

PATIENT TOOLKIT

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ST. ELIZABETH HEALTHCARE

stelizabeth.com

Covington	1500 James Simpson Jr. Way Covington, KY 41011	(859) 655-8800	
Edgewood	1 Medical Village Dr. Edgewood, KY 41017	(859) 301-2000	
Florence	4900 Houston Rd. Florence, KY 41042	(859) 212-5200	
Ft. Thomas	85 North Grand Ave. Ft. Thomas, KY 41075	(859) 572-3126	
Grant	238 Barnes Rd. Williamstown, Kentucky 41097	(859) 824-8240	

ABUSE/NEGLECT/EXPLOITATION

Reporting Abuse

For all life-threatening emergencies, please call 911

The Cabinet for Health & Family Services	(859) 292-6550 (800) 752-6200	
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Information, Referral & Helping Agencies

Elder Abuse: Area Agency on Aging & Independent Living	(859) 692-2480	www.eldermaltreatment.com
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Families, Women & Children

Family Nurturing Center	Kentucky: (859) 525-3200 Ohio: (513) 381-1555	www.familynurture.org
Women Helping Women	24 Hour Crisis Line: (513) 381-5610 TTY: (513) 977-5545 National: 800-799-SAFE (7233)	www.womenhelpingwomen.org
Women's Crisis Center	(859) 491-3335 24/7 line: (800) 928-3335 TDD: (859) 655-2657	www.wccky.org

APPLICATIONS

For food stamps, Medicaid, KCHIP, AFDC KY Physician Care Referral etc.

Centralized KY DCBS (food stamps, Medicaid office)	(855) 306-8959	
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Assistance Programs - Federal

(Also see Veterans Benefits Section for Honorably Discharged Veterans)

Federal Information Center	(800) 333-4636	www.usa.gov
Health Insurance Marketplace (Provides information on insurance marketplaces to purchase insurance for all states - for those under 65 years old)	TTY: (800) 318-2596 (888) 871-6594	www.Healthcare.gov
Social Security Administration	(800) 772-1213	www.ssa.gov

ASSISTANCE PROGRAMS - GOVERNMENT

County Assistance Programs (Emergency Assistance varies by county and funding available)

Boone County CAC	(859) 586-9250	
Boone County Human Services	(859) 334-2116	www.boonecountyky.org
Cabinet for Health & Family Services		www.chfs.gov
Campbell County CAC	(859) 431-4177	
Campbell County Fiscal Court	(859) 292-3838	www.campbellcountyky.org
Grant County CAC	(859) 824-4768	www.grantcountyky.gov
Kenton County CAC	(859) 291-8607	www.kentoncountyky.org
Pendleton County CAC	(859) 654-4054	www.pendletoncountyky.org

ASSISTANCE PROGRAMS - STATE

Crime Victims Board	(502) 573-2290	www.cvcb.ky.gov
Kentucky Health Insurance Advocate (KHIA):		www.healthinsurancehelp.ky.gov
Kentucky Health Insurance Marketplace (Use website to apply for coverage, compare plans, purchase health insurance as well as enroll in Medicaid.)	TTY: (800) 318-2596 (888) 871-6594	www.kynect.ky.gov
Kentucky State Assistance Programs	(502) 564-3130	www.kentucky.gov www.assistanceky.gov
State Guardianship Office NKY Bluegrass Region	(859) 371-8832	
State Health Insurance Assistance Program (SHIP)	(866) 5163051	

CHRONIC DISEASE

Management Information Support Services

Caregiver Support Group	(859) 301-5999	
Caring Voice Coalition	(800) 772-1213 Support for several rare diseases: (888) 267-1440	www.caringvoice.org
Chronic Disease Fund	(888) 267-140	www.cdfund.org
National Family Caregiver Support	(866) 766-ADRC	
Patient Access Network Foundation (PAN)	(866) 316-7263	www.panfoundation.org
Patient Advocate Foundation	(866) 512-3861	www.copays.org
Patient Services, Inc. (PSI)	(800) 366-7741	www.patientservicesinc.org

Disease/Dementia

Alzheimer's Association 24 hour Helpline	(800) 272-3900	www.alz.org/cincinnati
Alzheimer's Caregiver Support Group	(859) 301-5999	

Arthritis

Arthritis Foundation	(513) 271-4545	www.arthritis.org
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Cancer

American Cancer Society Resource Center - Esther Marie Hatton Cancer Center at St. Elizabeth Edgewood	(859) 301-5476	
St Elizabeth Palliative Care	(859) 301-2237	www.stelizabeth.com/cancerresourcecenter

CHRONIC DISEASE

Information and Referral			www.stelizabeth.com/cancerresourcecenter
American Cancer Society		(859) 647-2226	
Cancer Family Care		(513) 731-3346	www.cancerfamilycare.org
Cancer Support Community		(859) 331-5568	www.cancersupportcincinnati.org
Cleaning for a Reason (Free cleaning service to those with cancer)			www.cleaningforareason.org
Kentucky Cancer Program		(859) 240-3024	www.kcp.uky.edu
Breast Cancer			
St. Elizabeth Healthcare Nurse Navigator – Breast Center		(859) 301-2273	
Edgewood and Ft. Thomas		(859) 572-3681	
Chicks & Chucks		(513) 841-6756	www.chicksandchucks.org
Helping Each Other Support Group		(859) 301-2273	
I Have Wings Breast Cancer Foundation			(859) 743-3044
Kentucky Cancer Link		(877) 597-4655	www.kycancerlink.org
Susan G. Komen Foundation		(877) 465-6636	www.komen.org
Colorectal Care Line		(866) 657-8634	www.colorectalcareline.org
Leukemia & Lymphoma			
Leukemia & Lymphoma Society		(800) 955-4572	www.LLS.org
Prostate			
Us Too Prostate Cancer		(800) 808-7866	www.ustoo.org
Man to Man Support Group:		(800) ACS-2345	
Dental Services			
Dental Options	635 W. 7th Street Cincinnati, OH	(888) 765-6789	
Health Point Dental (Bellevue, Latonia and Florence locations)		(859) 655-6100	
sliding scale fees			
Diabetes			
American Diabetes Association		(513) 759-9330	
Northern Kentucky Health Departments: See <i>Health Service Section</i>			
St. Elizabeth Regional Diabetes Center		(859) 655-8910	
Heart & Vascular			
American Heart & American Stroke Association		(513) 281-4048	www.heart.org
St. Elizabeth Cardiovascular Prevention & Wellness Program		859-301-WELL (9355)	
Kidney Disease			
American Kidney Fund		(800) 638-8299	www.kidneyfund.org
Kidney Foundation		(513) 961-8105	www.kidney.org
Lung Disease			
American Lung Association		(513) 985-3990	www.lung.org
Mental Health & Counseling			
Sun Behavioral Health		(859) 429-5188	
Catholic Charities Diocese of Covington		(859) 581-8974	www.covingtoncharities.org

CHRONIC DISEASE

Greater Cincinnati Behavioral Health		Kentucky: (859) 547-5773 Ohio: (513) 345-8555	www.gcbhs.com
Mental Health America			www.mimh.nih.gov
Mental Health America - NKY/SW Ohio	912 Scott St., Covington, KY	(859) 431-1077	www.mhanky.org
NAMI - NKY Support Groups for Mental Illness		(859) 392-1730	www.naminky.org
North Key		(859) 331-3292 (877) 331-3292	
North Key		TTY: (859) 331-1792 (877) 889-1792	www.northkey.org
Salvation Army		Covington: (859) 261-0835 Newport: (859) 431-1063 Cincinnati: (513) 762-5600	www.salvationarmy.org
Suicide/Crisis 24 Hour Hotline:		513-281-CARE (2273) (800) 273-8255	www.stelizabeth.com
Women's Crisis Center		(859) 491-3335	www.wccky.org

Pain Management

US Pain Foundation		(800) 910-2462	www.uspainfoundation.org
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Stroke & Cardiovascular

American Heart & American Stroke Association		(513) 281-4048	www.strokeassociation.org
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Support Groups

Gateway Rehabilitation		(859) 426-2400	
Health South Rehabilitation		(859) 341-2044	
Regional Support Group		(859) 572-3120	

CLINICS

Mercy St. John Clinic	1800 Logan St. Cincinnati, OH 45202	(513) 941-5822	
Pike Street Homeless Clinic		(859) 291-9321	
Health Point (sliding scale fees \$30-\$120 plus additional services)	343 Pike St., Covington, KY	(859) 2610323	www.healthpointfc.
Rose Garden Mission		(859) 491-7673	www.rosegarden.org

COMMUNITY ASSISTANCE AGENCIES

Food/Clothing/ Furniture/etc. *Some limited Medical Supplies

Be Concerned		(859) 291-6789	www.beconcerned.org
Brighton Center		(859) 491-8303	www.brightoncenter.org
CARE Mission		(859) 635-4500	www.caremission.net
Community Action Commission of Northern Kentucky (CAC):		(859) 581-6607	www.nkycac.org
Free Store/Food Bank	112 E. Liberty St. Cincinnati, OH	(513) 241-1064	
Henry Hosea House Soup Kitchen Daily: 4 - 5:30 p.m.		(859) 261-5857	www.henryhoseahouse.com
Madison Avenue Christian Church: Feeding the Needy & Volunteer Nursing Program	1530 Madison Ave. Covington, KY	(859) 261-0226	www.mchurch.com
People Working Cooperatively (Emergency home repairs, mobility ramps and modifications for mobility, weatherization)		(859) 331-1991 (513) 351-7921	www.pwchomerepairs.org/ Kentucky
Rose Garden Mission		(859) 491-ROSE	www.rosegarden.org
Safety Net Alliance of NKY		(859) 491-8303	www.nkysafetynet.com
United Ministries		(859) 727-0300	www.umnky.org/services
Salvation Army Covington: Newport		(859) 261-0835 (859) 431-1063	www.salvationarmy.org
St. Vincent DePaul		(859) 341-3219	www.svdpnky.org
United Christian Volunteers (Erlanger/Elsmere only)		(859) 727-4417	
United Ministries (Boone and Kenton Counties, excluding Covington and Latonia)		(859) 727-0300	www.umnky.org/services
Welcome House		(859) 431-8717	www.welcomehouseky.org
Whole Home (Modications to make home safe/ accessible to be able to age in place)		(513) 482-5100	www.wholehome.org

GRIEF SUPPORT

St. Elizabeth Bereavement Programs

James Ellis			James.Ellis@stelizabeth.com
Fernside for Families & Children		(513) 745-0111	www.fernside.org

HEALTH & MEDICAL SERVICES

St. Elizabeth Find a Physician		859-301-DOCS (3627)	www.stelizabeth.com
St. Elizabeth Physicians: Many convenient locations in the community, Urgent Care (Covington, Florence and Hebron), Urgent Care After Hours (for established SEP patients) and Express Care-Highland Heights		(800) 737-7900 (all locations)	www.stelizabethphysicians.com
Billing Office & Hardship Applications		(859) 344-5555	(all locations)
Health Point Family Care		(859) 655-6100	www.healthpointfc.org

HEALTH DEPARTMENTS BY COUNTY

(Provide pregnancy testing, prenatal care, AIDS/STD testing, infant and well child care, immunizations, WIC Program, TB Screening, diabetic counseling, cancer and heart disease screening programs etc.)

Boone County Health Center	7505 Burlington Pike Florence, KY 41042	(859) 363-2060	
Campbell County Health Center	1098 Monmouth St. Newport, KY 41071	(859) 431-1704	
Grant County Health Center	234 Barnes Rd. Williamstown, KY	(859) 824-5074	
Kenton County	2002 Madison Ave. Covington, KY 41014	(859) 431-3345	
Bellevue Medical & OB	103 Landmark Dr.		
Covington Medical & OB	1401 Madison Ave.		
Florence Medical & OB	7607 Dixie Highway		
Latonia Children & Family	Winston 4307 Ave.		

HOSPICE & PALLIATIVE CARE

www.hospicenet.org

*A full program of care for patients/families during their last phase of life (expectancy of 6 months or less). Services provided at your home, in a nursing facility or at a *short term inpatient Hospice Unit. Focus is on the quality of life and symptom management as well as emotional needs of the patient and family. Grief and bereavement services also provided.*

St. Elizabeth Hospice	(859) 301-4600	www.stelizabeth.com
Hospice of Hope-Maysville	(800) 928-4848	www.hospiceofhope.com
Bluegrass Navigators	(859) 441-6332	www.hospicebg.org

HOUSING AUTHORITY & SECTION 8

Boone County	(859) 334-2105	
Info Line	(859) 334-2101	
Campbell County	(859) 261-5200	
Carrollton	(502) 732-4330	
Covington	(859) 491-5311	
Grant County	(859) 823-1511	
Kenton County	(859) 292-2188	
Newport	(859) 581-2533	
Pendleton (Operates from Campbell County Office)	(859) 261-5200	

HOUSING INFORMATION & ASSISTANCE PROGRAMS

Brighton Center	741 Central Ave. Newport, KY	(859) 491-8303	www.brightoncenter.org
Center for Independent Living Options		Northern Kentucky: (859) 341-4346 Ohio: (513) 241-2600	www.cilo.net

INFORMATION & REFERRAL

Northern Kentucky Agency & Disability Resource Center		(859) 692-2480 (866) 766-2372	www.adrc@nkadd.org
United Way		211	

JOB/EMPLOYMENT OPPORTUNITIES /READINESS PROGRAMS

Vocational Rehabilitation Florence	8020 Veterans Memorial Dr.	(859) 371-9450	
Kentucky Career Center (One-Stop) - Covington		(859) 292-6666	www.nkyonestop.org
Kentucky Office for the Blind		(859) 371-3380	
Mental Health of America NKY (Training, support, resume building and computer training, offender re-entry program.)	912 Scott St. Covington, KY	(859) 431-1077	www.mhanky.org
Redwood Developmental & Job Readiness Programs		(859) 331-0880	www.redwoodnky.org

LEGAL SERVICES & DOCUMENTS

Birth Certificates & Death Certificates Kentucky Bureau of Vital Statistics	275 E. Main St. Frankfort, KY 40621	(502) 564-4212	
Legal Aid of the Bluegrass	104 E. 7th St., Covington, KY	(859) 431-8200	www.lablaw.org
Legal Helpline-Older Kentuckians Access to Justice Foundation			www.ajfky.org
Other states			www.cdc.gov/nchs.gov

METHADONE/SUBOXONE TREATMENT PROGRAMS

Journey Recovery		(859) 757-0717	
Detox		(859) 291-1043	
East Indiana Treatment Center		(812) 537-1668 (866) 228-0272	www.eastindianaclinic.com
Transitions Falmouth Inpatient Adult CD Unit		(859) 905-0531	
Droege Men's Residential Intake		(859) 291-1045	
Narcotics Anonymous (NA)		(818) 773-9999	www.nkyna.org/contact
Northern Kentucky Med Clinic		(859) 360-0250	
North Key		(859) 331-3292	www.northkey.org
Sun Behavioral Health		(859) 429-5188	
Transitions Inc.		(859) 491-4435	www.transitionsky.org
Women's Residential Intake		(859) 491-2090	

NICOTINE-SMOKING CESSATION PROGRAMS

Cooper/Clayton Program	(859) 301-5570	www.nkyhealth.org
Contact the Health Department for your county of residence (see Health Department Listing Section)		
QuitNet-On Line Program		www.quitnet.com
Quit Now Kentucky	(800) 784-8669	
Fresh Start	(859) 301-5570	
Rose Garden Mission (Smoking cessation and substance abuse screening)	859-491-ROSE (7673)	www.rosegarden.org

PARENTING/PREGNANCY

(Non-medical testing, counseling, parenting classes etc.)

Care Net Florence	(859) 282-9878	
Catholic Charities Diocese of Covington	(859) 581-8974	www.Covingtoncharities.org
Crestview Hills	(859) 341-0766	
Highland Heights	7711 Ewing Blvd. Florence, KY	(859) 781-9878
Family Nurturing Center	(859) 525-3200	
First Steps	(859) 655-1198	
Latonia	(859) 431-0011	
New Hope Centers 24 hour line	(800) 395-4357	www.newhopecenter.com
Redwood-Prescribed Medical Extended Care: (Classroom based program for children with complex medical conditions)	(859) 331-0880	www.redwoodnky.org
Every Child Succeeds	(513) 636-2830	
Baby Steps	(859) 301-2530	
Rose Garden Mission: Smoking cessation and substance abuse screening, pregnancy testing and parenting information and assistance	859-491-ROSE (7673)	www.rosegarden.org
Williamstown: Care Net	(859) 824-0123	www.carenetnky.org

PRESCRIPTION ASSISTANCE

Discount Programs are available at Wal-Mart, Sam's Club, Target, Meijer KMart and Kroger for generic medicines. Contact your local store pharmacy for details. Many pharmaceutical companies also have income based assistance programs.

Boone County CAC		(859) 586-9250	
Boone Co. Human Services		(859) 334-2116	
Brighton Center		(859) 491-8303 (859) 431-4177	www.brightoncenter.org
Campbell County Caring Voice Coalition		(888) 267-1440 Support for several rare diseases: (888) 2671440	www.caringvoice.org
Community Action Commission of N. Kentucky (CAC)		(859) 581-6607	www.nkycac.org www.boonecountyky.org
Faith Community Pharmacy		(859) 426-7837	
Fiscal Court		(859) 292-3838	www.campbellcountyky.org
Grant County CAC		(859) 824-4768	www.grantcountyky.gov
Healthwell Foundation (For patients with insurance that need assistance with co-pays)		(800) 675-8416	www.healthwellfoundation.org
Kenton County CAC		(859) 291-8607	www.kentoncountyky.org
Needymeds			www.needymeds.com (Website only)
Partnership for Prescription Assistance		(888) 477-2669	www.pparx.org
Patient Access Network Foundation (PAN)		(866) 316-7263	www.panfoundation.org
Patient Advocate Foundation		(866) 512-3861	www.copays.org
Patient Services, Inc. (PSI)		(800) 366-7741	www.patientservicesinc.org
Rx Assist website database of assistance programs			www.RxAssist.org
Pendleton County CAC		(859) 654-4054	www.pendletoncountyky.org
Rx Hope		(877) 267-0517	www.rxhope.com
Rx Outreach (Uninsured and underinsured mail order program)			www.Rxoutreach.org
Together Rx Access			www.togetherrxaccess.com
Welcome House	141 Pike St. Covington, KY	(859) 431-8717	www.welcomehouseky.org

SENIOR SERVICES

AARP American Association of Retired Persons		(800) 424-3410	www.aarp.org
Aging and Disability Resource Center (Agency on Aging and Independent Living-Administers federal, state & local aging programs and the Consumer Directed Option (CDO) component of Medicaid's Home and Community Based Waiver program. Provides links to Adult Daycare, Alzheimer's Respite Care, Advocacy, Elder Abuse Programs, Housing information, Info and referral, In home Personal Care Attendant Program, Nutrition Program, Senior Centers, Transportation eligibility, etc.)	22 Spiral Drive Florence, KY	(859) 692-2480	www.nkadd.org
Eldercare Locator (National Directory of services available)		(800) 677-1116	www.eldercare.gov
Kentucky Department for Aging and Independent Living		(502) 564-6930	www.chfs.ky.gov
Legal Helpline for Older Kentuckians: Access to Justice Foundation		(800) 200-3633	www.ajfky.org
MEDICARE (60+)		(800) 633-4227	www.medicare.gov
TTY		(877)486-2048	
Northern Kentucky Area Development District		(859) 283-1885	
Nursing Home Ombudsman Program (Works to resolve concerns and complaints about nursing home care and resident rights.)		(859) 277-9215	
PrimeWise at St. Elizabeth Healthcare (Free program for those 50+ providing educational, wellness, discount programs and supplemental and Medicare insurance information.)		(859) 301-5999	www.stelizabeth.com/primewise
Social Security Administration:		(800) 772-1213	www.ssa.gov

SHELTERS/ RESOURCES - CINCINNATI, OHIO

Center for Respite Care (recuperating medical care)		(513) 621-1868	www.centerforrespitcare.org
Cincinnati Central Access Point: Access info for all shelters		513-381-7233 (SAFE)	
City Gospel Center (Men Only)		(513) 241-5525	
David and Rebecca Barron Center for Men	411 Gest St. Cincinnati, OH	(513) 721-0643	
Esther Marie Hatton Center for Women	2400 Reading Rd. Cincinnati, OH	(513) 562-1980	
Interfaith Hospitality Network of Greater Cincinnati		(513) 471-1100	
Bethany House Services (families)		(513) 381-SAFE	

SHELTERS/ RESOURCES - HOMELESS

American Red Cross (For natural disasters and fires only)		(513) 579-3000	www.cincinnatiaredcross.org
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SHELTERS/ RESOURCES - NKY

Adults

Emergency Shelter of Northern Kentucky	634 Scott St. Covington, KY 41011	(859) 291-4555	www.emergencyshelternky.org
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Men

Fairhaven Mission	260 Pike St. Covington, KY	(859) 491-1027	www.fairhavenmission.org
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Families

Family Promise	336 W. 9th St. Newport, KY	(859) 360-0905	www.familypromiseofnky.org
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Medical Care Homeless Only

Pike Street Homeless Clinic	343 Pike St. Covington, KY	(859) 291-9321	
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Must Be Homeless Veteran

Veteran's Domiciliary Ft. Thomas VA		(859) 572-6202	
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Women & Children

Welcome House (women and children)	205 Pike St. Covington, KY	(859) 431-8717	www.welcomehouse.org
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Women's Crisis Center		(859) 491-3335	www.wccky.org
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SUBSTANCE ABUSE

Alcohol/Drugs/Nicotine

Al-Anon to Al-Anon & Ala-Teen Family Groups		(888) 425-2666	www.al-anon.org
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Alcoholics Anonymous (AA)		24 hour line: (513) 351-0422	www.aacincinnati.org
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National		(877) 515-1255	www.aa.org
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Alcoholism Council		(513) 281-7880	www.alcoholismcouncil.org
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Brighton Recovery Center for Women		(859) 282-9390	www.brightonrecoverycenter.org
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Center for Chemical & Addiction Treatment		(513) 381-6672	www.ccatsober.org
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Life Learning Center		(859) 431-0100	www.nkylc.org
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Greater Cincinnati Behavioral Health		(859) 291-1121	www.gcbhs.com
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Salvation Army Men's Long Term Residential		(513) 351-3457 x314	
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SUICIDE PREVENTION

Crisis Hotline		513-281-CARE (2273)	
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24 hour line		(800) 273-8255	
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TRANSPORTATION

Aging & Disability Resource Center NKAADD American Cancer Society (Cancer related appointments only)	(859) 692 2480	www.nkadd.org
City Care Pick Up		
Handi-Van	(859) 746-8135	
Med Cab		
Medicaid Cab Vouchers (FTSB)	(888) 848-0989	
RAMP Service (Wheelchair Van Service)		
TANK-Transit Authority of NKY	(859) 331-8265	
Taxi-At Your Service	(859) 331-8265	
United Way - Care Connection	Kentucky: (859) 525-2600 Cincinnati: (513) 721 7900	

VETERANS INFORMATION

You must be an Honorably Discharged Veteran for services

Medical, Mental and Prescription Outpatient Clinics, Burial and Memorial Benefits, Headstones and Markers	(800) 697-6947	
Caregiver Support	(855) 260-3274	www.caregiverva.gov
CHAMPVA Civilian Health and Medical Program		www.va.gov/hac/beneficiaries/forbeneficiaries.asp
Education	(888) 442-4551	www.gibill.va.gov
Federal Jobs		www.usajobs.va.gov
Health Care	(877) 222-8387	www.va.gov/healtheligibility.gov
Homeless - Veteran's Domiciliary Ft. Thomas KY - Homeless Vets only	(877) 424-3838	
Mental Health	(800) 273-8255	www.mentalhealth.va.gov
Suicide Prevention	(800)273-8255	www.veteranscrisisline.net
VA Benefits	(800) 827-1000	www.vagov/vaform
VA Community Baed Outpatient Clinic	103 Landmark Dr. Bellevue KY	(859) 382-3840
VA Community Based Outpatient Clinic (Clinic provides primary care, lab, medical, mental health, nutrition, Optometry, Podiatry, and prescription assistance on a sliding scale fee for copays.	7711 Ewing Blvd. Florence, KY	(859) 282-4480

VISION

Cincinnati Association for the Blind	(513) 221-8558	
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VOCATION REHABILITATION

BAWAC, Inc.	(859) 371-4410	
Florence	(859) 371-9450	
Vocational Rehab Covington & Newport	(859) 292-6513	

