



# On the Avenue

**DISTINCTIVE RETIREMENT LIVING IN CHEVY CHASE**

September 2010

Chevy Chase House, 5420 Connecticut Avenue, NW

202-686-5504

[www.chevychasehouse.com](http://www.chevychasehouse.com)

## Going Somewhere?



“Assisted living” is a hallmark of Chevy Chase House. It has many aspects, as simple as having one’s bed made every day or a meal delivered on a tray from the kitchen.

There’s another one that’s a little more complicated: Transportation. Almost none of us has a car, yet at one time or another each of us wants to go somewhere. To meet that demand there are two luxurious Lincoln town cars manned by three expert drivers, two of them always on duty weekdays from 8:30 a.m. to 5:00 p.m.

Let’s suppose we’ve called our doctor on September 11<sup>th</sup> and made an appointment for the 25<sup>th</sup>. For the next step to reserve a ride we must obtain a Transportation Request Form from the front desk in the lobby. On it we write our name and suite number, our physician’s name and phone number and complete address, the date and hour of our appointment and whether we’ll have a companion or be alone. At this point there’s an option: If we’d like to have a nursing aide along, we note that and the staff will contact an agency whose fee may be \$65

or more. In any case, we must get that completed form back to the lobby desk at least seven days in advance of our need, not later than the 18<sup>th</sup> for that appointment on the 25<sup>th</sup>.

Then the staff takes over. They keep a book in which every request is entered and a daily schedule for each driver is plotted. If they don't have our request on time, it's possible our ride isn't going to be at the most convenient time for us. But unless we are told otherwise, our need will be met.

So the day of our appointment arrives and with it another obligation. We should be ready in the lobby one half an hour before our appointment time where we will meet our driver, be escorted to his car and if we have a walker or a wheelchair, he'll stow it in the trunk. If we are going to a doctor's appointment, the front desk will have a set of papers waiting for us to pick up. These papers contain information for our physicians including a list of medications currently prescribed to us, a "Progress Note" sheet where our doctor's can send pertinent notes back to our nursing staff if necessary and a "Physician Order Sheet" noting any new prescriptions or changes to current ones. Also available to us at the front desk is a Chevy Chase House business card which we can slip into our pocket, wallet or purse so we'll have the front desk phone number readily available when it's time to call for a lift home. The fax number is also on the card should we need the doctor's office to fax any information back to the Chevy Chase House.

Usually we can't predict exactly when we're going to be ready to come home, but when we are we phone the desk and the staff relays that information to our driver. With his estimate and by checking the transportation book, they can give us a good idea as to when we'll be picked up.

Let's remember one other thing: Our drivers cannot provide other services such as taking us beyond the entrance at our destination, or waiting there while we keep our appointment, or running an errand to pick up something from a store.

Physician visits are the most common transportation needs that we have. But there are others — perhaps a

dentist appointment, a shopping errand or a recreation destination. Our journeys should be reasonably close to home — the D.C. metropolitan area or especially the Bethesda Chevy Chase environs.

So you've done your part and the staff has done theirs and a pleasant outing is assured.

### **Complications?**

Some of us just can't maneuver ourselves out of a wheelchair or a scooter. To remedy that, the desk staff will work with our nursing service to engage a van from Fasttrack Transportation that we can roll in and out of conveniently. But as with our own cars, advance planning is essential. There is a fee.

### **Need something from the pharmacy?**

Tired of having to get to CVS and wait in line to pick up a prescription? Or do you feel you're imposing on family or friends when you send them on errands for you? Chevy Chase House has a couple of convenient solutions.

If it's a prescription you need, talk with our nursing department about opening an account with Allied Pharmaceutical Services. Independently owned and operated, Allied has specialized in Long Term Care Pharmacy for over thirty years. They have also had a long relationship with Chevy Chase House. They participate in Medicare Part D Plans, have pharmacists on call twenty four hours a day and seven days a week and deliver at least twice daily to us here on Connecticut Avenue.

### **Need something from a store?**

If you need something from the grocery store, stop by the front desk and pick up a Grocery Shopping List Request Form. Fill the form out and either return it to the front desk or drop it into the mailbox positioned on the outside of social worker Stephanie Fisher's office door. Stephanie will collect the orders until Wednesday night and the following morning send the orders to Giant Foods. Their Peapod delivery service will have the items in house by Friday where they will be personally delivered to your apartment door.

Could life get any easier?

*Come join us for lunch and a tour. Contact:*

**Candace Burke, Marketing Director**

**Phone: 202-686-5504    Email: [cburke@chevychasehouse.com](mailto:cburke@chevychasehouse.com)**