

# Insight

A publication of FHN

Volume 7, Issue 4



*We're here, for you.*

**FHN**

**Krolow Family  
Appreciates  
FHN's Teamwork  
and Stellar Care**

**Hospice and  
Quilting Help  
Stitch Together  
Final Memories**

**Announcing  
FREE  
Saturday  
Sports Clinics**





## Welcome Fall!

It's hard to believe that summer is almost over – there are so many good things to enjoy about northwest Illinois in any season, but I admit I'm partial to being able to spend more time outdoors during the summer months. I

enjoy the crisp fall air and the wonderful events this time of year too!

In this issue of INSIGHT, you'll read about lots of activities going on at FHN, including **our new Vein Center** where we can help people with painful circulation problems. Varicose veins aren't just unsightly—they can cause serious health problems too. If you're bothered by this condition, please attend one of our soon-to-be scheduled screenings to learn how we can help.

We have a feature story on **nursing at FHN** that I'm sure you'll enjoy reading. Our nurses are critical to our ability to deliver healthcare excellence to our communities, and we're proud to be able to support them in their career development

too. If you know someone who would like to join our "nursing family," please send them our way!

Another feature highlights **FHN hospice care**. This important service helps people with terminal conditions live their lives to the fullest. We share the story of one of our hospice patients, Dorothy Ellinor, and her family in a wonderful story that among other things, talks about Dorothy's love of quilting and how that activity played a role in her care.

You'll learn about **our new telepsychiatry initiative**, and read about **our free Saturday morning sports clinics** for area athletes. There's also **a great story about Porter Krolow**, one of our younger patients, and the whole FHN team that supported him and his family through a healthcare journey that began with a dental appointment. We also extend **a very big thank-you to Phyllis Markel**, who made an extraordinarily generous contribution to our fundraising campaign to enhance our emergency room – thank you so much, Phyllis!

## Happy reading!



### Beyond Words

Sit. Stay. Heal.

**Our sincere condolences to** Don and Donna Smith on the recent death of their 9-year-old West Highland White Terrier, Ollie, and to Laurie Jordan on the death of her dog, Gracie, a 13-year-old Chow/Shepherd/Retriever mix. Ollie and Gracie were beloved members of the Beyond Words Pet Therapy Program, and will be missed by FHN patients and staff.

## Introducing FHN's New Facebook Page— Like Us!

Now you have a new way to keep up with FHN – like us on Facebook!

Our new Facebook page will help you stay in touch with all that is happening at FHN, from our community garden to healthcare screenings to our popular speakers' series. You'll learn about upcoming events and gain access to important healthcare tips, right at your fingertips.

**"Like" us by October 31** and you'll be entered in a drawing for a chance to win a \$20 gift card for Lori's Gifts (the hospital gift shop) or an FHN mini-cooler.

**2 FHN** We're here, for you.



# Free Saturday Sports Clinics Help 'Keep Players Playing'

The worst part about a sports injury isn't always the pain and healing process. To an athlete especially, it may be the dreaded time between the injury and getting back on the field (or court, or pool, or other sports venue). FHN is holding Saturday Sports Clinics this fall to help 'keep players playing' and reduce the costs of having an athletic injury.

Getting injured can translate into time and money in addition to pain or inability to play. It may mean a trip to the Emergency Room, scheduling an appointment with a primary doctor, being sent to another specialized doctor, X-rays, tests, and so on.

## Free sports clinic planned this fall

Once a student athlete and now a parent to one, Greg Dammann, MD, along with the FHN Rehab Services team, have developed an easy way to start the process of getting back in the game. Every Saturday from 8-9 a.m., Dr. Dammann and other members of the team will set up shop at Burchard Hills Orthopaedic Department to provide free, immediate care, from August 27 through October 22.

This service gives athletes and their parents that all-important "first check" after an injury has occurred to evaluate the patient's medical needs. "The only time an extra charge is incurred is if the injury is significant enough to warrant diagnostic imaging or other treatment or medical equipment," says Director of Rehabilitation Services, Jessica Currier.

Then, routine procedures will be performed if needed and charged as appropriate, including X-rays, casting, splinting, and physical



### The Saturday Sports Clinic

provides a unique opportunity to have young athletes evaluated in a timely, convenient, cost-efficient manner without missing work or school. No scheduling is necessary.

therapy for suspected sports injuries. Patients are not required to prepare or bring anything, but a parent or guardian must be present if the patient is under the age of 18. The physicians also request wearing appropriate attire pertaining to the injury (shorts if you've hurt your knee, T-shirt if you've hurt your arm) and bringing any relevant medical information or documents.

### Convenience and affordability is key

It is easy to question if an injury is significant enough to be seen. Parents want to give their children excellent care, but no one wants to spend money on unnecessary doctor visits. The Saturday Sports Clinic helps eliminate any hesitation parents may

have. It provides a unique opportunity to have children evaluated in a timely, convenient, cost-efficient manner without missing work or school. No scheduling is necessary.

Dr. Dammann recalls his past as an athlete with injuries, and remembers going from doctor to doctor, and waiting on results. His goal is to expand communication, limit confusion, and get players back to normal in a swift, efficient, and cost-effective manner. He says, "I've been through injuries as an athlete. I know how much the players want to stay in the game and how much the parents want to help. These sports clinics are my way of giving back."

**Greg Dammann, MD**

## FHN's Free Saturday Sports Clinics

**Who:** Injured area athletes

**What:** Free, immediate care

**When:** 8-9:00 a.m. Saturdays from August 27 - October 22

**Where:** Burchard Hills Orthopaedic Department - first floor

**Why:** To help young athletes get back to their sport...quickly



The family enjoys Mill Pond in Pearl City, where the Krolow crew often goes for walks or picnics. Porter and his brother, Xander, like playing tag in the open space.

# Tonsillectomy gets Porter back to full-time

# FUN



Porter Krolow had a common childhood problem, but his parents did not realize it. Porter needed surgery and his mom and dad are grateful to the FHN professionals who diagnosed and treated Porter's condition: enlarged tonsils.

It took a team. During a regular visit, Porter's dentist, Donald Doak, DDS, pointed out the potential problem. Porter's mom, Amy, was not surprised.

"He snored very loudly, so it all made sense." Amy used the MyFHN portal to contact their family doctor, Rebecca Pedersen, MD, who referred Porter to Ear, Nose, and Throat physician Toni Levine, MD. She evaluated him and diagnosed him with enlarged tonsils and adenoids, deeming him a candidate for surgery. His tonsillectomy and adenoidectomy were scheduled for less than two weeks later.

Several physicians, nurses, and other professionals participated in his surgery and recovery. According to Porter's mom, Amy, "Everyone was so kind to Porter and treated us all with great respect and caring. His nurses, Mary and Fay, helped get us situated in his room and Brenda, who asked him his pre-op questions, was fabulous. Dawn and Stephanie, who assisted with anesthesiology, were very

**Porter's Tonsil Team** included, from left, Stephanie Michelet, CRNA; Maria Laporta, MD; Brenda Hass, RN; Toni Levine, MD, FACS; Brandy Quinn, RN; Donald Doak, DDS; Fay Mullins, OR assistant; Rebecca Pedersen, MD; and many other health-care professionals, including Dr. Quinlan from anesthesiology and several other nurses and assistants who made Porter's experience a success.



personable. Dr. Levine did a wonderful job and Porter's recovery nurse, Brandy, took such good care of him, moving around the room quietly and doing whatever she could to make him more comfortable. Then at his follow up visit, Dr. Levine's assistant, Kristin, was so kind. From pre-op to post-op to after care, the FHN staff made a positive impact on our health and our lives and we appreciate every one of them.

"Dr. Maria Laporta even gave Porter two stuffed animals -- something she does on her own for all pediatric patients --



**Porter's tonsil team** included 'Wiggy' and 'Brutus,' two stuffed friends he received compliments of Dr. Maria Laporta.

and he just loves 'Wiggy' and 'Brutus.' Throughout our 'tonsil outing' we didn't have one negative encounter. FHN has wonderful staff members!"

With all their help, Porter became a happier, healthier child. In particular, the surgery improved his sleep quality, which has enhanced all aspects of his life. His dad, Philip, says, "He no longer snores and he seems more well-rested. His quality of sleep has significantly improved and we notice a more positive attitude and general sense of well-

being. He and his brother have enjoyed a very active summer!"

As happened with Porter, many common conditions can affect your health and negatively impact the quality of your

life. The team at FHN is trained to help diagnose and treat these conditions, and works hard to make your healthcare experience efficient, effective, and as pleasant as possible.



## Signs Your Child Might Have Tonsil Problems

Nearly 600,000 children, mostly between ages 3 and 8, undergo tonsil and/or adenoid surgery every year. (This is dramatically lower than the 1 to 2 million who had their tonsils removed annually in the 1950s and 1960s.) If you think your child may have an issue with his or her tonsils, these common warning signs can help you identify the problem.



1. Snoring
2. Trouble focusing during the day
3. Frequent strep throat or recurrent sore throat, especially with fever
4. Recurrent ear infections
5. Frequent "mouth breathing"

If you notice any of these symptoms in your child, Dr. Levine recommends contacting your primary care provider for a thorough evaluation. Concerned parents may also make an appointment to see Dr. Levine at her office at 815-599-7770.

## It's Harvest Time!



**Gardener and bicyclist Marcy Folgate** pedals her ride to the FHN community garden to gather produce for her family dinner table. She is especially enjoying her tomato crop for its delicious taste and healthy serving of lycopene, a phytochemical that has antioxidant and anti-inflammatory properties. Next up? Brussels sprouts.

# Hospice Care Helps Family Stitch Together

Soon after Dorothy Ellinor entered FHN's hospice program, her daughter, Diane Dietmeier, found 20 embroidered quilt squares in her mother's linen closet. Dorothy had always wanted to make a quilt with them, but hadn't quite gotten to it. Pragmatists at heart, the two looked at each other and said, "We better get going."

Dorothy was a gregarious woman. After becoming a widow at a relatively young age, she moved to Stockton, much to the surprise of her four children. She had lived the life of an active farm wife and mother and was now ready to spend more time around people. She got involved in a wide range of activities, from bowling to gardening to volunteering for Relay for Life, but she also kept on doing what she had always done...quilting.

It was a regular activity. She quilted every Monday with the Freeport RSVP group. She quilted frequently with friends at Trinity Lutheran Church in Derinda. And she quilted by herself, sometimes getting lost in a project for hours. It was fitting, then, that quilting was a source of comfort to her as she neared the end of her life.

## Enjoying her life right up to the end

Dorothy passed away from breast and lung cancer in January of 2016. She tried chemotherapy at FHN's Leonard C. Ferguson Cancer Center, but sadly it proved unsuccessful. For the last three months of her life, she chose hospice care at her home. This creative and crafty lady was convinced that entering hospice did not mean spending your days dying—it meant spending your days living to the fullest. With the help of her children and the hospice staff, she turned the experience into a quilting bee of sorts. Family and friends would come and work on her final project, a king-size quilt for Diane, made of those embroidered quilt squares she had made over the years



Surrounded by her children and covered with a quilt she made, Dorothy Ellinor chose hospice care as she neared the end of her life.



Dorothy did more than quilt after she started hospice care. She also baked. Her pies, which she sold for years at the Stockton Farmers Market, were considered legendary.

and hadn't yet put together. Working on the quilt gave people a reason to come over and enjoy camaraderie with their good friend as they all prepared to say goodbye in their own ways.

Dorothy and her friends quilted together for as long as Dorothy could still manage to sit in her chair. And when she could not, her friends quilted by themselves. Dorothy would visit with them, or just listen as they talked. When she finally became too weak to stitch, she watched for days and weeks as one, two, three, or more of her friends and family sat around the quilt adding the tiny stitches that decorate and hold this final quilt together.

## How hospice helped

Diane shares, "Mom was a private person and didn't really want people to know she was sick. But after Dr. Arshad Shaikh recommended hospice, she opened up to the idea of people coming over to share time with her. She had so many friends from all of her activities, and they wanted to enjoy her company and provide support. The hospice team encouraged her to keep doing as much as she wanted to do, and they became fast friends too, ultimately an integral part of our inner circle. Mom looked forward to their visits."

# er Final Memories

She continued, "Mom was determined to stay at home and was so happy that it was possible with the help of her friends from hospice. She was relieved to not have to go out to doctor's appointments anymore, and the hospice team did a great job coordinating her care. We appreciated how hard they worked to keep her comfortable; especially Ann, who made quite an impression on us all. Hospice made her transition so much better...calm and natural."

## Tying up loose ends

"There was no way our family would have been able to accomplish Mom's final requests without the help of FHN's hospice care," affirms Diane. "We would recommend them to anyone in need. In fact, we wish we would have asked for help sooner. Before I experienced hospice, I thought it was for people at the very end of their life...just their last few days. It's not. It is available to make your loved one's transition more pleasant and comfortable in their last weeks and months."



Margaret Wurster came to quilt with Dorothy almost every day after work.

When Dorothy died, the quilt was not quite done. As is often the case at death, a few loose ends remained. But because of her tenacious spirit and the support of family, friends, and her hospice team, Dorothy's legacy will live

on in a very tangible way – a beautiful quilt embroidered with her hands and touched by the people she loved most. Everyone who helped make it happen will always cherish those memories.

## What is Hospice Care?



If you have heard that hospice is for the dying, you may not have the right impression. It's really here to help those with terminal conditions live life to the fullest as long as possible. It gives options to patients who choose to spend their remaining time with the support of family, friends, and compassionate professionals who provide specialized treatment and ongoing care.

Here are a few hospice facts:

- Hospice care emphasizes comfort and includes social, emotional, physical, and spiritual support for patients and their families.
- All FHN Hospice care is provided under a physician's supervision and utilizes nurses, nursing assistants, social workers, chaplains, and volunteers.
- Hospice care focuses on the person – not his or her disease.
- Hospice services are not just for people whose death is imminent. The goal is to provide a comfortable and normal life for as long as possible whether it be for weeks, months, or longer.
- People can transfer into and out of hospice as their situations change.
- FHN Hospice services are affordable. They are covered 100% by Medicare, Medicaid, Veterans Benefits, and most health insurance providers.

**Questions?** Call Hospice at 815-599-7240 or toll-free at 877-873-3621.

# Online Services

## Make It Easier to Get Help

When the going gets tough, sometimes it helps to talk with a trained professional who understands your needs and can provide assistance. Because busy schedules can be overwhelming and logistically difficult, the psychiatrists at FHN Family Counseling Center can now meet with patients online through live streaming video on a computer, tablet, or smart phone, as well as in person.

This capability makes it more convenient than ever to find help for depression, anxiety, mood swings, co-occurring addiction concerns, or other challenges. "Our patients can now meet with their psychiatrist online. This greatly opens access to those who may not have the opportunity to meet with their provider on the days when in-person visits are

You can visit with your psychiatrist like this.



Or this.



Or this.



FHN's online counseling services are professional, protected, and private, whether you are in our office, on the computer, or using your smartphone. We're here for you – wherever you may be.

offered," said FHN Director of Behavioral Health Jennifer Aurand, PsyD., (pictured above). "In addition to the convenience for patients, this capability also significantly expands our ability to serve more people in need. This is an exciting springboard for the Counseling Center's other uses for technology coming soon!"

The connection is secure and meets federal requirements for protecting patient privacy. Other behavioral health services, in addition to psychiatry, will be added to FHN's online services over the next few months. For more information, call FHN Family Counseling Center at 815-599-7300.

### A June celebration held at FHN Memorial Hospital

recognized the goodwill of one of FHN's most generous benefactors: Phyllis Markel. Her Sapphire Level donation to the FHN Foundation will be used to elevate and expand the hospital's Emergency Department, helping kick off the ER campaign. The event drew many grateful staff and community members, all there to show their appreciation.

Interested in following Phyllis' philanthropic lead? Contact the FHN Foundation at 815-599-6900 or visit [fhn.org/foundation.stm](http://fhn.org/foundation.stm).



Tonya Meyer, FHN Foundation Executive Director, Phyllis Markel, and FHN President and CEO Michael Perry, MD.



# New Varicosity Services Give Patients a Leg Up

When many people first notice their varicose and spider veins, it is a cosmetic frustration. Yet varicose veins can lead to debilitating leg cramping, swelling, and blood clots, among other complications. Varicose veins affect approximately 25 percent of women and 15 percent of men. FHN has responded to this health need and the new FHN Vein Center is now beginning care for patients at FHN Memorial Hospital.

“After seeing this need in our community, we are excited to provide patients with expert care to relieve pain and offer long-term solutions to venous diseases,” shares George Lester, BSN, CNOR, RNFA, and FHN Director of OB and Surgical Services.

## Free screenings coming soon

The new services offered at the FHN Vein Center include endovenous thermal ablation, sclerotherapy, and laser ablation, among others. All procedures are performed on an outpatient basis with typically rapid recovery. With coverage from most insurance, including Medicare and Medicaid, healthier veins are within reach. While the clinic is set to open mid-fall, upcoming free screenings can tell you whether you're a candidate for these procedures. Watch for more information on screenings, which will be announced soon.

“There are several risk factors for venous disease. Anyone on their feet for the majority of the day, like nurses or construction workers, is at higher risk. There are also genetic

components. If you are experiencing symptoms, it's time to reach out to your doctor,” says Lester.

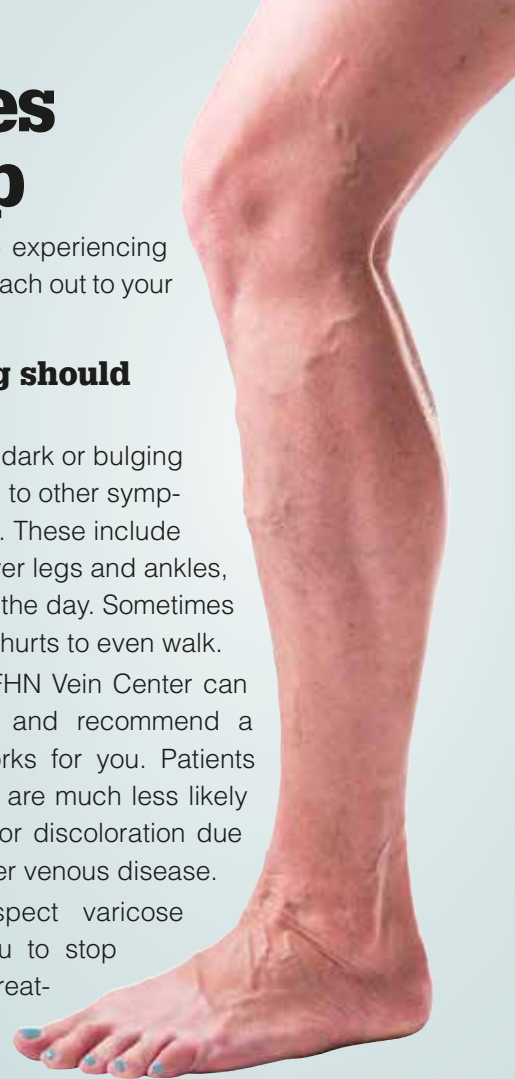
## Pain and swelling should not be ignored

Even if you don't notice dark or bulging veins in your legs, listen to other symptoms of venous disease. These include pain and swelling in lower legs and ankles, especially at the end of the day. Sometimes this can be so painful it hurts to even walk.

The specialists at the FHN Vein Center can identify any problems and recommend a treatment plan that works for you. Patients who undergo treatment are much less likely to develop skin ulcers or discoloration due to varicose veins or other venous disease.

“If you have or suspect varicose veins, I encourage you to stop by and explore your treatment options. Relief can truly be just an appointment away. We are proud to offer this specialty care in our community,” Lester says.

For more information or to schedule an appointment, call FHN at 815-599-VEIN (815-599-8346).



## Olympian at FHN!

Dr. Kevin Draxinger of FHN's Orthopaedics Team was a part of another prestigious lineup too – the Canadian Olympic Swim Team! He represented Canada as a member and men's captain at the 1992 Barcelona Olympic games, participating in the 200-meter

backstroke. He now provides top-notch medical performance for area patients. Call FHN Orthopaedics at 1-877-600-0346 ext. 965.



## Save the Date!



**November 19, 2016**

is sure to be a groovy night in northwest Illinois! Get down and boogie at this year's Festival of Trees Gala, benefitting the FHN Foundation's ER campaign. Enjoy an evening of casino games, dance tunes, good eats, and great prizes!

Mark your calendars and prepare for the disco ball!

**Can you dig it?!**

# Nursing Careers Provide **Job Security** *and* **Family Atmosphere**

FHN nurses are proud of their healthcare skills and high standards of patient care. But they are also very fulfilled by the tight-knit community they have woven. FHN's many departments and functions are woven together like a tapestry, a magnificent patchwork of individuals specialized in certain areas that bring their specific talents to each new situation. Not only do they bring the intensity of an elite team, but also the warmth and compassion of a family. That is one of the intangible strengths that employees try to explain when they are recruiting new employees to FHN.

Nursing Operations Leader of Med-Surg and Pediatrics, Kimberly Williams, describes working at FHN as "a warm, family-oriented environment where you know who everyone is...we're like a gigantic extended family."

## **A family atmosphere**

Kathryn Martinez, Chief Nursing Officer and Vice President of Nursing Services, remarks, "We are all family and we treat each other like family." But the nursing family needs to continue to expand. She emphasizes, "With less than 16% of nurses working in rural areas, the increased demand for more nurses around the country will definitely impact Freeport and the surrounding communities. With the development of new positions and roles related to care coordination and transitions, our team continues to recruit nursing team



members dedicated to providing clinical quality, patient safety, and a patient-centered experience."

## **Great benefits and more**

Like a true family, FHN takes care of its members. Clinical Nurse Leader Jen Schierer worked for ten years at a Fortune 500 company as a pharmaceutical sales rep. She says that when compared, the difference in benefits from the Fortune 500 company and FHN were miniscule.

Benefits are only part of the story, though. Once nurses get to FHN, they are given access to education assistance and nightshift differentials. They are given the tools to successfully climb the Clinical Ladder and go from an RN 1 to an RN 4 with a stipend. As Jen puts it, FHN is "an environment that encourages professional growth and provides support for you to take risks and expand professionally."

Any good family also has to educate the next generation coming up. FHN does just that by partnering closely with Highland Community College. Jess Larson, the Supervisor of Clinical Resource Team Leaders, both teaches at Highland and works at FHN. "A lot

has changed in the last fifteen years," says Larson. "We've gone from focusing only on teaching nurses medical diagnoses to introducing broader nursing concepts."

Larson is happy about the increased collaboration between Highland and FHN. She is excited for the three groups of clinical student rotations coming this semester, each including 8-10 nursing hopefuls. Part of the beauty of FHN's connection with Highland is that the relationship between nurses and students is very strong and exposure to field work in the hospital is essential to development as a nurse.

## **New technology makes FHN nursing a modern endeavor**

Even while being a rural healthcare system that nurtures a family atmosphere, FHN always stays modern and up-to-date. Nursing Director of Emergency Services Denise Book can attest to that. She works closely

with the tele-neurology robot that FHN recently implemented. The robot is essentially a mounted TV screen that can be operated remotely and examine patients. A part of FHN's teleneurology program, this impressive machine can connect to stroke doctors all over the country and offers nearly immediate diagnosis, as these examinations take an average of just ten minutes. This is especially important since time can be a critical factor in dealing with health crises, like those experienced by stroke patients.

### A true sense of service

Perhaps the FHN family feels the most pride in caring for other families throughout our region. "We have to be aware of everything people are going through, not just what their medical condition says about them," says Director of OB and Surgical Services George Lester. Lester is voicing the opinion of many others at FHN. To respond, FHN has introduced several new roles and positions to go out and assess the specific needs of Freeport and surrounding communities and address them in the most effective way possible. It's all part of the "sense of service" that Lester says is engrained in FHN's nursing staff.

## FHN NEEDS NURSES

The demand for nurses has grown significantly and continues to rise. Here's why:

- Over the past decade, the average age of nurses has reached 50-years old
- The number of patients over 65-years old with multiple conditions is expanding
- Healthcare access continues to increase due to the Affordable Care Act
- According to data published by the American Nurses Association, the total number of new jobs and replacements within nursing will exceed one million by 2022

FHN is actively recruiting nurses and is dedicated to enhancing its nursing presence in the coming years. The nursing team stands by its commitment to excellence and strives to retain and improve upon the family atmosphere that makes FHN a great place for nurses to work, learn, and grow.

### Benefits of Nursing at FHN

- Professional Nurse Practice Program (Clinical Ladder) with Stipend
- Competitive Market Wages
- Certification Stipend
- BSN Stipend
- Education Assistance
- Scholarship Opportunities
- Uniform Sales
- Community Partnerships
- Dependent Care/Elder Care
- Paid Time Off
- Adoption Assistance
- Dental/Vision/Medical Benefits

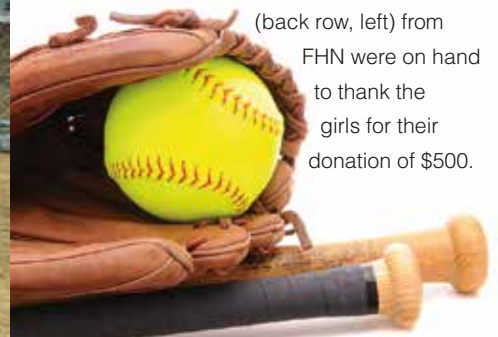
### Where Do FHN Nurses Work?

- Ambulatory Care
- Ambulatory Setting (Primary and Specialty Care Offices)
- Cancer Center
- Cardiac Catheterization Lab
- Cardiac Services
- Clinical Nurse Leaders
- Clinical Nurse Specialists
- Community Services
- Emergency Room
- Family Counseling Center
- GI Lab
- Hospice
- ICU (working with UW e-ICU)
- Medical-Surgical
- OB/Nursery (Level 2)
- Operating Room
- Pediatrics
- Recovery Room
- Telemetry

## Lady Pretz Give Back With "Strike Out Cancer" T-Shirts



These girls from Freeport High School do more than play ball...they care about their community! FHN appreciates the generosity of the Lady Pretz softball team, who sold T-shirts to benefit the Leonard C. Ferguson Cancer Center. Sue Hartje and Jennifer Schierer (back row, left) from



FHN were on hand to thank the girls for their donation of \$500.

## FHN at the Fair

Bright neon sunglasses, handy medical pocket planners, and informative literature about a broad range of topics were among the favorite items handed out at FHN's 2016 Stephenson County Fair booth. Hundreds of area children tested their healthcare IQ at our Wheel of Knowledge.



## Four Lucky Winners Rewarded for Making a Date



FHN celebrated Colon Cancer Awareness Month in March with a special contest – anyone who signed up for a colonoscopy during the month was entered into a drawing for \$250 in area restaurant gift certificates.

Colorectal cancer (cancer of the colon or rectum) is the second leading cause of cancer deaths for both men and women in the United States; more than 50,000 people die from it every year. With regular colonoscopy screenings after age 50, colon cancer can be caught early.

Four winners chosen from the people who scheduled a colonoscopy in March each received \$50 gift certificates from five area restaurants. The winners are:

- Rhonda Bressler – Freeport
- Lori Brobst – Freeport
- Dwayne Alexander – Freeport
- Jacqueline Dawson – Warren

Congratulations to the winners, and to everyone who participated in this healthy competition!

## Insight

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**FHN**

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## DO YOU...

- Have questions about your bill?
- Want to discuss payment plan options?

FHN has Financial Counselors available to help. Call toll-free 1-877-720-1555 or 1-815-599-7950 for more information. To pay your bill online, visit [fhn.org](http://fhn.org).

FHN is a CAC Designated Organization (CDO) through The Centers for Medicare & Medicaid Services (CMS). FHN has Certified Application Counselors (CACs) available to assist you with enrolling in the health coverage that is best for you and your family. Certain enrollment periods may apply. For more information on the Affordable Care Act, visit [www.fhn.org](http://www.fhn.org) or call toll-free 1-877-720-1555 or 1-815-599-7950.