



Who to Contact Quick Reference Guide

| If you need help with: | Who: | Phone # | Email | Communication Notes |
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| Requesting a PRN medication, reporting symptoms/changes to a Resident's clinical status, call light concerns or leaving/returning from a community outing | Charge Nurse (dispenses medications/treatments) | 2-1: 513-264-9567 2-2: 513-324-2914 3-1: 513-277-9903 3-2: 513-702-2733 | N/A | ~Contact the 24/7 Supervisor if your needs are unable to be met by the Charge Nurse ~Please do not pass along concerns/requests that require follow up to a Charge Nurse. Needs of this nature should be passed along to the 24/7 Supervisor or the appropriate Unit Manager |
| Any clinical questions/concerns for a Resident residing on the 2nd floor that is <u>not</u> time sensitive | 2nd Floor Unit Manager: Kim Hearst | 513-702-1719 (cell) 2-2: 3-1: 3-2: | khearst@beechwoodhome.com | call, text or email |
| Any clinical questions/concerns for a Resident residing on the 3rd floor that is <u>not</u> time sensitive | 3rd Floor Unit Manager: Gina Clemons | 513-702-9216 (cell) | gclemons@beechwoodhome.com | call or email |
| Any time sensitive clinical questions/concerns for a Resident on 1st, 2nd or 3rd shift | 24/7 Nursing Supervisor: handful of RNs | 513-702-9216 (cell) | N/A | Call or text. Please call back if you do not hear back from a Supervisor in a timely manner. |
| Any clinical questions/concerns that have not been successfully resolved by a Supervisor. | Director of Nursing: Denise Cooper | 513-842-0762 | dcooper@beechwoodhome.com | call or email |
| Scheduling a medical appointment and transportation for a Resident. | Nursing Clinical Coordinator: Marcia Fancher | 513-702-4837 (cell) | mfancher@beechwoodhome.com | call, text or email |
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| Questions/concerns regarding wheelchair repair, restorative fitness programs or rapid testing | Restorative/Fitness Coordinator: Tim Wightman | 513-842-0768 | twightman@beechwoodhome.com | call or email |
| Questions/concerns regarding OT, PT, ST or obtaining a customized wheelchair | Therapy Office: Sarah Apfeld-Inman | 513-842-2772 | sapfeld-inman@beechwoodhome.com | call or email |
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| Questions/concerns regarding Resident Trust Accounts, Family Meal Tickets or mail. | Receptionist: Geraldine Scott | 513-321-9294 | gscott@beechwoodhome.com | phone or email |
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| Questions/concerns regarding billing or Medicare/Medicaid enrollment. | Financial Services: Suzie Poulin | 513-842-0760 | spoulin@beechwoodhome.com | phone or email |
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| Questions/concerns regarding facility lead activities or volunteering opportunities | Director of Activities: Megan Randolph | 513-842-0769 | mrandolph@beechwoodhome.com | phone or email |
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| ~Questions/concerns/complaints of any nature related to the facility (clinical concerns will be forwarded to Unit Supervisors). ~Medicaid Redeterminations ~Housekeeping/Maintenance requests for those residing on the 3rd floor ~Desired changes to the Care Plan Enrollment | Director of Social Services: Heather Hefren | 513-702-8301 (cell) | hhefren@beechwoodhome.com | text, email or phone ~text or email yields prompt response. |
| ~Questions/concerns/complaints of any nature related to the facility (clinical concerns will be forwarded to Unit Supervisors). ~Housekeeping/Maintenance requests for those residing on the 2nd floor ~Missing items ~Access services | 2nd Floor Social Services: Tom West | 513-708-4546 (cell) | twest@beechwoodhome.com | text, phone or email ~text or email yields prompt response. |
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| ~Questions/concerns/complaints of any nature related to the facility ~Regulatory questions/concerns | Administrator: Scot Harmon | 513-842-0774 | sharmon@beechwoodhome.com | phone or email |
| ~Questions/concerns/complaints of any nature related to the facility ~Fundraising ~Donations ~Grants | CEO: Patti Clark | 513-842-0776 | pclark@beechwoodhome.com | phone or email |