Valley – www.careaccess.org
Elder Care Locator – www.eldercare.gov
Family Caregiver Alliance – www.caregiver.org
Geriatric Health Services, SHC – www.geriatric.stanfordhospital.com
Medi-Cal – www.medi-cal.ca.gov
Medicare – www.medicare.gov
Nat’l Association of Geriatric Care Managers – www.caremanager.org
Phoenix Data Center (Free and Low-Income Services) – www.phoenixdatacenter.org

This is a partial listing – for more comprehensive information, contact the Council on Aging Silicon Valley at 800-510-2020 or Adult and Aging Services of San Mateo County at 800-675-8437. All listings are for information only. Inclusion does not imply recommendation or endorsement.

A GUIDE TO CARE AT HOME

Senior home care is a concept that is gaining new popularity with older adults and family caregivers. Home care agencies, home healthcare agencies, and geriatric care management services are popular and viable ways to help take care of older adults in the comfort of their home.

Home Care Agencies

Home care agencies typically provide assistance with activities of daily living (ADLs) such as bathing, grooming, dressing, eating, toileting, getting into and out of bed, going to the bathroom, walking and protective supervision. They can also help with instrumental activities of daily living (IADLs) such as meal preparation, special diets, shopping, transportation, housecleaning, laundry, caring for other family members, pet care, etc. These services are not usually covered by Medicare or insurance and are mostly private pay. Some forms of long term insurance may pay for these services. It is important to find out if the aides from the agency are bonded, insured, screened for criminal record, and if they have completed necessary training. **A list of agencies are included under Resources and Services for Older Adults.**



Home Healthcare Agencies

Home healthcare agencies provide medical services by licensed professional medical staff, such as registered nurses, and physical, occupational and speech therapists. In addition, they can administer medication and provide wound care. Medicare or other forms of insurance may cover these services. Most healthcare agencies only provide health services; however, a few may provide personal care services as well.



Geriatric Care Management Agencies



Geriatric care management agencies provide professional assessments, arranging of care services, assistance with community resources, assistance with residential placement, counseling, and coordination of in-home help. These services are mostly private pay. You can locate one in your area by calling (800) 677-1116 or online at www.findacaremanager.org.

Important Tip: When you are planning to hire help at home make sure you are using an agency that is **certified** and that the aides are **bonded and finger-printed**.

IMPORTANT QUESTIONS TO ASK

Please go through this checklist when you are being discharged or when you are coming into the hospital for a clinic appointment:

Discharge From the Hospital:

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- Ask your physician about your progress and concerns. Make a list so you do not forget.
 - Ask your physician about any physical, occupational, nursing or speech therapy you might need after you leave the hospital and the days and times these therapists will come to your home. Write down the days and times.
 - Ask your doctor about your medications including any new medications that have been added to your list. If required, ask for a pharmacy consultation before you leave the hospital.
 - Are you able to pick up your medications? Ask for the pharmacy closest to your home (some pharmacies will deliver).
 - Has your doctor suggested any assistive devices like a bath seat, grab bars, elevated toilet seat, non-skid mats, walker, wheelchair, or cane? Do you know what these devices are and how to find them? Talk to the hospital nurse case manager about whether insurance will pay for them or whether you will need to rent or buy them. For a list of places that sells or rents assistive devices, call your local pharmacy, or call (800) 537-2118, www.independentliving.com, or (800) 522-6294, www.MaxiAids.com/store.
 - Do you know when your next clinic appointment is? Write down the day, time, clinic location and clinic phone number.
 - Remember to collect all your belongings and all the paperwork given to you by the hospital.

Before a Clinic Visit:

- Make sure you know the location of the clinic. Stanford's clinics are in different locations.
- Talk to your physician about your on-going and future goals.
- Discuss concerns that you may have and ask your physician if you need to see someone who specializes in geriatrics.
- Call Guest Services at (650) 498-3333 if you anticipate needing assistance from the parking garage to the clinic.