

HOW THE PROGRAM WORKS:

Members in Notre Dame's 200+ club organization have volunteered to respond to medical calls in their areas. This is a 100% volunteer program.

This program is a Senior Alumni initiative in which club members and non-club members of all ages participate and capitalizes on the unique and valuable resources of Notre Dame's alumni, clubs and class organizations.

The person needing assistance will call the new toll-free **1-877-435-7086** number. An operator will answer the phone and ask "Hello, this is the Notre Dame Hospital Support Line. Are you calling about a medical emergency situation?" If the answer is "YES", the operator will ask "In what state and city are you or the patient located?" The operator then will either connect the individual to the assigned club contact volunteer in that area, remaining on the line until they are connected. The person will then talk directly to the Notre Dame Club contact person who will arrange the support services that are needed.

If the caller responds "NO" and the call concerns a pre-planned care situation, the operator will record the name and email address of the caller and the date of the projected pre-planned stay. The operator will then tell the caller that an email will be sent to them within a day or two or they will receive a phone call from a volunteer in the area of the planned hospital stay. The Alumni Association will then receive a record of all calls and will do follow through.

MISSION

The primary *Mission of the Notre Dame Hospital Support Program* is to provide assistance to members of the Notre Dame family during their stay in hospitals and to those who are homebound. This support is also available in local hospitals or in hospitals distant from home, whether the stay is planned in advance or is the result of an accident or illness. The Notre Dame family includes alumni, students, spouses, children, siblings, parents, in-laws, relatives and subway alumni (friends of ND).

All involved are privileged to offer this support in the name of Our Lady's University.

The contact person at the Alumni Office responsible for liaison with the ND Hospital Support Program is:

Katie Zakas '04
Director, Service
Alumni Association
100 Eck Visitors Center
Notre Dame, IN 46556
(574) 631-6723
zakas@alumni.nd.edu

Visit the NDSA website:
<http://www.ndsenioralumni.org>

NOTRE DAME HOSPITAL SUPPORT PROGRAM



Hospital **SUPPORT** Program

1-877-435-7086

Brought to you by
The Notre Dame Senior Alumni
and the Alumni Association

Notre Dame Hospital Support Program

ND Hospital Support Program

The ND Hospital Support Program is intended to assist members of the Notre Dame Family when hospitalized while away from home, whether planned in advance or the result of an accident or illness while traveling. The program also provides assistance to those caring for the homebound.

THE NOTRE DAME FAMILY includes alumni, students, spouses, children, siblings, parents, in-laws, relatives, faculty/staff members and subway alumni (friends of Notre Dame).

THREE TYPES OF SUPPORT

The ND Hospital Support Program can be tailored to provide any or all of the following services:

1. EMERGENCY SUPPORT

Provides assistance to individuals who are hospitalized while traveling through a club's area. Typically the cause is a stroke, a heart attack, an automobile accident or other type of emergency situation. Club volunteers go to wherever the patient is located and provide assistance and support until a loved one arrives.

2. PRE-PLANNED SUPPORT

Provides help to caregivers and patients who come to a hospital in a club's area from a distant location for surgery or other procedures that have been planned in advance. Club volunteers can help by sitting with patients, providing the family with information on restaurants, lodging and contacting lay ministers and priests.

3. ADDITIONAL SUPPORT

Provides in-home assistance to local members of the Notre Dame family who care 24/7 for an ailing spouse, child or relative in their home. It also supports individuals when they are in a local hospital and can also expand to assisting the hospital and staff in a variety of ways.

For additional information go to the NDSA website:

ndsenioralumni.org/hospital.html

SUPPORT INCLUDES:

- Spending some time with the patient and family, at times just listening
- Freeing the caregiver so they can leave the hospital for short periods as needed
- Running simple errands
- Arranging visits by a priest or lay Eucharistic minister.
- Recommending local hotels and restaurants
- Advising where necessities may be purchased
- Introducing the family to places of local interest

SUPPORT DOES NOT INCLUDE:

- Providing medical advice
- Administering medications
- Financial assistance
- Transporting ill patients
- Involvement with hospital/insurance administration problems
- Staying in an intensive care unit