

Insights & Outlooks



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HOPE Ahead

As we look toward 2022 with optimism and HOPE, physician recruitment, expanding services, and investing in new technology to provide you and your family with the best in medical care close to home are among our top priorities. [Page 8](#)

A Message from the President

While we are still seeing COVID cases in our hospitals, we have a reason for HOPE. COVID will be with us for a while, hopefully in a diminished capacity. While access to the COVID vaccine and booster is widely available, we must remain vigilant in continuing safe practices (masking, handwashing, social distancing, etc.) to keep you, your family and friends, as well as our region healthy. In addition, it is important that we continue to encourage the unvaccinated, particularly among the younger population, to be vaccinated.

You will read a story in this newsletter about an effort Memorial Foundation is sponsoring called Vaccinate St. Clair County. I am very proud of our Foundation for its commitment and for taking the lead with this effort. And, I am very pleased with how this campaign is making a difference in the vaccination rates, especially among those in underserved areas of our county.

On a daily basis, I marvel at the resiliency of our team as they continue to provide exceptional healthcare and compassionate service to all our patients every day. Their dedication to our mission is what makes Memorial most preferred for all health needs, according to some market research we've completed. In addition, the research also showed something we already know and that is Memorial has the best nurses in the area.

While Memorial, like other hospitals and businesses across the country, is experiencing supply and workforce challenges, we are excited about what 2022 will bring. We are expanding the Family Care Birthing Center to accommodate volumes and additional services, recruiting more physician specialists, as well as introducing new technology and services.

As we approach year end, I'd also like to encourage you to consider making a charitable contribution to Memorial Foundation this year. The Foundation's support is vital to ensure a stronger, healthier community and hospital. I invite you to be a part of the difference our Foundation is making with a year-end gift.

In closing, I want to thank our patients who continue to place their trust in us for healthcare services. This is something we don't take for granted. It is something we take very seriously and continuously seek opportunities to improve upon what we do. I also give thanks for our employees, Medical Staff, and volunteers who are dedicated to our mission of providing exceptional healthcare and compassionate service.

Best wishes for a blessed and happy holiday season.



A handwritten signature in black ink, appearing to read 'M. J. J.' with a long horizontal flourish extending to the right.

Mike



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bjc.org/marketplace

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Joyce Muskopf Named Employee of the Year

Joyce Muskopf, RN, was named Memorial’s 2020-2021 Employee of the Year.

Employed by Memorial for over 32 years, Muskopf currently works in the Memorial Hospital Belleville emergency department (ED) and serves as a new nurse preceptor. Muskopf is on various committees and is the Quality Committee Chair for the ED. She also is responsible for implementing a program to train ED nurses in starting ultrasound IVs.

Muskopf is described as the “gold standard” of nursing, and others aspire to be like her. In addition to the ED, Muskopf has worked in telemetry and clinical informatics during her tenure at Memorial. She is a team player and always gives 110% in taking care of patients.

Outstanding Leadership Award Winners Named

The Outstanding Leadership Award was implemented in 2020 to recognize leaders who have gone above and beyond to support co-work-

ers as well as provide dedicated service to patients, families, and the community.

“To state the obvious, the past year and a half has been very different and extremely challenging,” Memorial Hospital President Mike McManus said. “We have had to do things we have never done before. There were three individuals on this list of seven nominees who went above and beyond their regular duties to take on what many would consider another full-time job in addition to their day-to-day work.”

Memorial’s 2020-2021 Outstanding Leaders of the Year are: Ryan Birk, PharmD, MS, BCPS, pharmacy director; Vickie Henry, RN, outpatient surgery center manager; and Pam Holbrook, radiology director.

“All three were instrumental in our COVID response, and we could not have served the community as well as we did without them,” McManus added.

Birk and Holbrook led the effort to start up a community COVID vaccination clinic, while Birk and Henry teamed to open a monoclonal antibody infusion clinic. **I&O**

Memorial Hospital Belleville and Memorial Hospital Shiloh Receive Excellence in Healthcare Awards

Professional Research Consultants recognizes the industry’s best.

Memorial Hospital Belleville and Memorial Hospital Shiloh were recently recognized for outstanding patient experience by national healthcare research leader Professional Research Consultants, Inc.

Memorial Hospital Belleville received 5-star recognition for pain management for overall care.

Memorial Hospital Shiloh received 5-star recognition for overall quality of care in the emergency department, outpatient diagnostic services, and outpatient surgical services.

The Excellence in Healthcare Awards recognize organizations and individuals who achieve excellence throughout the year by improving patient experiences based on surveys of their patients. All 5-star ratings place these services in the top 10% nationally.

“We are very proud to be recognized for the quality care our team delivers to our patients,” said Mike McManus, president of Memorial Hospital. “Recognition from those we serve is a testament to the exceptional healthcare and compassionate service our employees and Medical Staff provide.” **I&O**





Extraordinary Nurses to Be Recognized at Memorial Hospitals Through DAISY Award Program

Nurses at Memorial Hospital Belleville and Memorial Hospital Shiloh will be honored with the DAISY Award for Extraordinary Nurses®. The award is part of the DAISY Foundation’s mission to recognize the extraordinary, compassionate nursing care they provide patients and families every day. This award program is being sponsored by Memorial Foundation, Inc.

Patients, families, and colleagues can nominate nurses. The DAISY Award recipient will be chosen by a committee at Memorial. Awards are presented each month at celebrations attended by the honoree’s colleagues, patients, and visitors. Each honoree receives a certificate commending them as an “Extraordinary Nurse.” Honorees also receive a DAISY Award pin and a beautiful sculpture called A Healer’s Touch, hand-carved by artists of the Shona Tribe in Zimbabwe.

Memorial plans to recognize its first DAISY Award winner in December.

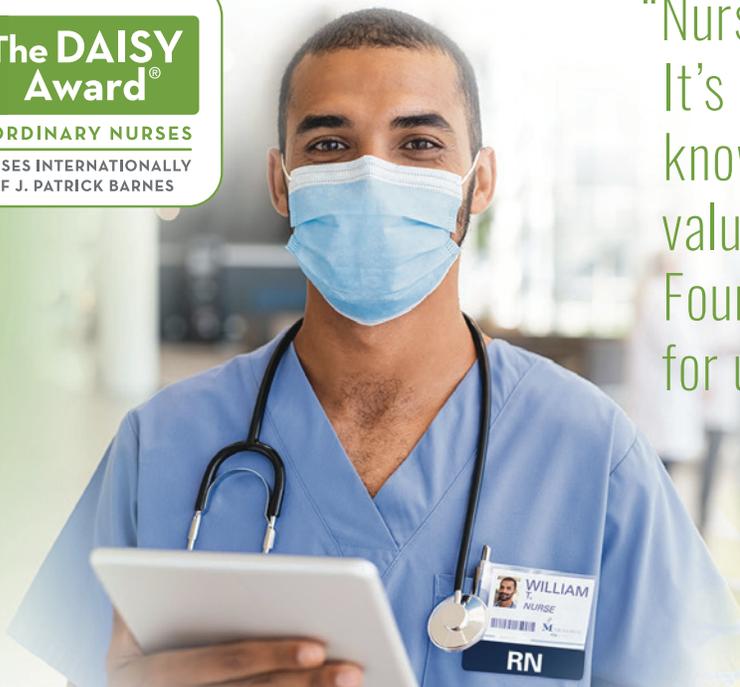
The DAISY Foundation is a not-for-profit organization established in memory of J. Patrick Barnes by members of his family. Barnes died at the age of 33 in late 1999 from complications of idiopathic thrombocytopenic purpura, a little-known but not uncommon auto-immune disease. (DAISY is an acronym for Diseases Attacking the Immune System.) The care Barnes and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

President and co-founder of the DAISY Foundation Bonnie Barnes, FAAN, said, “When Patrick was critically ill, our family experienced firsthand the remarkable skill and

care nurses provide patients every day and night. Yet these unsung heroes are seldom recognized for the super-human, extraordinary, compassionate work they do.”

“We are proud to be among the healthcare organizations participating in the DAISY Award program,” said Terri Halloran, RN, chief nursing officer and vice president of patient care services for Memorial Hospitals in Belleville and Shiloh. “Nurses are heroes every day. It’s important that our nurses know their work is highly valued and the DAISY Foundation provides a way for us to do that.”

If you would like to recognize an extraordinary nurse at Memorial, please go to memhosp.org/daisy-award and complete a nomination form. Nomination forms also are available in various locations throughout both hospital campuses. **I&O**



“Nurses are heroes every day. It’s important that our nurses know their work is highly valued and the DAISY Foundation provides a way for us to do that.”

– Terri Halloran, RN



MEMORIAL FOUNDATION GOLF TOURNAMENT RAISES ALMOST \$90,000

Memorial Foundation's Golf Tournament and Auction on October 4 at St. Clair Country Club raised nearly \$90,000 to purchase ultrasound equipment for various departments at Memorial Hospital Belleville and Memorial Hospital Shiloh, including the intensive care units, emergency departments, and radiology.

Thank you to our sponsors, golfers, auction donors/bidders, raffle ticket sellers/buyers, and all who helped make the day a huge success.

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We had 112 golfers participate in the event.

Winners were as follows:

Flight One

1st place – Score 55

Ed Bott Jr., Garry Reuter Jr.,
Tim Riley, Joe Riley

2nd place – Score 57

Bob Mueller, Mike Riley Sr.,
Mike Riley Jr., Mike Kemper

3rd place – Score 58

Ryan Altmansberger, David Miller,
Rob Reidelberger, Tom Kane

Flight Two

1st place – Score 64

Kerry Robinson, Mel Weith,
Kent Ehrhardt, Barb Hohlt

2nd place – Score 64

Ed Lane, Jan Heaman,
Daniel Hepp,
Chris Schurman

3rd place – Score 65

Matt Zittel, Zach Jones,
Jason Kohut, Eric Darr

Flight Three

1st place – Score 67

Jeff Schaltenbrand,
Paul Mormino,
Todd Wilkenson,
George Timmermann

2nd place – Score 68

Phil Hickman, Greg Dix,
Duston Bahorich,
Marty Woodrome

3rd place – Score 69

Tracy Labrier, Jeff Vargas,
Jeff Laws, Ryan Duenwald

Closest-to-the-Hole and Putting Contest Winners

Hole #2:
Mike McManus – 3' 2"

Hole #9:
Randy Ganim – 3' 11.5"

Hole #10:
Kerry Robinson – 2' 1"

Hole #13:
Rob Reidelberger – 2' 9"

Hole #16:
Zach Jones – 6' 5"

Putting Contest:
Matt Zittel – 14"



Save the Date!

Un!que Spirits & Sweets, Memorial Foundation's fundraiser for The Harold & Dixie LePere Breast Health Center at Memorial will be here soon! Watch for more information about sponsorship opportunities, auction item donations, and tickets! Call 618.257.5659 for more information.

Memorial Foundation's
Un!Que
Spirits & Sweets

Date:
February 3,
2022

Place:
Bellecourt Manor
225 East A Street
Belleville, IL 62220

Time:
5:30-8:30 p.m.



HOPE Ahead

For those who work in healthcare, we must accept that treating patients with COVID-19 will be just another one of the many illnesses we will see on a regular basis. However, the availability of the vaccine and booster shots, along with new and evolving treatment protocols, gives us renewed HOPE that we can resume many of the things we all have missed, like traveling and gathering with family and friends.

I think we all can attest that the past 20+ months have been hard for all of us. And especially hard for Memorial's Healthcare Heroes. Our team has endured a gamut of emotions—grief, anger, exhaustion, sadness, uncertainty, fear, joy, satisfaction, and accomplishment. They've stood by as patients said goodbye to their loved ones; they've comforted and held the hands of dying COVID patients, so they didn't have to die alone. They've also experienced happiness as COVID patients recovered and were discharged from the hospital. Through it all, our dedicated team of healthcare professionals remains hopeful.

Over the past several months, our primary focus has been on COVID response, caring for this region's sickest patients. As we look toward 2022 with optimism and HOPE, physician recruitment, expanding services, and investing in new technology to provide you and your family with the best in medical care close to home are among our top priorities.

Memorial is your trusted healthcare partner. Earlier this year, Memorial Foundation took the lead to help improve the vaccination rates in St. Clair County, particularly in underserved communities. The Foundation's significant investment to raise awareness and provide grants to community-based organizations to Vaccinate St. Clair County is moving the mark in a positive direction. (Learn more about this important campaign on page 9.)

As your trusted community partner, I invite you to support Memorial's mission by considering Memorial Foundation in your year-end charitable giving plans. For your convenience, a postage-paid business reply envelope is included. You also may donate online at memhosp.org/donate. If you have any questions, please contact the Foundation office at 618.257.5659.

Your support means so much, and I thank you in advance.

As this year comes to a close, I wish you and your family good health and a blessed holiday season.



Sincerely,

A handwritten signature in black ink that reads "Anne".

Anne Thomure
Executive Director
Memorial Foundation, Inc.



VACCINATE St. Clair County Campaign

As the number of COVID-19 cases started trending up again this summer, Memorial Foundation Board Chair Geri Boyer wanted the Foundation to make a difference in the community. Over 95% of the COVID cases in the hospital were unvaccinated patients, and about 75% were African Americans from underserved communities in the area. Patients also were much younger than those previously hospitalized throughout this pandemic.

Memorial Foundation's Board of Directors made a significant investment and engaged a local agency to develop a campaign utilizing targeted social media, mobile app, spot cable, connected TV, and digital marketing along with community-based events to improve the vaccination rate in St. Clair County. A similar campaign created by this agency for Will County, Illinois, earlier in the year resulted in a significant improvement in vaccination rates among underserved populations.

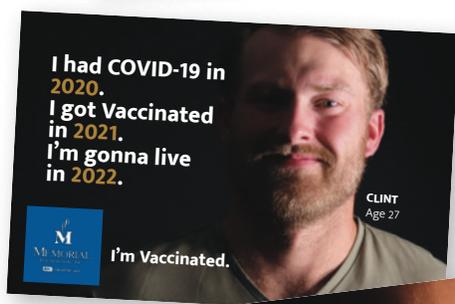
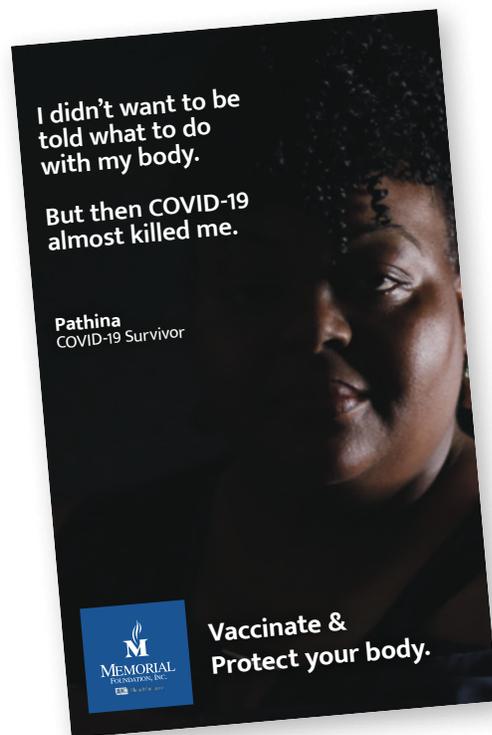
The Vaccinate St. Clair County campaign launched in late September and vaccination numbers within the targeted areas increased within the first week. By the end of October, the number of fully vaccinated individuals in the African-American, Hispanic, and white populations increased by 8.2%, 7.2%, and 4.1% respectively.

The campaign features emotional messages from COVID survivors and physicians as well as those who have lost family members to COVID.

In addition to the media campaign, Memorial Foundation has provided grants to community-based organizations willing to hold vaccination events in their communities. Mobile vaccination units from St. Clair County Health Department, East Side Health District, and Illinois Department of Public Health are providing vaccine administration at these events.

Thus far, Catholic Urban Programs, Community Life Line/New Life Community Church, and Delta Economic Development Corporation have taken advantage of grant funding for vaccination events.

"After getting Memorial's COVID Update week after week and seeing the numbers continue to rise, the Foundation decided to take action," said Boyer. "We are thrilled with the results we are seeing and hope that our efforts are not only saving lives but helping decrease COVID's impact on our hospital staff." **I&O**





Balance and Vestibular Rehabilitation Program

The Memorial Rehabilitation team of physical therapists has extensive knowledge in addressing vertigo, balance impairments, and fall-prevention strategies. Our therapists have access to state-of-the-art equipment to provide evaluation and treatment of all types of vestibular and balance disorders.

Learn more

The Balance and Vestibular Rehabilitation Program is located on the Memorial Hospital Shiloh campus in Medical Office Building 1 (1414 Cross Street, Suite 310). Please call 618.607.1301 to learn more about the program



Biodex SD

The Biodex SD is a machine that provides physical therapists with an objective way to measure balance deficits and perform fall risk assessments. With this information, they can develop an individualized exercise plan for patients to optimize balance and promote safe and active lifestyles.



Fall Prevention Program

Using evidence-based exercises and techniques, our physical therapists help strengthen muscles, improve coordination and balance, and increase safety awareness in home and community settings. The physical therapist also teaches patients exercises they can continue at home to enhance their balance.



ICS Impulse Lenses

ICS Impulse lenses are special eye-wear for patients to use when testing and treating specific types of conditions associated with the vestibular system, such as benign paroxysmal positional vertigo (BPPV). These special lenses are equipped with a camera that records eye movements during selected tests and positions, giving the therapist information as to which part of the vestibular system is affected and allowing for the appropriate corrective exercises to be performed. **I&O**

Patients who will benefit from Memorial's Balance and Vestibular Rehabilitation Program include those with:

- BPPV (vertigo or room spinning)
- Dizziness
- History of frequent falls
- Stroke
- Parkinson's disease
- Multiple sclerosis
- Traumatic brain injury
- Peripheral neuropathy
- Previous inner ear infection
- Imbalance during walking, standing tasks, or transitional movements
- Spatial or perceptual imbalance with changes in environment
- Visual disturbances that affect balance
- History of Meniere's disease

Our Team



Bridget Whiteside

Bridget began practicing as a physical therapist after graduating from Maryville University of St. Louis in 1995 with a bachelor's degree in physical therapy. In 2011, she earned a Doctor of Physical Therapy degree from the College of St. Scholastica, Duluth, Minnesota. She has been treating vestibular conditions since 2003 and has extensive continuing education in the field of vestibular and balance rehabilitation. Bridget enjoys spending time with her husband and children and running with friends.



Adam Helmers

Adam earned his Doctor of Physical Therapy degree from Washington University in St. Louis and has been with Memorial for 10 years. He works with a wide variety of patients but especially enjoys working with patients affected by vestibular and balance issues. Adam enjoys being active outdoors and traveling with his family.

Monoclonal Antibody Infusions Offer Hope to Many with COVID-19

Memorial Hospital Belleville is one of two BJC sites in Illinois administering monoclonal antibody (mAb) infusions for:

- The treatment of mild to moderate COVID-19 in patients 12 years and older who are considered high risk, are early in their symptom presentation, and not receiving oxygen related to their diagnosis.
- High-risk patients 12 and older who have a known exposure to COVID-19 and are unvaccinated or immuno-compromised.



People with severe, long-lasting (chronic) medical conditions like heart disease, lung disease, and diabetes seem to be at high risk of being hospitalized for COVID-19. An order from a provider is required to receive mAb therapy. There is limited information known about the safety or effectiveness of using mAb therapy to treat people with COVID-19. If you have questions, please consult your physician.

Leading the way

Memorial's Manager of Outpatient Surgery Vickie Henry, RN, and Pharmacy Director Ryan Birk, PharmD, MS, BCPS, led the charge to make a difference in the lives of our COVID-19 patients and their families by opening a mAb infusion center within just a few weeks of the therapy becoming available in the area.

Henry noted initially they had a hard time making sure the community was informed about this new treatment option.

"Our most important advocates ended up being our own team members," she said.

"It wasn't long before we had people calling us to see what they could do to get this treatment for a family member or friend."

Vickie Henry, RN,
Outpatient Surgery Manager

"And, it wasn't long before we had people calling us to see what they could do to get this treatment for a family member or friend."

"As we improve the health and well-being of the people and communities we serve, bringing innovative COVID-19 therapies to our patients was one highlight of the year," said Birk. "Being one of the first hospitals to bring this therapy to Illinois, we have successfully administered over 600 infusions since December 2020."

Birk added that these therapies resulted in fewer patients being

admitted to the hospitals, so they were able to spend the time recovering in the comfort of their homes. Also, it allowed Memorial Hospital the capacity to take care of patients who needed more critical care.

Staff would share with their family members, and anyone else who would listen, how well the patients were doing, added Henry.

"Their families would in turn share with their friends and physicians," Henry said.

admitted to the hospitals, so they were able to spend the time recovering in the comfort of their homes. Also, it allowed Memorial Hospital the capacity to take care of patients who needed more critical care.

Teamwork is key

"This staff has never complained about staying late to ensure someone gets treated or coming in early so we could treat an entire family," Henry said. "Living the BJC values by serving our community in their time of need has been the most rewarding part of this journey."

"Our pharmacy team's dedication to ensuring we could get a

supply of the medication, compound it safely, administer it safely, and ensure positive patient outcomes was a major achievement," Birk added.

"The best part was that we got to do it with all the other wonderful teams that leaned in to make this possible for our patients in a very short amount of time,"

said Birk. "That teamwork across Memorial was what we will always remember, and the patients will never forget."

Henry echoed Birk's sentiments, "BJC and Memorial Hospital have allowed this team to be a part of something bigger than themselves. We will have stories to tell for years to come about how important this work was to our community."

For more information about mAb infusion therapy for COVID-19, visit bjc.org/Coronavirus/mAb-for-COVID-19. [I&O](#)



SITEMAN CANCER CENTER

Opens Lung, Esophagus Cancer Clinic at Memorial Hospital Shiloh



Surgeons associated with Washington University Physicians in Illinois, Inc., now see lung and esophagus cancer patients at Siteman Cancer Center at Memorial Hospital Shiloh (Medical Office Building 2, 1418 Cross Street, Shiloh).

Lung cancer is the 7th leading cause of death and the leading cause of cancer death in St. Clair County, according to the St. Clair County Community Health Improvement Plan. The new clinic helps address a critical healthcare need identified in the plan, which calls for St. Clair County to be among the top 25% of healthiest counties in Illinois by 2025.

According to the St. Clair Community Health Improvement Plan, the county has a significantly higher mortality rate for lung cancer than the state of Illinois. In St. Clair County, 55 of every 100,000 people died of lung cancer in 2015, compared to 43.3 in the entire state.

National Cancer Institute center

Comprising the cancer research, prevention, and treatment programs of Barnes-Jewish Hospital and the School of Medicine, Siteman is the only National Cancer Institute (NCI)-designated Comprehensive Cancer Center in Southern Illinois and Missouri. Such cancer centers are funded by NCI to deliver cutting-edge cancer treatments to patients and also are recog-

nized for their leadership and the breadth and depth of their research.

“As the region’s only NCI-designated Comprehensive Cancer Center, it is our strong desire and responsibility to address the leading cancer concerns of the Metro East community,” said Bryan Meyers, MD, the Patrick and Joy Williamson Endowed Chair in Cardiothoracic Surgery and chief of thoracic surgery at Washington University School of Medicine in St. Louis. “We are here for patients and their families, and we bring with us the expertise of one the nation’s top medical schools.”

Patients are seen by Varun Puri, MD, a professor of surgery, and Ruben Nava, MD, an assistant professor of surgery, both of the School of Medicine. The surgeons work with other lung cancer specialists, including medical oncologists and radiation oncologists, to tailor the right treatment plan for each patient.

Risk factors for lung or esophagus cancers

Tobacco use is a leading, but not the only, risk factor for lung cancer and esophagus cancer, according to the American Cancer Society. Alcohol use is another risk factor for esophagus cancer, which affects the lining of the tube that connects the throat with the stomach. Symptoms include chest discomfort or pain, a cough that doesn’t go away or gets worse over time, trouble breathing, and wheezing.

In addition to its NCI designation, Siteman has been named the No. 11 cancer center nationally by U.S. News & World Report, which also ranked Washington University School of Medicine No. 6 on the magazine’s “2021 Best Medical Schools: Research” list.



Bryan Meyers, MD



Ruben Nava, MD



Varun Puri, MD

To estimate a person’s risk of lung cancer, visit Siteman’s Your Disease Risk web site at siteman.wustl.edu/prevention/ydr/. The free online tool doesn’t say if an individual will get cancer or not, but it does suggest ways to lower risk.

For an appointment

Appointments for the lung and esophagus cancer clinic at Memorial Hospital Shiloh can be made by calling Siteman’s Patient Care Coordination Center at 800.600.3606 from 8 a.m.-4:30 p.m. weekdays, or online at siteman.wustl.edu.

Memorial Donates Health Club to Community Partnership Group

In 2019, Memorial made the difficult decision to close Belleville Health and Sports Center on South 74th Street. While we advocate for health and wellness, owning/operating a fitness center was not a core hospital program/service we could give the attention it deserved.

A group of local business leaders reached an agreement with Memorial, who owned the club since 1986, to lease the facility beginning in January 2020. Then, as we all know, COVID hit in March, and health facilities throughout the area were forced to close. Memorial continued to work with this dedicated group to preserve their desire to acquire the facility. **I&O**



Earlier this year, Memorial transferred the deed and donated the property and equipment to Belleville Community Health Club. The new club owners recently celebrated with its members and representatives of Memorial.

The Rehabilitation Institute of Southern Illinois to Open in Early 2022



The Rehabilitation Institute of Southern Illinois, a partnership between Encompass Health and BJC HealthCare, will open as a 40-bed inpatient rehabilitation hospital on Frank Scott Parkway in Shiloh near Memorial Hospital's Shiloh campus.



Complementing the local acute care services offered by Memorial, the hospital will offer physical, occupational, and speech therapies as well as 24-hour nursing care that aim to restore functional ability and quality of life. The hospital will care for patients recovering from debilitating illnesses and injuries including strokes and other neurological

disorders, brain injuries, spinal cord injuries, amputations, and complex orthopedic conditions.

"Bringing an acute rehabilitation hospital to this region is a big win for the residents of Southwestern Illinois," said Michael McManus, Memorial Hospital president. "We are excited to work with Encompass Health to provide convenient access to these specialized services."

The hospital's medical staff will be comprised of physicians experienced in physical medicine and rehabilitation as well as other specialties including internal medicine, cardiology, infectious disease, and nephrology to assist in the

Cassidy Hoelscher will serve as CEO of The Rehabilitation Institute of Southern Illinois.

medical management of a complex patient population. The hospital will feature all-private patient rooms, a spacious therapy gym with advanced rehabilitation technologies, an activities-of-daily-living suite, cafeteria, dining room, pharmacy, and therapy courtyard.

Cassidy Hoelscher will serve as CEO of The Rehabilitation Institute of Southern Illinois.

Prior to joining Encompass, Hoelscher served in multiple leadership roles at Memorial Care Center (MCC) over the past 10 years. She has served as the administrator since 2016, leading a team of more than 160 employees at the facility, which provides patients with short-term skilled nursing and rehabilitative services. She previously served as director of rehabilitation services at MCC. **I&O**

Family Care Birthing Center at Memorial Is Expanding

The Family Care Birthing Center at Memorial Hospital Shiloh is adding three additional patient rooms to meet the growing demand for Memorial's family-centered maternity care.

The new rooms are expected to be completed later this year and will have the same amenities as the other 16 LDRP rooms at Memorial's Family Care Birthing Center.





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drives

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**Memorial Hospital
Belleville**
Auditorium
10 a.m. to 4 p.m.
January 4
March 1
May 3
July 5
September 6
November 1

**Memorial Hospital
Shiloh**
Community Conference
Room
11 a.m. to 4 p.m.
February 1
April 5
June 7
August 2
October 4
December 6

Insights & Outlooks



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ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-314-273-1487 (TTY: 1-800-735-2966).

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