

## CHARTWELL MIDWEST WISCONSIN GENERAL INFORMATION

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Chartwell Midwest Wisconsin is an affiliate of the University of Wisconsin Hospital and Clinics.

*Our Mission Statement:* As healthcare providers, we expect to be the best as what we do and do what is right every time. We hold ourselves accountable to safety, service, and compassion. Through these values, we strive to make a difference in the lives of our patients and employees.

*Our Service Statement:* Chartwell Midwest Wisconsin is dedicated to excellence in home infusion pharmacy services. We promote our patients' self-reliance through safe and effective care. By working together with patients, their families and community health care providers we strive for the best possible patient outcome.

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### *What does this mean?*

Chartwell Midwest Wisconsin is a home infusion pharmacy. We provide high-tech home infusion pharmacy services with medication dispensing, infusion equipment, and supplies. We are committed to providing the best care possible to our patients. We strive to meet the needs of every patient and work with physicians and home health services to achieve a positive outcome – successful completion of therapy at home.

### *Emergency Planning:*

- If you have a medical emergency, dial **911** or the Emergency Medical Service in your community.
- If you are on life-supporting infusion therapy and there is a natural disaster which interrupts your therapy, you will need to call Chartwell Midwest Wisconsin. If we are unable to assist you, either directly or through another service, you will need to call your physician and get to the nearest hospital or clinic to receive your therapy.

### *Hours of Service:*

Chartwell Midwest Wisconsin has an office where staff is available Monday through Friday, 8:00 a.m. to 5:00 p.m. There is also a nurse and pharmacist on-call **24 hours a day**, 7 days a week if you have questions or concerns after office hours.

**Chartwell Midwest Wisconsin: (608) 831-8555 local**  
**(800) 730-8555 toll free**

If you are unable to reach us at one number, please try the other.

### *If at any time you have a complaint or any concerns about quality of care or patient safety:*

Please contact us immediately and we will respond to your concerns. You may speak to any of our staff members or ask for one of the following:

Don Powell (General Manager)  
Susan Kleppin, RPh, FASHP (Director of Clinical Services)  
Susan Meier (Human Resources/Operations Manager)  
Andy Muller, MBA (Reimbursement Manager)  
Shar Ballentine, RN, BSN (Nursing Supervisor)

**Chartwell Midwest Wisconsin**  
**2241 Pinehurst Drive Middleton, WI 53562**