

## Welcome to OrthoSync

Dear Patient,

The goal of OrthoSync is to better prepare you for your upcoming surgery. It is designed to allow you to have a better understanding and communication before, during and following surgery.

Your customized care plan will assist you, your family members and your care providers to better navigate your recovery and rehabilitation after your operation. OrthoSync™ will also provide you with valuable resources to help manage expected and any unexpected issues effecting your recovery.

**An OrthoSync™ Intake Coordinator will be calling you to schedule an appointment to help plan your care and prepare for your recovery. If you prefer to call them to schedule your appointment, call 847-324-3977.**

Thank you for choosing IBJI to help you “Move better and Live better”.

Sincerely,



**André Blom, PT, SPT**  
Chief Executive Officer

# What is OrthoSync?

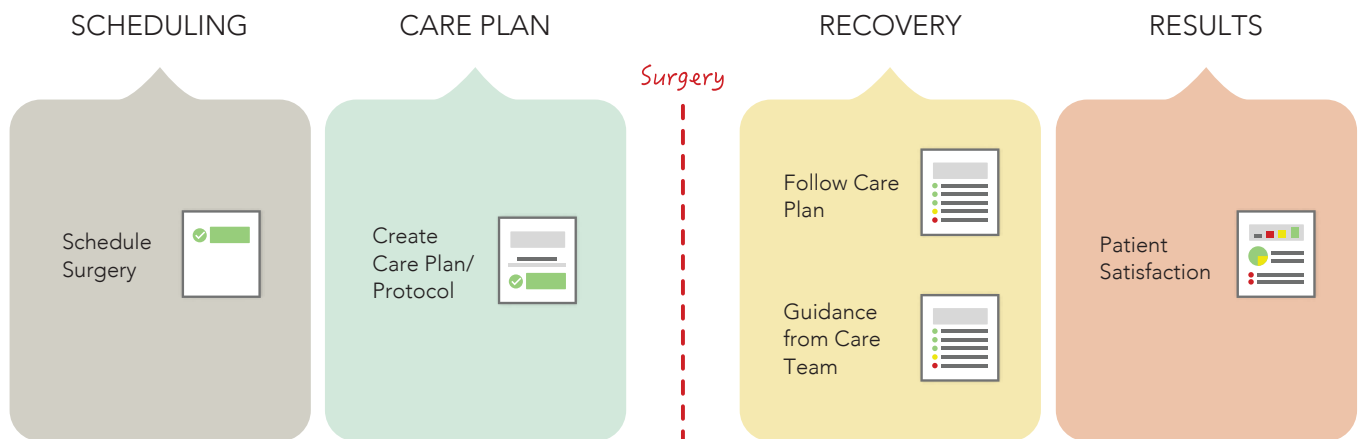
## Synchronizing Your Care

OrthoSync™ is an Illinois Bone & Joint Institute service created to support a Medicare program that seeks to provide you with better care by increasing communication and collaboration between every provider involved in your recovery process.

## What is OrthoSync and how does it benefit you?

OrthoSync™ benefits you in several important ways. It connects the healthcare providers with you in your recovery process and allows them to view your progress and anticipated milestones. It also engages you, as well as key family members or friends, in your recovery process to provide more clear and accurate information.

The diagram below shows the four main stages of OrthoSync™.



## How does OrthoSync work?

In order to better meet the goals of OrthoSync™, IBJI created a web-based application that will allow your care team including Skilled Nursing Facilities, Home Health Agencies and Outpatient Physical Therapy partner providers to be better connected.

## Create Your Customized Care Plan

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As part of preparing for your surgery, you will meet with a physical therapist or case manager and receive a Customized Care Plan. This care plan will provide you with the most optimal plan for your therapy and care needs after surgery, as well as an anticipated timeline of your recovery which will assist you in scheduling the appropriate amount of rehabilitation following your surgery.

You can begin contacting the care providers that most optimally fit your recovery needs to schedule your appointments and stays. Please note: you will need to schedule these appointments/stays, the OrthoSync™ evaluator is unable to schedule these appointments/stays for you.

It is important to understand that the Customized Care Plan is a prediction of what care will be most appropriate for your recovery but it does not lock you into solely using those providers chosen if you prefer to go elsewhere. We strive to provide you with access to high quality care providers.

For more information about OrthoSync™ Partners such as address and phone numbers, please see the OrthoSync™ Partner Directory in this guide. These providers were chosen by OrthoSync™ based on their Medicare Quality Ratings, excellent patient outcomes and preferred level of communication with your surgeon and the OrthoSync™ team. Please visit [medicare.gov/nursinghomecompare.com](https://www.medicare.gov/nursinghomecompare.com) and [medicare.gov/homehealthcompare.com](https://www.medicare.gov/homehealthcompare.com) for more information about the quality ratings of our partners.

# IBJI OrthoSync Partners

Updated: Jul 11, 2024

## Skilled Nursing Facilities

North Suburbs	
<p><b>Alden Estates of Skokie</b> 4626 Old Orchard Road Skokie, IL 60076 Phone: (847) 676-4800</p>	<p><b>Village at Victory Lakes</b> 1055 East Grand Avenue Lindenhurst, IL 60046 Phone: (847) 356-4666</p>
<p><b>Glenview Terrace</b> 1511 Greenwood Road Glenview, IL 60026 Phone: (847) 729-9090</p>	<p><b>Whitehall of Deerfield</b> 300 Waukegan Road Deerfield, IL 60015 Phone: (847) 945-4600</p>
Northwest Suburbs	
<p><b>Alden Des Plaines</b> 1221 East Golf Road Des Plaines, IL 60016 Phone: (847) 768-1300</p>	<p><b>Ignite of McHenry</b> 550 Ridgeview Dr McHenry, IL 60050 Phone: (815) 900-2500</p>
<p><b>Avantara Lake Zurich</b> 900 South Rand Road Lake Zurich, IL 60047 Phone: (847) 726-1200</p>	<p><b>WaucondaCare</b> 176 Thomas Court Wauconda, IL 60084 Phone: (847) 526-5551</p>
<p><b>Fair Oaks Health Care Center</b> 471 W. Terra Cotta Avenue Crystal Lake, IL 60014 Phone: (815) 526-0040</p>	<p><b>HealthBridge of Arlington Heights</b> 1200 North Arlington Heights Road Arlington Heights, IL 60004 Phone: (847) 392-9000</p>
<p><b>Ignite Medical Hanover Park</b> 2000 West Lake Street Hanover Park, IL 60133 Phone: (847) 392-9000</p>	

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## Skilled Nursing Facilities (continued)

City of Chicago	
<p><b>Healthcare at the Terraces at The Clare</b> 55 East Pearson Street Chicago, IL 60611 Phone: (312) 784-8100</p>	<p><b>Mercy Circle</b> 3659 W. 99th Street Chicago, IL 60655 Phone: (773) 253-3600</p>
<p><b>Selfhelp Home of Chicago</b> 908 W Argyle St Chicago, IL 60640 773-271-0300</p>	
South Suburbs	
<p><b>Ascension Living Heritage Village</b> 901 North Entrance Avenue Kankakee, IL 60901 Phone: (815) 939-4506</p>	
Southwest Suburbs	
<p><b>Alden Estates of Shorewood</b> 710 West Black Road Shorewood, IL 60404 Phone: (815) 230-8700</p>	<p><b>Sunny Hill Nursing Home</b> 421 Doris Avenue Joliet, IL 60433 Phone: (815) 727-8710</p>
<p><b>Burgess Square</b> 5801 S Cass Avenue Westmont, IL 60559 Phone: (630) 971-2645</p>	<p><b>Thrive of Lisle</b> 2850 Ogden Ave Lisle, IL 60532 Phone: (331) 249-6200</p>
	<p><b>Victorian Village</b> 12600 Renaissance Circle Homer Glen, IL 60491 Phone: (708) 301-0800</p>

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# IBJI OrthoSync Partners

Updated: May 19, 2023

## Home Health Agencies

<p><b>Addus Home Health (formerly ATI Home Health)</b> 915 Harger Road, Suite 102 Oak Brook, IL 60523 Phone: (773) 233-3337</p>	<p><b>Aspire Home Healthcare</b> 8930 Waukegan Road, Suite 200 Morton Grove, IL 60053 Phone: (877) 270-1812</p>
<p><b>Advocate Health at Home</b> 2311 22nd Street, #300 Oak Brook, IL 60523 Phone: (800) 564-2025</p>	<p><b>Guardian Home Health Care</b> 181 North Waukegan Road Northfield, IL 60093 Phone: (847) 441-5020</p>
<p><b>Ascension at Home Chicagoland</b> 5747 Dempster St Morton Grove, IL 60653 Phone: (877) 742-7447</p>	<p><b>Interim Healthcare</b> 12855 South Cicero Avenue, #200 Alsip, IL 60803 Phone: (708) 422-2934</p>
<p><b>Ascension at Home Northwest</b> 1515 Lake Street, Suite 210 Hanover Park, IL 60103 Phone: (630) 233-5006</p>	<p><b>One Home Health Agency</b> 2021 Midwest Road, #103 Oak Brook, IL 60523 Phone: (630) 451-9020</p>
<p><b>Ascension at Home South</b> 179 East Bethel Drive Bourbonnais, IL 60914 Phone: (815) 937-2475</p>	<p><b>Residential Home Health</b> 1431 Opus Pl, Suite 310 Downers Grove, IL 60515 Phone: (866) 902-4000</p>

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# IBJI OrthoSync Partners

Updated: Aug 14, 2025

## Outpatient Physical Therapy

<p><b>Algonquin</b> 2288 County Line Road, Unit D Algonquin, IL 60102 Phone: (847) 594-3040</p>	<p><b>Chicago - Lakeview West</b> 3000 N. Halsted St, Suite 525 Chicago, IL 60657 Phone: (773) 328-5930</p>
<p><b>Arlington Heights North</b> 3030 Salt Creek Lane, Suite 160 Arlington Heights, IL 60005 Phone: (847) 670-5840</p>	<p><b>Chicago - Park Ridge</b> 250 S NW Highway, Suite 204 Park Ridge, IL 60068 Phone: (773) 631-4112</p>
<p><b>Arlington Heights South</b> 1300 E. Central Rd, Second Floor Arlington Heights, IL 60005 Phone: (847) 392-4420</p>	<p><b>Chicago - West Loop</b> 111 N. Canal, Suite LNW-2 Chicago, IL 60606 Phone: (312) 414-1975</p>
<p><b>Bannockburn</b> 2101 Waukegan Rd, Suite 108 Bannockburn, IL 60015 Phone: (847) 914-0544</p>	<p><b>Crystal Lake</b> 815 Cog Circle, Suite 1 Crystal Lake, IL 60014 Phone: (815) 526-5980</p>
<p><b>Bourbonnais</b> 110 Mooney Dr, Suite 5 Bourbonnais, IL 60914 Phone: (815) 295-8308</p>	<p><b>Des Plaines</b> 900 Rand Rd, Suite 110 Des Plaines, IL 60016 Phone: (847) 954-7646</p>
<p><b>Bourbonnais</b> 6712 North Convent St Bourbonnais, IL 60914 Phone:(815) 295-8300</p>	<p><b>Downers Grove</b> 1034 Warren St Downers Grove, IL 60515 Phone: (630) 288-7380</p>
<p><b>Buffalo Grove</b> 1450 Busch Pkwy, Suite 115A Buffalo Grove, IL 60089 Phone: (224) 676-7960</p>	<p><b>Fox River Grove</b> 1009 IL Route 22, Suite 1 Fox River Grove, IL 60021 Phone: (847) 462-8707</p>
<p><b>Chicago - Avondale</b> 2923 N. California Ave, Suite 301 Chicago, IL 60618 Phone: (773) 327-5639</p>	<p><b>Frankfort</b> 19552 S Harlem Ave, Bldg D Frankfort, IL 60423 Phone: (815) 806-0019</p>

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## Outpatient Physical Therapy (continued)

<p><b>Glenview</b> 2401 Ravine Way, Suite 100 Glenview, IL 60025 Phone: (847) 724-4791</p>	<p><b>Lake Bluff</b> 101 Waukegan Road, Suite 1100 Lake Bluff, IL 60044 Phone: (847) 247-2402</p>
<p><b>Grayslake</b> 1275 E. Belvidere Rd, Suite 150 Grayslake, IL 60030 Phone: (847) 735-0828</p>	<p><b>Lake Forest College</b> 250 Washington Road, Suite 116 Lake Forest, IL 60045 Phone: (847) 282-9200</p>
<p><b>Gurnee</b> 350 S. Greenleaf, Suite 403 Gurnee, IL 60031 Phone: (847) 596-7640</p>	<p><b>Libertyville</b> 724 Florsheim Dr. Libertyville, IL 60048 Phone: (847) 918-9077</p>
<p><b>Highland Park</b> 1919 Skokie Valley Road Highland Park, IL 60035 Phone: (224) 765-5550</p>	<p><b>Lindenhurst</b> 1025 Red Oak Ln, Suite 100 Lindenhurst, IL 60046 Phone: (847) 245-7175</p>
<p><b>Hinsdale - OT only</b> 550 W Ogden Ave, 2nd Floor Hinsdale, IL 60521 Phone: (630) 794-8680</p>	<p><b>McHenry</b> 406 Front Street, Suite 110 McHenry, IL 60050 Phone: (815) 344-8706</p>
<p><b>Homer Glen</b> 13963 South Bell Road Homer Glen, IL 60491 Phone: (708) 428-1700</p>	<p><b>Mokena</b> 11222 W. Lincoln Highway Mokena, IL 60448 Phone: (708) 326-0298</p>
<p><b>Joliet</b> 3296 Executive Dr, Unit 201 Joliet, IL 60431 Phone: (815) 207-4223</p>	<p><b>Morton Grove</b> 9000 Waukegan Road, Suite 100 Morton Grove, IL 60053 Phone: (847) 779-6050</p>
<p><b>Lake Barrington</b> 28156 W. Northpointe Parkway, Suite 125 Lake Barrington, IL 60010 Phone: (224) 512-9800</p>	<p><b>Mount Prospect</b> 431 Lakeview Court, Suite E Phone: (847) 779-6035</p>

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## Outpatient Physical Therapy (continued)

<p><b>Munster</b> 10110 Donald S. Powers Dr., Suite 101B Munster, IN 46321 Phone: (219) 961-9503</p>	<p><b>Shorewood</b> 301 Gregory Ct. Shorewood, IL 60404 Phone: (312) 953-3626</p>
<p><b>New Lenox</b> 1870 Silver Cross Blvd, Pavilion B, Suite 200 New Lenox, IL 60451 Phone: (815) 462-4004</p>	<p><b>Wauconda</b> 363 North Main Street, Suite A Wauconda, IL 60084 Phone: (847) 487-0290</p>
<p><b>Palatine</b> 25 West Wilson Street Palatine, IL 60067 Phone: (847) 464-3901</p>	<p><b>Western Springs</b> 4700 Gilbert Ave, Suite 51 Western Springs, IL 60558 Phone: (708) 387-1750</p>
<p><b>Park Ridge</b> 1550 N Northwest Hwy, Suite 120 Park Ridge, IL 60068 Phone: (847) 298-3079</p>	<p><b>Westmont</b> 1010 Executive Ct, Suite 250 Westmont, IL 60559 Phone: (630) 655-8785</p>
<p><b>Plainfield</b> 11830 S Route 59, Suite 100 Plainfield, IL 60585 Phone: (815) 230-8130</p>	<p><b>Willowbrook</b> 20 W 75th Street Willowbrook, IL 60527 Phone: (630) 384-0600</p>
<p><b>Rosemont Ice Arena</b> 7115 Barry Street Rosemont, IL 60018 Phone: (847) 725-2450</p>	<p><b>Wilmette</b> 521 Green Bay Rd, Second Floor Wilmette, IL 60091 Phone: (847) 724-4864</p>
<p><b>Schaumburg</b> 140 S Roselle Road, Suite A Schaumburg, IL 60193 Phone: (847) 534-8088</p>	<p><b>Woodridge</b> 6410 Main Street, Suite 300 Woodridge, IL 60517 Phone: (331) 775-3000</p>

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## OrthoSync Blood Draw Locations

Please Note: The Blood Draw Locations list is provided for reference purposes only. While every effort is made to ensure that we provide current and accurate data, location and contact information changes frequently. As a result, recent changes may not be reflected in the data presented here. If you are unable to find the provider you are searching for, you can contact the OrthoSync office at (847)324-3977. This list is not a guarantee of benefits. It remains your responsibility to verify benefits eligibility and coverage with all providers.

Name and Location	Address	Phone
<b>Advocate Health Care Hospitals</b>		
ACL Lab Algonquin	600 South Randall Rd, #230, Algonquin, IL 60102	847-854-3991
ACL Lab Aurora - Healthway Dr.	4100 Healthway Dr, Lower Level, Aurora, IL 60504	630-859-6830
ACL Lab Aurora - N. Highland Ave.	1221 North Highland Ave, Main Floor, Aurora, IL 60506	630-859-6830
ACL Lab Aurora - Sequoia Dr.	2285 Sequoia Dr, 1st Floor, Aurora, IL 60506	630-859-6830
ACL Lab Batavia	2500 West Fabyan Pkwy, Batavia, IL 60510	630-859-6830
ACL Lab Chicago - Halsted	3000 North Halsted St, #201, Chicago, IL 60657	773-296-3388
ACL Lab Chicago - 93rd Ave.	2320 East 93rd St, 1st Floor, Chicago, IL 60617	773-967-3777
ACL Lab Crystal Lake	525 Congress Parkway, #150, Crystal Lake, IL 60014	815-455-5133
ACL Lab Downers Grove - Highland Ave	3825 Highland Ave, Tower 2, Downers Grove, IL 60515	630-969-1226
ACL Lab Downers Grove - Main St.	6840 Main St, Downers Grove, IL 60516	630-275-8501
ACL Lab Gurnee	1445 Hunt Club Rd, #204, Gurnee, IL 60031	847-990-2830
ACL Lab Hazel Crest	17850 S Kedzie Ave, #2500, Hazel Crest, IL 60429	708-647-8745
ACL Lab Illinois Masonic Medical Office Center	3000 N. Halsted, #201 Chicago, IL 60657	773-296-3388
ACL Lab Libertyville	801 South Milwaukee Ave, Libertyville, IL 60048	708-304-9393
ACL Lab Naperville	1508 Aurora Ave, Naperville, IL 60540	630-859-6830
ACL Lab Oak Lawn - 95th St.	4400 West 95th St, #401, Oak Lawn, IL 60453	708-423-0431
ACL Lab Oak Lawn - South Cicero	10522 South Cicero Ave, 1st Floor, Oak Lawn, IL 60453	708-229-0284
ACL Lab Oswego	80 Templeton Dr, Oswego, IL 60543	630-859-6830
ACL Lab Palos Heights	11800 Southwest Hwy, Palos Heights, IL 60463	708-923-3255
ACL Lab Park Ridge - Center for Advanced Care	1700 Luther Ln, #1260, Park Ridge, IL 60068	847-723-3536
ACL Lab Park Ridge	1675 W. Dempster St, Park Ridge, IL 60068	847-723-9530
ACL Lab St. Charles	3310 West Main St, #200, St. Charles, IL 60175	630-859-6830
ACL Lab South Elgin	486B South Randall Rd, South Elgin, IL 60177	224-361-4310
ACL Lab Tinley Park	18210 South La Grange Rd, #203, Tinley Park, IL 60477	708-478-2870
ACL Lab Yorkville	1500 Sycamore Rd, #1000, Yorkville, IL 60560	630-859-6830
<b>NorthShore University HealthSystem</b>		
Patients should call the lab number listed on the right to find the nearest lab location		847-663-2100
<b>Northwest Community Healthcare (Endeavor Health)</b>		
Immediate Care Center - Appt needed	15 S. McHenry Rd, Buffalo Grove, IL 60089	847-459-6100
Immediate Care Center - Walk in	1201 S. Rand Rd, Lake Zurich, IL 60047	847-540-8088
Immediate Care and Imaging Center - Walk in	519 S. Roselle Rd, Schaumburg, IL 60193	847-985-0600
NCH Medical Group	1051 W. Rand Rd, Arlington Heights, IL 60005	847-618-9435
NCH Health Center and Immediate Care Center	199 W. Rand Rd, Mount Prospect, IL 60056	847-618-5400
Northwest Community Hospital - Busse Center for Speciality Medicine	880 W. Central Rd, Arlington Heights, IL 60005	847-618-1000
<b>Northwestern Lake Forest Hospital</b>		
Northwestern Lake Forest Hospital Outpatient Laboratory	1475 E. Belvidere Rd, Grayslake, IL 60030	847-535-8000
Northwestern Lake Forest Hospital Outpatient Lab	1000 N. Westmoreland Rd, Lake Forest, IL 60045	847-535-8000

Name and Location	Address	Phone
<b>Swedish Covenant Hospital (Endeavor Health)</b>		
<b>Galter Medical Pavilion Outpatient Laboratory</b>	5140 N. California Ave, Chicago, IL 60625	773-989-3807
<b>Lincoln/Devon Medical Building - Quest Diagnostics</b>	6374 N. Lincoln Avenue, Ste 201, Chicago, IL 60659	773-539-5573
<b>Foster Medical Pavilion</b>	5215 N California Ave, #713, Chicago, IL 60625	773-878-8200
<b>Vista Medical Center</b>		
<b>Vista Ambulatory Care Center</b>	1050 Red Oak Lane, Lindenhurst, IL 60046	847-356-4730
<b>Vista Medical Center East</b>	1324 N. Sheridan Rd, Waukegan, IL 60085	847-360-4161
<b>Ascension</b>		
<b>Ascension St. Mary's Chicago - No appt needed</b>	1431 N Western Ave, Ste 137, Chicago IL 60622	800-937-521
<b>Ascension St. Mary's Kankakee - No appt needed</b>	555 W Court St, Ste 300, Kankakee IL 60901	815-937-2190
<b>Ascension St. Joseph Chicago - Alverno Labs</b>	711 W North Ave, #208, Chicago, IL 60610	800-937-5521
<b>Ascension Resurrection - walk in only</b>	7435 W Talcott Ave Entrance #4, Chicago, IL 60631	773-774-8000
<b>Silver Cross Hospital</b>		
<b>Silver Cross Hospital - appt encouraged</b>	1890 Silver Cross Blvd, New Lenox, IL 60451	815-300-7076
<b>UChicago Hospital - LaGrange</b>		
<b>UChicago Hospital - LaGrange</b>	5101 S Willow Springs Rd, LaGrange, IL 60525	708-245-9000
<b>Franciscan Health Munster</b>		
<b>UChicago Hospital - LaGrange</b>	5101 S Willow Springs Rd, LaGrange, IL 60525	708-245-9000

Revised: July 11, 2024

## OrthoSync Loan Closet Locations

This resource lists locations that offer the option to rent/borrow medical equipment. Some patients decide to purchase new equipment, while others may find this list helpful during pre-surgical planning. Please note the site specific requirements (hours, prices, etc) before contacting a location. Your evaluator will discuss at your pre-surgical evaluation any equipment you may need.

Town	Contact	Location	Requirements	Equipment
Arlington Heights	847-253-5532 Arlington Heights Nurses' Club	<b>Arlington Hts Senior Center</b> 1801 W Central Rd. Arlington Hts. , IL 60005	<b>Loan to Anyone</b> Special hours – Mon 1-3, Wed 10-12 and 6-8pm, Tues, Thur, Fri, & Sat 10-12, renewable.	Walkers, Canes, Wheelchairs, Commodes, Shower/tub chairs, Crutches, Bathroom items & Misc. Equipment
Antioch	847-395-0139 Paul Howard	<b>Antioch Senior Center</b> 817 Holbeck Dr. Antioch, IL 60002	<b>Loan to Anyone</b> M-F 9:00-4:30 Up to 6 weeks loan	Canes, Walkers, Wheelchairs, Bathroom Items.
Avon Township	847-546-1446 Ext: 1	<b>Avon Township Supervisor's Office</b> 433 E. Washington St. Round Lake Park, IL 60073	M-F 8:30-4:00 90 day loan. Free of charge.	Wheelchair, walkers, toilet risers, shower chairs, crutches, canes
Bannockburn	847-940-4010 Deerfield Nurses Association	<b>Patty Turner Senior Center</b> 375 Elm St Deerfield, IL 60015	3-Mo free loan Bannockburn, Deerfield, Riverwoods, Lincolnshire <b>residents only</b>	Wheelchairs, Canes, Crutches, Commodes, Bath benches, Walkers, Grabber sticks, Misc. equipment
Barrington	847-381-5030	<b>Barrington Area Council on Aging</b> 6000 Garlands Ln Ste 100 Barrington, IL 60010	<b>Loan to Anyone</b> M-F 8:30-4:30 Free up to 90-day loans	Wheelchairs, walkers, shower chairs, toilet risers, commodes
Bensenville	630-766-3335	<b>Masonic Board of Relief</b> 4N208 Ridgewood Ave Bensenville, IL 60106	M-F 9-12 loan up to 4 months \$25 – Deposit on wheelchairs \$5-Deposit on walkers & crutches Call First – Leave Message	Wheelchairs, Walkers, Crutches, Shower seat, Transfer bench, Commodes
Bloomingtondale	630-529-7794 Senior Center	<b>Bloomingtondale Senior Center</b> 6N050 Rosedale Ave Bloomingtondale, IL 60172	Bloomingtondale Twp Seniors only M-F 8:30-4:30. BY APPT ONLY \$5-\$100 cash deposit Up to 3 month loan	Canes, Crutches, Walkers, Wheelchairs, Shower Bench <b>NO Toilet Items</b>
Bourbonnais	815-936-0100	<b>Options CIL Kankakee County</b> 22 Heritage Dr., Suite 107 Bourbonnais, IL 60914	M-F 8-4pm Kankakee County <b>residents only</b>	Wheelchairs, walkers, rollators, canes, bed rails
Brookfield	708-295-7336 Mike Kuharchuk	<b>Holy Guardian Angels Parish</b> 9300 W. 47th St. Unit 1E Brookfield, IL 60513	M 9-3pm, Th 9-1pm By appointment only Short term rentals for <b>community members</b>	Walkers, crutches, canes, wheelchairs, transport chairs, toilet risers, shower chairs
Chicago	773 973-5464 Brenda or Mary Ann	<b>St Gertrude Ministry</b> 6214 N Glenwood Ave Chicago, IL 60660	<b>Loan to Anyone</b> for free Tues and Thurs. 10-1 pm Must make appointment	Canes, crutches, walkers, portable commode, raised toilet seat, shower/tub chair, wheelchair, etc. No personal items, no beds
Chicago-South	708-754-9400 Ext 7270	<b>Bloom Township Senior Services</b> 425 S Halsted St. Chicago Heights, IL 60411	\$25 per month wheelchair rental, \$1 per month all other equipment	All equipment except hospital beds
Metro-Chicago On-line DME Exchange	708-444-8460 Ext 230	ONLINE Durable Medical Eqpt. Exchange Website: <a href="http://infinitecdme.org">infinitecdme.org</a> United Cerebral Palsy Infinitec Program Ask for: Matina	Free – Donations Suggested to maintain online exchange Will accept equipment donations	Wheelchairs, walkers, commodes, standers, crutches, wedges, etc.

Town	Contact	Location	Requirements	Equipment
Crystal Lake	815-455-3120	<b>Senior Care Volunteer Network</b> 42 East Street Ste C, Crystal Lake, IL 60014	Loan to <b>anyone</b> M-F 9-3pm <b>Call first</b> Free, no loan limit	Wheelchairs, (rolling) walkers, knee walkers, commodes, shower chairs/benches, transport chairs, bed rails, canes
Cuba Township	847-381-1924	28000 W. Cuba Rd. Barrington, IL 60010	Press 1 for Lending Closet. M-F 9-4, loan to <b>residents only</b>	Crutches, walkers, knee scooters, transfer benches, toilet seats, canes. No beds
Des Plaines	847-768-5944 Frisbie Senior Center	<b>Des Plaines Senior Center</b> 52 E Northwest Hwy Des Plaines, IL 60016	<b>Loan to Anyone</b> M-F 8:30–3:00pm <b>Call First</b> Call for rental fee and/or purchase fee Ages 55+	Wheelchairs, Walkers, Canes, Crutches, Toilet Risers, Commodes, Bath/transfer Benches, quad/regular canes, shower chairs.
Downers Grove	630-719-6610	<b>Downers Grove Senior Center</b> 4340 Prince St Downers Grove, IL 60515	M-F 8:30-4:30 90-day free loan, <b>residents only</b> Call for an appointment	Wheelchairs, crutches, walkers, canes
DuPage Township	630-759-3411	<b>Levy Center</b> 251 Canterbury Ln Bolingbrook, IL 60440	M-F 8:30-4:30 pm <b>Loan to anyone</b>	Wheelchairs, Walkers, Shower Chairs, Benches
Elk Grove Village	847-364-7224 Gregory Palace	<b>Sheila Ray Senior Center</b> 225 E. Elk Grove Blvd Elk Grove Village, IL 60007	M-F 8:00-4:00 8-Week Loan , call for details <b>Residents only.</b>	Canes, Grabbers, Walkers, Wheelchairs
Frankfort	815-469-4907	<b>Frankfort Township Nurse's Closet</b> 11000 W Lincoln Highway Frankfort, IL	6-months loan free of charge, <b>call ahead</b> <b>Residents only</b>	Canes, crutches, commodes, toilet risers, shower chairs, transfer benches, walkers, wheelchairs
Glenview Mon-Fri. 8am-4pm	847-904-4366	<b>Glenview Village Hall</b> 1225 Waukegan Rd. Glenview, IL 60025-3019	M-F 8-4pm <b>Call First</b> <b>Must be 60 &amp; Glenview Resident</b> , 3-mo loan, Donations Accepted	Walkers, Canes, Wheelchairs, Commodes, Bath Benches, Raised Toilet Seats, Crutches, Transfer Bench
Gurnee	847-244-1101, ext 501	17801 W. Washington Gurnee, IL 60031	M-F 8-4pm, <b>call first</b> <b>Warren Township residents only</b> , no age requirement Free, up to 2 month loan	Wheelchairs, walkers, transport chairs, commodes, bath benches, canes, crutches, grabbers, shoe horns
Hanover Township Hanover Park, Bartlett, Elgin, Streamwood,	630-483-5600	<b>Hanover Twp Senior Center</b> 240-S IL Rte 59 Bartlett, IL 60103	M-F, 8:30-4:30 Saturdays <b>Township Residents served first</b> \$25 Deposit – Wheelchairs \$10 Deposit – Other Items	Walkers, Canes, Wheelchairs, Commodes, Bath/Shower Benches, Crutches, Bed Rails, Reachers, Shoehorns, Toilet Risers
Highland Park	847-432-4110 Jennifer Aiello	<b>Senior Center</b> 1201 Park Avenue West Highland Park, IL 60035 (in a POD at South East corner of parking lot)	M and TH 2-3pm <b>BY APPT ONLY</b> <b>Highland Park Residents or Senior Center Members</b> No Charge – No Loan Period Sign waiver in advance	Wheelchairs, Bath Benches, Canes, Walkers, Commodes
Hoffman Estates	(847) 843- 4850	<b>Village Hall Health &amp; Human Svcs</b> 1900 Hassell Rd Hoffman Estates, IL 60195	M-F 8:30-4:30 <b>BY APPT ONLY</b> <b>Hoffman Estates Residents Only</b> 2-Mo Loan \$25 non refundable wheelchair \$10 non refundable crutches, cane, walkers	Crutches, Canes, Walkers, Wheelchairs
Homer Glen	708-301-0522 Administration Office	<b>Homer Township</b> 14350 W. 151st Street Homer Glen, IL 60491	M-F 8-4pm, Homer Township <b>residents only</b> 90-day loan free of charge	Walker, cane, shower seat, wheelchair, transfer seat

Town	Contact	Location	Requirements	Equipment
Indiana- NW	219-902-6676	<b>Indiana Harbor- East Chicago Lions Club</b> 4233 Homerlee Ave East Chicago, IN	Anyone eligible Referral needed for large items	Hospital beds, hoier lifts, wheelchairs, walkers, canes
Joliet	815-726-4781	<b>Joliet Township</b> 175 W Jefferson St Joliet, IL 60432	M-F 8:30-12pm and 1-4pm <b>Call ahead</b> <b>Joliet Township residents only</b> free of charge	Wheelchairs, walkers, canes, crutches
Lake Forest, Lake Bluff, and Knollwood	847-234-2209	<b>Lake Forest – Lake Bluff Senior Center</b> 100 E Old Mill Rd Lake Forest, IL 60045	M-F 9:00 – 4:00 pm <b>BY APPT ONLY.</b> Lend to Lake Forest, Knollwood, & Lake Bluff <b>residents only</b>	Wheelchairs, Walkers, Canes, Bath Seats, Commodes, Risers
Lake Zurich Ela Township	847-540-8380 Sara Marx	<b>Ela Township Health &amp; Wellness Department</b> 1155 East Route 22 Lake Zurich, IL 60047	M-TH 8-5pm, F 8-1pm Ela Township <b>residents only</b> Free rentals, call ahead	Wheelchairs, walkers, rollators, crutches, canes, commodes, toilet seat risers
Lemont	630-257-2522	<b>Lemont Township</b> 1115 Warner Ave Lemont, IL 60441	M-F 9-4pm, Lemont Township <b>residents only</b> No loan limit free of charge	Canes, crutches, knee scooters, shower chairs, walkers, wheelchairs
Libertyville	847-918-8880	<b>Libertyville Senior Center</b> 135 W. Church Street Libertyville, IL 60048	M-F 9-4pm \$50 deposit	Wheelchairs, walkers, canes, bath transfer benches, portable toilet seats
Lisle	630-968-2087 Supervisor's Office	<b>Lisle Township</b> 4711 Indiana Ave Lisle, IL 60532	M-F 8:30-4pm, <b>Residents only</b> 90-day loan period free of charge	Wheelchairs, walkers, rollators, canes, crutches, tub transfer benches, shower chairs
McHenry Township	815-385-5605	<b>McHenry Township</b> 3703 N. Richmond Rd Johnsburg, IL 60051	M-F 8:30-4:30PM <b>CALL FIRST</b>	Walkers, wheelchairs, canes, crutches, commodes, knee scooters, raised toilet seats, shower seats/benches, transport chairs
Morton Grove	847-663-3071	<b>Morton Grove Civic Center</b> 6140 Dempster Morton Grove, IL 60053	M, W, TH, F 12:00-5:00 Morton Grove <b>residents only</b> 12-month loan free of charge	Walkers, Wheelchairs, Canes, Crutches, Commodes, Tub & Shower seats, Toilet Risers
Mount Prospect	847-870-5680	<b>Mount Prospect Senior Center Nurses Lending Closet</b> 50 S. Emerson Mount Prospect, IL 60056	M, W, TH 8:30-5:00 Call First Mount Prospect <b>residents only</b> 3-Month Loan	Wheelchairs, Walkers, Canes, Crutches, Bath /Tub Seats, Commodes, Grippers
Naperville	630-335-2786 Mary Jo Mascitti	<b>Naperville Township Supervisor's Office</b> 139 Water St Naperville, IL 60540	M-F 8:30-4:30pm, <b>call ahead</b> <b>Residents only</b> Free 90-day rental period	Wheelchairs, walkers, canes, crutches, transfer benches, commodes
New Lenox	815-485-6431	1100 S. Cedar Road New Lenox, IL 60451	9:30-3:30pm Township <b>residents only</b> Free of charge	Walkers, crutches, portable toilet seats, canes, shower chairs, wheelchairs
Niles	847-588-8420 Kelly Mickle	<b>Niles Human Svc's</b> 999 Civic Center Niles, IL 60714	M-F 8:30-5:00 <b>Niles Residents Only</b> 1-Month Loan – Wheelchairs 2-Months Loan – Other Eqmnt	Wheelchairs, Walkers, Canes
Northbrook	847-291-2995	<b>Northbrook Leisure Center</b> 3323 Walters Ave Northbrook, IL 60062	M-F 9-5PM <b>By appt ONLY</b> \$25 deposit - returned within 3 months- after 3 months deposit is kept	Canes, Crutches, Knee Scooters, Rollators, Shower Seats/Benches, Walkers, Wheelchairs

Town	Contact	Location	Requirements	Equipment
NorthShore, New Trier, Northfield, & Maine Townships	(847) 784-6000	<b>North Shore Senior Center</b> 161 Northfield Rd Northfield, IL 60093	M-F 10:00-3:00 Call first <b>Loan to anyone</b> Free 3-months loan	Wheelchairs, Walkers, Canes, Commodes, Grippers, Shoe Horns
Oak Park	708-383-8005	<b>Oak Park Township</b> 105 S Oak Park Ave Oak Park, IL 60302	M-F 9:00-5:00 - Call First <b>Loan to Anyone, No Charge</b>	Wheelchairs, Canes, Commodes, Toilet Seat Risers, Bath Seats and Benches
Orland Park	708-403-4222	<b>Orland Township</b> 14807 S. Ravinia Avenue Orland Park, IL	Orland township <b>residents only</b> 60-day rental period, free of charge	Walkers, wheelchairs, crutches, shower chairs,
Palatine	847-934-3016	<b>Palatine Nurses Club Lending Closet</b> 200 E Wood St Palatine, IL 60067	Wed & Sat – 10:00-11:30, Call First, Palatine Township <b>residents only</b> 3-6 months loan, No Charge	Wheelchairs, Crutches, Walkers, Commodes, Canes, Bath Seats and Benches, 1-Electric Recliner
Palatine Senior Citizens Council	847-991-1112 Carol Reagan Exec Director	<b>Palatine Twp Senior Citizens Council</b> 505 S Quentin Rd Palatine, IL 60067	M-F 9:00–5:00, Palatine Township <b>residents only</b> Call First due to limited supply \$75 deposit for wheelchairs, \$35 deposit for walkers	Wheelchairs, canes, walkers
Park Forest	Maragret Luis (708) 283-5663	<b>Recreation &amp; Park and Community Health</b> 350 Victory Dr. Park Forest, IL 60466	M-F 9-5PM CALL FIRST NO FEES/Unlimited loan/ no residency required	Call to ask for specific items
Park Ridge	847-823-3164 ex. 20	<b>Park Ridge Community Church</b> 100 Courtland Ave Park Ridge, IL 60068	<b>Loan to Anyone CALL FIRST</b> M, W, F, Sat 9:30-12pm Short-term loan, no fee	Walkers, wheelchairs, bath chairs, raised toilet seat, crutches, transfer benches, commodes
Plainfield	815-436-8308	<b>Plainfield Township</b> 22525 W. Lockport Street Plainfield, IL 60544	M-F <b>residents only</b> 3-months loan period, free of charge	Wheelchairs, walkers, canes, crutches
Prospect Heights	847-398-6070 Judy	<b>Prospect Heights</b> 8 N Elmhurst Rd Prospect Heights, IL 60070	M-F 8:30-4:30 <b>CALL FIRST</b> Prospect Heights <b>Residents Only</b> , 3-Month Loan Period, \$25 Deposit for all items	Canes, Crutches, Walkers, Wheelchairs, Bathroom Equipment
Riverside Township	708-442-4400	27 Riverside Rd. Riverside, IL 60546	M-TH 9-3:30PM FRI 9-2:30PM CALL FIRST. Riverside Township Residents ONLY/ 90 day loan/ no fee	Commodes, bath benches, walkers, crutches, canes, wheelchairs
Rolling Meadows	847-818-3200	<b>Rolling Meadows Park District</b> 3000 Central Rd Rolling Meadows, IL 60008	M-F 9-4:30pm <b>Residents and Adult Activity Center members only</b> 3-months loan period free of charge Donations appreciated	Wheelchairs, Canes, Crutches, Walkers, Commodes
Schaumburg	847-923-3766	<b>Village of Schaumburg</b> 101 Schaumburg Court Schaumburg, IL 60193-1878	M-F 9:30-4:30 Call First Schaumburg Twp <b>Residents Only</b> , Security Deposit 3-Months Loan Period	Wheelchairs, Crutches, Walkers, Commodes, Toilet Seat Risers, Toilet Rails, Transfer Benches
Shorewood	815-744-1968	<b>Troy Township</b> 25448 W. Seil Road Shorewood, IL 60404	M-F 8-4pm Troy Township <b>residents only</b> 90-day loan period, free of charge	Wheelchairs, walkers, canes, knee scooters, crutches
Skokie	(847) 933-8208	<b>Skokie Village Hall Human Services Office</b> 5127 Oakton St Skokie, IL 60077	M, W, F 9:00-4:00 Call First <b>Must be a Skokie Resident.</b> 6 months loan period (lightweight travel wheelchair can be loaned for 24 hours)	Canes, Crutches, Walkers, Wheelchairs, <b>NO Bathroom Items</b>

Town	Contact	Location	Requirements	Equipment
Skokie	(847) 673-4441	<b>Carter-Westminster United Presbyterian Church</b> 4950 Pratt Ave. Skokie, IL 60077	T-TH 10-2pm. Call first <b>Free of charge to anyone</b>	Canes, walkers, commodes, shower benches, crutches, wheelchairs
Vernon Township Long Grove, Vernon Hills, Lincolnshire, Buffalo Grove	847-634-4600 Kathy or Sharon	<b>Vernon Township Hall</b> 3050 N Main St Buffalo Grove, IL 60089	M-F 9:00-4:00, <b>Call First</b> \$50 deposit for wheelchairs	Wheelchairs, Crutches, Canes Walkers, Commodes, Bath and Shower Seats
Waukega	815-432-1332	<b>Options CIL Iroquois County</b> 130 Laird Lane, Suite 130 Waukega, IL 60970	M-F 8-4pm Iroquois County <b>residents only</b> No fees, donations accepted	Wheelchairs, walkers, rollators, canes, bed rails
Wauconda	847-526-1800 Lisa Knight	<b>Wauconda Township</b> 505 W. Bonner Rd Wauconda, IL 60084	M-F 8-4:30pm <b>Free of charge to anyone</b>	Wheelchairs, walkers, rollators, shower chairs, transfer benches, commodes, toilet risers, canes, crutches bed rails
Wheeling	847-459-2606 Press 1	<b>Village of Wheeling</b> 1 Community Boulevard Wheeling, IL 60090	M-F 8:00-4:00 Call First Wheeling <b>residents only</b> 60 days loan (30 for wheelchairs)	Walkers, commodes, canes, tub seats/benches, toilet seat risers

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Check with the loan closet organizations for their program requirements. There may be restrictions such as age or residency. Equipment generally loaned for 3 months or less. **Equipment donations are accepted by the individual Loan Closets to sustain their programs.**

## OrthoSync Transportation Locations

This resource lists service providers for transportation needs. Arrangements should be made directly with the providers at the number listed in the contact section.

Geographical Area Served	Company	Phone	Restrictions and rates
Algonquin Township	Algonquin Township	847-639-2700, ext 7	Must be a resident of the township - register on the website first and then call the number to schedule a ride. Busses run 7am to 3pm, no weekends/holiday/emergency rides Schedule early, first come first served - \$3 each way per ride
Algonquin, Barrington Hills, Bull Valley, Cary, Crystal Lake, Fox River Grove, Greenwood, Garden Prairie, Harvard, Hebron, Holiday Hills, Huntley, Island Lake, Johnsburg, Lakemoor, Marengo, Oakwood Hills, Port Barrington, Richmond, Ringwood, Spring Grove, Wonder Lake, Woodstock, Union	McHenry County, Associates of Senior Services	815-344-3555	<b>McHenry County</b> residents age 60 or over. Must be able to get in and out of vehicle on their own, cannot transport wheelchairs. No fee program. Ask for at least a 7-day notice for ride requests, help with one round-trip ride per calendar week
All of McHenry County, North Cook County, and Lake County	PACE	800-201-6446 877-218-0905 (TTY)	Must be registered with PACE Seniors have 7 days in advance to book trips. Fares are usually \$3 each way, need exact cash to pay driver (over 5 miles is more expensive). Family members/PCA ride for free
Residents of Northfield Township and New Trier Township	North Shore Senior Center - Escorted Transportation Services	847-242-6257 - volunteer services coordinator	Residents from Northfield and New Trier Townships to anything south of Half Day Road and the Lake is the East boundary, do not go into Chicago, West to Milwaukee/294. Must be independent getting in and out of the car. No cost, but would need to register first. 7 days advance notice for a ride, suggested donation
Barrington (Cuba Twnshp only), Lake Barrington, Port Barrington, North Barrington (Cuba Twnshp only), Tower Lakes	Cuba Township - half fare taxi program	847-381-1924	Only for seniors - must go into the office to sign up for the program. Half fare up to \$10
Barrington (Ela Twnshp Residents only), Deer Park, Hawthorn Woods, Kildeer, Long Grove, North Barrington (ElaTwnshp Residents only)	Ela Township	847-438-6677 Reservation line open 8am-1pm Monday through Friday	55 and older or disabled persons, must be Ela Township residents. \$4 round trip. MD appointments must be between 9:30am and 1:30pm
Barrington and Cuba Township (better for patients in this area than Ride Lake County)	PACE dial-a-ride for Cuba and Barrington Township	800-451-4599 Mon-Fri 8am-6pm for reservations	Mon-Fri 9am to 3:30pm 2\$ each way, for seniors and disabled persons
Chicago	Illinois Medi-Car	312-926-5988	For customers who use wheelchairs and other clients with special needs. Payment required prior to service, \$25 flat rate and \$2.50 per mile
Deerfield Portions of, and Highland Park; within 15 mile radius of Moraine Township	Moraine Township door-to-door rides	847-432-3000	Rides are scheduled weekdays 8:30am to pm for transportation up to 15 miles from Township borders (Evanston, the VA, Libertyville). Fares are \$4 each way. Caregivers required to accompany wheelchair riders (caregivers ride free)
Des Plaines	Neighbors helping Neighbors	888-646-8898	Free; Cannot accommodate wheelchairs; Advanced notice required.
Dupage County	Dupage Medicar	630-985-6892 815-919-3510	Non-emergency medical transportation
Glenview to Hoffman Estates, north to Lake Cook Rd and south to Biesterfield Rd (Des Plaines, Arlington Heights, Prospect Heights, Buffalo Grove)	Connections to Care	847-222-9227	Provide rides to people 60 or over for medical appointments, call 7-days in advance to schedule. Suggested donation \$15 round trip within territory, \$30 out of territory. Cannot accommodate wheelchairs (personal vehicles used)

Geographical Area Served	Company	Phone	Restrictions and rates
Maine Township - Park Ridge	Friends Indeed Help and Serve (FISH) - Maine Township	847-297-2510	Medical appointments within the township for residents. Walkers okay, no wheelchairs (volunteer drivers and cars)
Maine Township - Park Ridge	Maine Lines	847-297-2510	Taxi Cab voucher system (for anywhere). Call to schedule an appointment to go in and apply for the program
Fox Lake	Village of Fox Lake	224-688-3199	Fox Lake to Fox Lake, \$1 per trip for seniors/disabled residents. Tues, Wed, Thur, 8am-3pm. Call 1-2 hour prior to leaving for destination
Residents of Grant Township	Grant Township	847-740-2233	Bus Services Mondays, Wednesday, and Fridays between 9am and 3pm, \$2 each way within 10 miles. Between 10 and 20 miles it is \$4 each way. Must be able to get to the vehicle independently, but buses have lifts. Cash only
Glenview residents only	Helping Hands of Glenview	847-729-8181	No cost (volunteer drivers), will need to sign up first. Trips within 10 miles of downtown Glenview. Hours are 8:30am to 3pm
Wauconda Township - towns of Wauconda and part of Island Lake	Wauconda Township Transportation Services	847-526-8688	Wauconda Township residents only age 60 and above, 10 mile radius. CAN take wheelchairs (must be able to get in and out), may bring a caregiver
Kankakee County	SHOW BUS	800-525-2454	Limited stop service and door to door service - contact by 9am the weekday prior to the ride
Northern Lake County	Elder Care	847-406-4683	Age 65 and older, must be ambulatory (no wheelchairs). Application required and one-time \$10 fee (otherwise services are free. Require 10-day notice, only drop off in the service area of northern Lake County
McHenry County	MCRide Dial-a-Ride (PACE)	800-451-4599	Reserve trips up to 7 days in advance. For anyone into/out of/around McHenry County
McHenry County	Senior Services Center	815-455-3120	Clients over 60, residents of McHenry County (no assisted living or independent living or nursing home). No cost, destination must be in McHenry County. Must be able to get in and out of vehicle without assistance (volunteer service), no wheelchairs.. Must go through intake process prior to scheduling first rides (background check), must have several days notice
McHenry Township	McHenry Township	815-216-4740	Senior 55 or over and disabled persons. Rides within township only
West Deerfield Township	Going Places - West Deerfield Township	847-945-0614	For medical rides, no age requirement. Monday through Friday, 8:45am to 4pm. Must be able to get to and from the van on your own, but may bring caregiver
Chicagoland area and suburbs (not the far West or far Northwest)	AC MedTran/BriteLift	847-792-1212	Fee for transportation, debit or credit card only. Wheelchair accessible transportation. Schedule 24 hours in advance
Richmond Township	Richmond Township Senior Services	815-678-0077 Speak to Diana	Residents of Richmond Township only, but can go 20 miles away. Round trip fare is between \$3 and \$6 depending on the destination. Driver stays at location until appointment is done. No transportation *in* a wheelchair (drivers cannot physically assist)
Lake County	Ride Lake County (PACE)	800-201-6446	For senior and disabled residents of Lake County. Shared ride service, all vehicles are wheelchair accessible. Curb-to-curb service (no assistance in and out of vehicle). One companion per rider
New Trier Township	New Trier Township Mobility Access	847-446-8203	New Trier Township residents with severe mobility impairments who use a wheelchair or motorized scooter. Must apply and schedule in advance
Will County	Will-Ride Dial-a-Ride	815-774-6346 Wendie, mobility manager 800-244-4410 PACE	Call 48 hours in advance to schedule, between \$4 and \$8 round trip suggested donations. Must sign up with Township prior to scheduling

Geographical Area Served	Company	Phone	Restrictions and rates
All regions	Paratransit by PACE	Different phone numbers for different regions	pacebus.com/paratransit

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Check with the transportation organizations for their program restrictions.

Revised: July 11, 2024

## OrthoSync General Resources

This list includes general resources including housing, meals, home care assistance, healthcare and more.

Geographical Area Served	Company	How to Contact	Instructions/Overview
Illinois	Find Help	Findhelp.org	Access the website and enter your zip code. Once your town populates you can choose where you need your area of assistance. Choices include food, housing, goods, transit, health, money, care, work, legal
Illinois	A Place for Mom	866-589-2794 aplaceformom.org	Call or access the website for assistance in senior living options. Areas include assisted living, independent living, and memory care.
Illinois	Illinois Department on Aging	<a href="https://webapps.illinois.gov/AGE/ProviderProfileSearch">https://webapps.illinois.gov/AGE/ProviderProfileSearch</a>	Click your county from a geographic map and it will open various areas of aging assistance. Some examples include: Adult protective services, care coordination assistance, adult day care services, residential repair, caregiver services
Nationwide	Medicare website	Medicare.gov	Utilize this website to find and compare Medicare providers that include physicians, hospitals, nursing homes, hospice, home health agencies, dialysis and durable medical equipment
Chicagoland	The Key	thekey.com 847-260-9813	Home care assistance for most medical conditions including memory care, neurological concerns, orthopedics, general medical conditions, and more.
Glenview and NorthShore	Always Best Care	alwaysbestcare.com 847-796-9935	In home care and senior living referral services
Joliet and surrounding areas	Assisting Hands Home Care	815-281-5276	After surgery care, in home care, hospice services, memory care, overnight caregiving
Nationwide	Meals on Wheels	mealsonwheelsamerica.org	Access this website to choose your location for meal delivery services within your area
Kankakee	Kan I Help	kanihelp.org	A community information system designed to connect residents of Kankakee and Iroquois Counties with government agencies, human services, and other non-profit organizations

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Revised: July 11, 2024



## OrthoSync Contact Information

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If you have a general question about OrthoSync, please contact our main office by phone or email.

Illinois Bone & Joint Institute OrthoSync Office

Phone: (847)324-3977

Email: [OrthoSync@ibji.com](mailto:OrthoSync@ibji.com)

**Jennifer Brenzewski, PT, DPT**

Director of OrthoSync Clinical Services

(224) 282-9464

Email: [jbrenzewski@ibji.com](mailto:jbrenzewski@ibji.com)

**Maggie Beattie, MA, ATC**

Clinical Case Manager

(331) 481-4516

Email: [mbeattie@ibji.com](mailto:mbeattie@ibji.com)

**Chris Klingsporn**

Administrative Case Manager

(847) 770-1485

Email: [cklingsporn@ibji.com](mailto:cklingsporn@ibji.com)

## Language Assistance Services for Individuals with Limited English Proficiency

Illinois Bone and Joint Institute, LLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Illinois Bone and Joint Institute, LLC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Illinois Bone and Joint Institute, LLC, provides free aides and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Illinois Bone and Joint Institute, LLC, provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact an IBI staff member.

If you believe that Illinois Bone and Joint Institute, LLC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Compliance Office, 900 Rand Rd, Suite 300, Des Plaines, IL 60016, phone: (847) 324-3981, fax: (847) 929-1138. You can file a grievance in person, by mail, or by fax. If you need help filing a grievance, the Compliance Office is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD).

### Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-847-375-3000 (رقم هاتف الصم والبكم: 1-847-375-3000).

### Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-847-375-3000 (TTY: 1-847-375-3000)。

### Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-847-375-3000 (TTY: 1-847-375-3000).

### French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-847-375-3000 (ATS : 1-847-375-3000)

### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-847-375-3000 (TTY: 1-847-375-3000).

### Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-847-375-3000 (TTY: 1-847-375-3000).

### Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-847-375-3000 (TTY: 1-847-375-3000).

### Hindi

ध्यान दें: यदि आप □□□□ बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-847-375-3000 (TTY: 1-847-375-3000) पर कॉल करें।

### Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-847-375-3000 (TTY: 1-847-375-3000).

### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-847-375-3000 (TTY: 1-847-375-3000)번으로 전화해 주십시오.

### Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-847-375-3000 (TTY: 1-847-375-3000).

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-847-375-3000 (телетайп: 1-847-375-3000).

### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-847-375-3000 (TTY: 1-847-375-3000).

### Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-847-375-3000 (TTY: 1-847-375-3000)۔

### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-847-375-3000 (TTY: 1-847-375-3000).

This letter is to give you information only.  
No action is needed on your part.

## **Beneficiary Notification Letter**

### **A Team of Health Care Providers is Working Together to Give You the Best Care**

Hello,

This letter is from the Centers for Medicare & Medicaid Services (CMS), letting you know about an exciting Medicare program that your health care provider is participating in.

Your health care provider, ILLINOIS BONE & JOINT INSTITUTE  
has decided to take part in the Bundled Payments for Care Improvement Advanced Model (BPCI Advanced).

**This doesn't change anything about your Medicare coverage, benefits, or rights and you have no actions to complete. This letter is to inform you of your provider's participation in this program, and to help answer any questions you may have.**

#### **What is BPCI Advanced?**

BPCI Advanced is a payment program that CMS is testing to encourage doctors and hospitals to work better together. The goal is to get you higher quality and more affordable health care that supports you after your hospital stay or outpatient procedure and through your recovery.

#### **What does BPCI Advanced mean for You?**

**Your Medicare coverage, benefits, and rights do not change** because your health care provider is part of BPCI Advanced.

#### **You still have the right to:**

- Access Medically Necessary Services covered by Medicare
- Choose which hospital, doctor, or other health care provider you see to provide those services, whether they are part of BPCI Advanced or not.
- Appeal claim decisions

## **Beneficiary Notification Letter – BPCI Advanced (page 2)**

### **How can you give feedback about your health care?**

You may be asked to take part in a survey from Medicare to ask for your opinion about the services and care you received from \_\_\_\_\_.

You can decide whether or not you want to take the survey. If you do take the survey, the answers you provide will be used to help make the care of Medicare patients better.

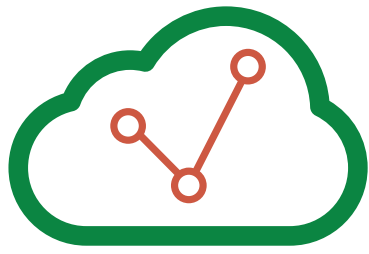
### **Where can you learn more?**

You can visit Medicare.gov or call **1-800-MEDICARE (1-800-633-4227)**.

TTY users can call 1-877-486-2048.

To report a Medicare-related concern or complaint, call 1-800-MEDICARE (1-800-633-4227).





**OrthoSync**<sup>TM</sup>  
*Your Care* **Connected**

# Patient Playbook

Your Guide to a Better Recovery



ILLINOIS  
BONE & JOINT  
INSTITUTE®

Move better. Live better.



ILLINOIS  
BONE & JOINT  
INSTITUTE®

Move better. Live better.

## Questions or concerns about your care? Contact us!

### OrthoSync Contacts

**General Information:** (847) 324-3977

**Email:** [orthosync@ibji.com](mailto:orthosync@ibji.com)

**Website:** [orthosync.ibji.com](http://orthosync.ibji.com)

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