

# St. Jude Parents

NOVEMBER 2016

## Sign up for health insurance now

If you currently do not have health insurance or if you might lose your health insurance, you need to know about the Patient Protection and Affordable Care Act. This law requires US citizens and legal residents to have health insurance. If you do not have insurance, the federal government might require you to pay a penalty each year when you file your federal income taxes.

Under the law, you and your family might be eligible for government assistance in the form of Medicaid, low-cost insurance or tax credits that are applied to the cost of your insurance premiums. Certified application counselors can help you sign up for insurance. They can help you learn more about the Health Insurance Marketplace and walk you through the application process.

MedAssist offers a certified application counselor here at St. Jude. To reach this counselor you can call 901-595-2670 or email [application-counselor@stjude.org](mailto:application-counselor@stjude.org).

The **open enrollment** dates for this year are **November 1, 2016, through January 31, 2017**. This is the only time of the year that you can sign up for health insurance through the Health Insurance Marketplace. A change in your life might make you eligible to enroll outside the open enrollment period. Examples of qualifying life events include: moving to a new state, certain changes in your income, and changes in your family size (such as getting married, divorced, or having a baby).

In the Health Insurance Marketplace, you can view and compare health insurance options online. One

simple application allows you to fit those options to your needs and to find out if you can get financial help to lower your costs.

No matter where you live, there will be a Health Insurance Marketplace in your state. Each Marketplace will offer insurance plans from private companies, where you will be able to compare your health coverage options based on price, benefits, quality and other features that are important to you.

St. Jude has recently learned that Blue Cross Blue Shield (BCBS) of Tennessee has pulled its Affordable Care Act coverage from three large markets – Memphis, Knoxville and Nashville. But there are still many other health insurance companies offering plans in those cities. If you have a BCBS plan, you should review and verify your plan coverage.

You can apply for health insurance through the Health Insurance Marketplace online, by phone, by mail or with the help of a certified application counselor, like the one at St. Jude. To reach the counselor, call 901-595-2670 or email [applicationcounselor@stjude.org](mailto:applicationcounselor@stjude.org).

To learn more on your own, visit [HealthCare.gov](http://HealthCare.gov) or call the Health Insurance Marketplace Call Center at 1-800-318-2596. Calls will be answered 24 hours a day, seven days a week. TTY users should call 1-855-889-4325.

To learn more, ask your St. Jude social worker for a copy of the handout “Do You Know... You and the Affordable Care Act.”

## St. Jude Help Desk can help you with connectivity issues

We all know that staying connected to family and friends is important and sometimes technology doesn't cooperate.

Contact the St. Jude Help Desk staff at extension 2000 (901-595-2000) when you have connection issues or need help setting up your HopeNet account. HopeNet is the free wireless network at St. Jude.

## Free library cards for St. Jude families

Are you an avid reader or just want to be able to do some research? All St. Jude patients and their parents, siblings and other caregivers may obtain free Memphis Public Library cards.

A library card allows you to check out books and other items at all locations of the Memphis Public Library and Information Center. You can find a locations map online: [www.memphislibrary.org](http://www.memphislibrary.org).

To obtain a library card, you must show proof of local residency, even if

it is just temporary residency. Proof could be as simple as a piece of mail with your name and the address at Ronald McDonald House, Target House, St. Jude or another local address.

Based on the amount of time you expect to be staying in Memphis, you will be given a regular library card or a visitor card. A visitor card is good for three months. If you will stay longer, then the regular library card might be better. It is good for one year.

### Applying for a library card

You can pick up a special library card application for St. Jude patient families in the Linda R. Hajar Family Resource Center on the second floor of the Patient Care Center. Children 17 years of age or younger need a parent to sign the application.

Once you fill out the form, take the application and your proof of temporary residency to one of the library locations. The library staff will issue you a free card.

If you want to learn more or have questions, talk to the staff in the Family Resource Center or call 901-595-4639.





# Talking about Medicines

## Measuring liquid medicines taken by mouth

By Shane Cross, PharmD, Pharmaceutical Services

For medicines to be safe and effective, the patient needs to get the correct dose each time. When working with liquid medicines taken by mouth, it is important to measure each dose correctly.

Several devices can be used to measure liquid medicines. Some of these include oral (by mouth) dosing syringes, oral droppers and plastic medicine cups.

Unfortunately, many people still rely on household teaspoons and tablespoons (kitchen spoons) for giving medicine. These spoons are not accurate. One type of teaspoon can hold twice as much as another. Using kitchen spoons when giving medicine can be dangerous for your child.

You can help keep your child from getting too much medicine or not enough. Whenever you give your child a liquid medicine, be sure to use a labeled dosing device (not a household spoon). This will help ensure that you give the exact amount prescribed.

Ask your doctor, nurse or pharmacist for help if you have questions about how to measure your child's liquid medicines.

## St. Jude to renovate Tri Delta Place for 10 weeks starting in December

Beginning Friday, December 9, Tri Delta Place will be closed about 10 weeks for renovations. This will help workers complete the project quickly and reduce disruptions to St. Jude patients and families. Tri Delta Place should reopen in mid-February.

Based on feedback from families, the renovated rooms will include new flooring, updated colors, microwave ovens, refrigerators, improved Wi-Fi, more storage and new furniture. The goal is to make the rooms even more comfortable and functional.

During the project, patients and families who would normally stay in

Tri Delta Place will be in a downtown hotel. Tri Delta Place staff will be located in the hotel lobby at a check-in station. St. Jude will host evening events at the hotel, and a hospital shuttle will transport families between the hotel and the St. Jude campus.

Thank you in advance for your patience and understanding as Tri Delta Place improves to better serve your family. The upgrades should be well worth the wait.

Please call Patient Services at 901-595-4501 if you have questions or concerns.

*St. Jude Parents* is published on the first of each month by Family-Centered Care Services and Biomedical Communications. Your questions and comments are important to us. **We want to print advice and tips from St. Jude parents to other St. Jude parents.**

To share your ideas or to receive this newsletter by email, please call or email Alicia Huettel, RN, MSN, at 901-595-5453 ([parents\\_newsletter@stjude.org](mailto:parents_newsletter@stjude.org)) or Lois Young ([lois.young@stjude.org](mailto:lois.young@stjude.org)). To subscribe to an online version of this newsletter or to learn more about *St. Jude Parents*, visit [www.stjude.org/parents-newsletter](http://www.stjude.org/parents-newsletter). St. Jude is an Equal Opportunity Employer.

St. Jude complies with health care-related federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak another language, assistance services, free of charge, are available to you. Call 1-866-278-5833 (TTY: 1-901-595-1040).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-278-5833 (TTY: 1-901-595-1040).

تنبيه: إذا كنت تتحدث بلغة أخرى، فيمكنك الاستعانة بخدمات المساعدة اللغوية المتوفرة لك بالمجان. يرجى الاتصال بالرقم (الهاتف النصي: 1-866-278-5833 (1-901-595-1040)).



## St. Jude Children's Research Hospital

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