

## Table of Contents

<b>President’s Welcome . . . . .</b>	<b>3</b>	Infection Control . . . . .	13
<b>Our Mission . . . . .</b>	<b>4</b>	Immunizations . . . . .	14
<b>Your Accommodations . . . . .</b>	<b>4</b>	Fire Drills . . . . .	14
Your Room . . . . .	4	Medications . . . . .	14
Your Hospital Bed . . . . .	4	Partners in Healthcare . . . . .	15
Room Temperature . . . . .	4	<b>Pain Management . . . . .</b>	<b>17</b>
Calling Your Nurse . . . . .	5	Relieving Pain . . . . .	18
Television . . . . .	5	Pain & Medication . . . . .	18
The Patient Channel . . . . .	6	<b>For Family &amp; Friends . . . . .</b>	<b>19</b>
Spirituality & Health		Visiting Hours . . . . .	19
Channel . . . . .	6	Rapid Response Team . . . . .	19
Telephones . . . . .	7	Being a Good Visitor . . . . .	19
Condition Reports . . . . .	7	Gifts for Patients . . . . .	20
<b>Your Hospital Team . . . . .</b>	<b>7</b>	Atrium Boutique . . . . .	20
The Medical Staff . . . . .	7	Parking . . . . .	20
Nursing & Case Mgmt. . . . .	8	Chapel & Garden . . . . .	21
Spiritual Care . . . . .	8	Out-of-Town Visitors . . . . .	21
Dietitians . . . . .	9	<b>Special Services . . . . .</b>	<b>21</b>
Multi-Services Associates . . . . .	9	CarePages.com . . . . .	21
Social Workers . . . . .	9	Internet Access . . . . .	21
Patient Accounts . . . . .	9	Prayer Line . . . . .	22
Other Personnel . . . . .	10	Valuable or Lost Items . . . . .	22
Volunteers . . . . .	10	Mail . . . . .	22
<b>Hospitality Services . . . . .</b>	<b>11</b>	Flowers . . . . .	22
Food Service . . . . .	11	Newspapers . . . . .	22
Cafeteria . . . . .	11	Notary Public . . . . .	23
Atrium Café . . . . .	11	For the Hearing	
Vending Machines . . . . .	11	Impaired . . . . .	23
Housekeeping . . . . .	12	Language Interpreters . . . . .	23
<b>Your Safety &amp; Security . . . . .</b>	<b>12</b>	Borrow a ‘brella . . . . .	23
General Safety . . . . .	12		
Smoking . . . . .	12		

<b>Hospital Bills &amp; Insurance . . . . .</b>	<b>23</b>	<b>BroMenn Foundation . .</b>	<b>29</b>
If You Have Insurance . . .	23	<b>Patient Rights &amp; Responsibilities . . . . .</b>	<b>30</b>
Covered by Medicare . . .	24	<b>Useful Phone Numbers .</b>	<b>32</b>
Covered by Medicaid . . .	24		
No Insurance . . . . .	24		
Charity Care . . . . .	24		
Accidents or Injuries . . .	24		
Your Hospital Bill . . . . .	25		
Unpaid Balances . . . . .	26		
<b>Advance Directives &amp; Ethics . . . . .</b>	<b>26</b>		
Living Will . . . . .	26		
Power of Attorney . . . . .	26		
Surrogate . . . . .	26		
Ethics Committee . . . . .	27		
<b>Going Home . . . . .</b>	<b>27</b>		
Your Discharge . . . . .	27		
Personal Belongings . . . .	27		
Discharge Instructions . . .	27		
Medications . . . . .	28		
Departure Assistance . . .	28		
Home Health . . . . .	28		
Lifeline Program . . . . .	28		
Home Medical Equipment . . . . .	28		
Chemical Dependency Issues . . . . .	29		
Continuing Wellness . . . .	29		
Satisfaction Survey . . . . .	29		



# BROMENN

REGIONAL MEDICAL CENTER

*Opening doors. Touching lives.*

## Welcome



*Welcome to BroMenn Regional Medical Center. We are pleased that you and your physician have selected us to provide your medical care.*

*We will do our best to make you as comfortable as possible. If you have any questions or concerns, please don't hesitate to ask your physician or your nurse. If there is anything we can do to better meet your needs, please notify your care area's Director or contact Patient Relations at extension 5053.*

*Again, thank you for choosing BroMenn. We wish you well.*

*Sincerely,*

Roger S. Hunt  
President & CEO  
BroMenn Healthcare System

## **Our Mission**

At the heart of the BroMenn Healthcare system is a spiritual commitment to serving people. BroMenn focuses on our patients as individuals, while also caring for the needs of their families and our community as a whole.

### ***Our Mission***

The mission of the BroMenn Healthcare system is to improve the health and well-being of our communities by educating, healing and serving in a manner consistent with our Judeo-Christian heritage.

## **Your Accommodations**

### **Your Room**

Your room assignment at BroMenn Regional Medical Center is based upon your admitting diagnosis and the bed availability on the day of your admission.

Private (single bed) and semi-private (two bed) rooms are available. Some units have only private rooms. If a patient specifically requests a private room when a semi-private is available, medical insurance usually does not cover the full cost of the private room.

### **Your Hospital Bed**

Hospital beds are electrically operated, and your nurse will show you how to work your bed properly. Bedside rails are for your protection. They may be raised when you're sleeping, recovering from surgery or taking certain medications.

### **Room Temperature**

All rooms in the hospital are centrally heated and air-conditioned. If your room temperature is not comfortable, please notify the nursing staff or your Multi-Service Associate (MSA).

## Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nursing station is alerted that you need assistance. A staff member will respond as soon as possible.

## Television

TV sets are provided free in each room, with a variety of stations. Please be considerate of other patients by playing TV sets softly and by turning off your set at bedtime.

Program listings for the available channels on your TV can be found by tuning to channel 16. The following channels are available in most rooms:

- |  |                         |
|--|-------------------------|
| <b>2</b> Weather Channel/<br>Newborn Channel (OB<br>Unit only) | <b>20</b> Public Access |
| <b>3</b> C-SPAN 2  | <b>21</b> C-SPAN        |
| <b>4</b> WHOI - CW   | <b>22</b> Marketplace   |
| <b>5</b> ICN   | <b>23</b> TBS           |
| <b>6</b> WYZZ- Fox   | <b>24</b> BET           |
| <b>7</b> WMBD - CBS  | <b>25</b> AMC           |
| <b>8</b> WHOI - ABC  | <b>26</b> VH-1          |
| <b>9</b> WGN   | <b>27</b> ABC-Family    |
| <b>10</b> WEEK - NBC   | <b>28</b> Lifetime      |
| <b>11</b> WAOE – My Network                                    | <b>29</b> Headline News |
| <b>12</b> WILL - PBS   | <b>30</b> ESPN          |
| <b>13</b> WTVP - PBS   | <b>31</b> ESPN-2        |
| <b>14</b> ION  | <b>32</b> F/X           |
| <b>15</b> EWTN   | <b>33</b> TNT           |
| <b>16</b> TV Guide   | <b>34</b> CNN           |
| <b>17</b> TBN  | <b>35</b> Nickelodeon   |
| <b>18</b> Spirituality & Health                                | <b>36</b> Bravo         |
| <b>19</b> The Patient Channel                                  | <b>37</b> Spike         |
|  | <b>38</b> CNBC          |
|  | <b>39</b> USA           |

**Television** *(continued)*

- |                          |                               |
|--------------------------|-------------------------------|
| <b>40</b> Food           | <b>57</b> Fox Sports Midwest  |
| <b>41</b> A&E            | <b>58</b> Toon Disney         |
| <b>42</b> Comedy         | <b>59</b> American Country    |
| <b>43</b> HGTV           | <b>60</b> CMT                 |
| <b>44</b> Discovery      | <b>61</b> Hallmark            |
| <b>45</b> TLC            | <b>62</b> Oxygen              |
| <b>46</b> Disney         | <b>63</b> Univision (Español) |
| <b>47</b> MSNBC          | <b>64</b> National Geographic |
| <b>48</b> Animal Planet  | <b>70</b> SOAPnet             |
| <b>49</b> Travel         | <b>71</b> Golf                |
| <b>50</b> Sci-Fi         | <b>72</b> Speed               |
| <b>51</b> Fox News       | <b>73</b> MTV2                |
| <b>52</b> History        | <b>75</b> Cartoon Network     |
| <b>53</b> MTV            |                               |
| <b>54</b> E!             |                               |
| <b>55</b> Court TV       |                               |
| <b>56</b> Comcast Sports |                               |

**Note:** Some channels may not be available on all sets.

**The Patient Channel®**

Tune your television to channel 19 for timely, up-to-date patient education content 24 hours a day. Programming on The Patient Channel® covers a wide spectrum of topics including heart disease, diabetes, high blood pressure, arthritis, cancer, asthma, smoking cessation, parenting, health/wellness, and other healthcare topics.

**The Spirituality & Health Channel**

BroMenn is pleased to offer The Spirituality & Health Channel on channel 18. Programming on this channel centers around the relationship between spirituality and healing and features calming images & meditation, as well as educational programs on illness, grief and loss.

## Telephones

Patients may receive calls in their rooms from 6 a.m. to 10 p.m. only. Local calls may be made at any time from the room by dialing 8 and the number.

Long distance calls can be made at any time by dialing 8-0- and the number. Long distance calls cannot be charged to your room, so the call must be placed with a calling card, pre-paid phone card or by calling collect.

Your family and friends can call you in your room by dialing 309-268-6 and your room number. For example, to call room 558, dial 309-268-6558.

## Condition Reports

Unless you request them not to, staff may give out general, one-word condition reports to those who inquire about you by name. Any personal information about your diagnosis and treatment must come from your physician, and this information is only available to members of your immediate family whom you designate to receive it.

## Your Hospital Team

Your care team at BroMenn is comprised of many individuals from different disciplines all striving to provide excellent care and service. All staff entering your room should be properly identified with a BroMenn nametag.

## The Medical Staff

The physician who admits you is responsible for directing your care while you are in the hospital. Your physician should be consulted if you have questions about your illness. Your physician may choose to entrust your care while in the hospital to our hospitalists. Hospitalists are fully-trained and certified physicians who specialize exclusively in the care of patients who are in the hospital. Hospitalists will work closely with your primary care physician or specialist to ensure that you receive the best possible care.

Because we are a teaching facility, you may encounter medical residents during your stay. These physicians are completing their medical training and are supervised by more experienced physicians who closely monitor clinical outcomes. If you have any questions about the residency program, please contact the Charge Nurse.

## **The Nursing & Case Management Staff**

Nursing care is provided 24 hours a day by a team of professional registered nurses, licensed practical nurses, and nurse assistants. Your nurse will typically be wearing white pants and your nurse assistant/technician dark blue scrubs. Both will identify themselves on the white board in your room. An area Director and a Charge Nurse are responsible for coordination of care on a daily basis. Case managers are assigned to each area to assist with discharge planning. Please feel free to contact any of your caregivers if you have questions or concerns. If you have questions or concerns not addressed by your immediate caregivers, please call Patient Relations at extension 5053.

Because we are a teaching facility, you may encounter nursing students during your stay. These students are completing their medical training and are supervised by more experienced nurses who closely monitor clinical outcomes. If you have any questions regarding student nurses, please contact the Charge Nurse.

## **Spiritual Care Services**

BroMenn is committed to ensuring your spiritual needs are met while you are in the hospital. Chaplains are available to you regardless of your denomination or faith. If you would like to have your own congregation's pastor, rabbi or priest called, chaplains can assist you. If you desire prayer, or would like scripture reading or pastoral care, please ask your nurse to contact the chaplain.

## **Dietitians**

The hospital maintains a staff of registered dietitians to meet your nutrition needs during your stay. If you have questions about your meals or diet, call extension 3333. Registered Dietitians are available for consultation on any special diet based on your physician ordered diet. To contact a dietitian, call 3333.

## **Multi-Service Associates (MSAs)**

On most of BroMenn's inpatient units, your stay will be enhanced by the presence of a Multi-Service Associate (MSA). MSAs are specially-trained staff members who focus on non-medical customer service – everything from orienting you to your room and unit to cleaning rooms, handling linens and meeting the special, individual needs you may have.

## **Social Workers**

BroMenn's Social Work staff offer a variety of services that focus on the problems caused by, or contributing to, the patient's medical condition. Social Workers are assigned to each patient care area and are trained to assist patients and family members with financial, social, and emotional issues related to illness, hospitalization and discharge plans. To contact the Social Work department, call extension 5438.

## **Patient Financial Services**

You may receive a visit from a representative from the Patient Accounts department. This person can answer questions about your hospital bill, accept co-payments, and help you interpret financial policies and billing procedures at the hospital. He or she can also help you apply for financial assistance, if necessary. Patient Accounts can be reached by calling 309-268-5717 Monday through Friday from 8 a.m. to 3:30 p.m.

## **Other Personnel**

During your stay you will be visited by healthcare professionals other than doctors and nurses. Individuals wearing brown scrubs are from the lab and will be drawing blood as necessary. Hospitality Services staff will bring your meals. Other personnel may include respiratory therapists, physical or occupational therapists, transporters and administrators.

## **Volunteers**

Volunteers contribute many hours of service and financial assistance to the hospital. They supplement the services of the hospital staff in many ways and can be identified by their nametags.

If you would like to become a volunteer yourself after your recovery, contact our Volunteer Office at 309-268-5397.

## Hospitality Services

### Food Service

Hospitality Services has adopted Room Service Dining for our patients and guests. When we receive a diet order from your physician, an MSA or nurse will provide you with the appropriate menu.

You can call 3000 any time between 6:30 a.m. and 6:30 p.m. to order your meals from your full service Room Service menu. Breakfast items can be ordered all day, and lunch and dinner items after 10:30 a.m. A hostess will promptly deliver your meal to you within 45 minutes.

### Guest Meals

Guest meals are available for any guest. Call 3000 to order. Meals are \$6.00 payable with cash upon delivery.

### Cafeteria

The hospital cafeteria on the lower level is open daily from 6:30 a.m. (7:00 a.m. weekends) to 6:45 p.m. The day's full menu is served during the following times:

Breakfast: 6:30 a.m. - 9:30 a.m. weekdays;  
7 a.m. - 9:30 a.m. Sat. & Sun.

Lunch: 11 a.m. - 1:15 p.m.

Dinner: 5 p.m. - 6:45 p.m.

Grab-n-Go items and vending machines are available between meals. Daily, you may dial extension 2020 to reach the Cafeteria Connection and listen to the cafeteria's specials and offerings.

### Atrium Café

The Atrium Café is open to all visitors and staff weekdays from 6:30 a.m. - 7:30 p.m. and Saturdays & Sundays from 8:00 a.m. - 3 p.m. (excluding major holidays).

The Atrium Café offers a wide variety of menu items, including sandwiches, soups, salads, desserts and specialty coffees.

### Vending Machines

Vending machines for snacks and beverages are available 24 hours a day in the cafeteria and other visitor lounge areas.

## Housekeeping Services

Your room will be cleaned and trash will be removed daily. If you have any concerns about room cleanliness, please inform your MSA or nurse.

## For Your Safety and Security

### General Safety

Your safety is of concern to us, and our staff will do everything possible to ensure it. **If you have a concern about your safety while in the hospital, please report it to your nurse.** In addition, you can help prevent accidents by observing the following. Please:

- Ask for help to get in and out of bed, as hospital beds are probably different than the bed you have at home. Nursing staff will respond to your call as quickly as possible.
- Wait for assistance to get in or out of a wheelchair.
- Inform your nurse of any unsafe conditions in your room.
- Advise your nurse if you've brought any small electrical appliances, such as hair dryers, shavers or curling irons. They may be used only after they've been checked for safety by hospital staff.
- Your patient identification wristband tells the staff your name, date of birth, hospital number and physician's name. Please do not remove this band. Make sure your caregiver checks this band before giving you medications or performing tests or procedures.
- If you are having surgery or an invasive procedure, make sure that you and your physician agree and are clear on exactly what will be done. Performing a procedure on the wrong site is rare, but it is preventable.

### Smoking

For the health and safety of all, BroMenn Regional Medical Center's campus is a smoke-free environment, inside and out. Smoking is not permitted in any BroMenn building or anywhere on BroMenn grounds, including inside vehicles.

If you would like to quit smoking, there are several resources available to you. Quitting smoking will greatly improve your overall health and decrease your chance of disease. If you're ready to quit, contact one of the following:

**1. BroMenn Community Wellness Services**

Freedom from Smoking Class. Learn about a variety of smoking cessation techniques, ranging from going "cold turkey" to using a nicotine aid. The class includes coping strategies and where to go for further help and support. Call 309-268-5900.

**2. HealthPoint Urgent Care Clinic**

Dr. Grant Zehr conducts a smoking cessation program at HealthPoint, focusing on smoking as an addiction. The program involves a three-week treatment in preventing the withdrawal associated with quitting smoking. Call 309-454-4411, then press 3.

**3. American Cancer Society**

1-800-227-2345, or [www.cancer.org](http://www.cancer.org)

**4. American Lung Association**

1-800-LUNGUSA, or [www.lungusa.org](http://www.lungusa.org)

## Infection Control

Infections may be spread through contact with body fluids such as blood, secretions from the nose or mouth, and contact with urine, stool or drainage from wounds. The hospital follows what is known as Standard Precautions to reduce the spread of infection. Nurses and other staff will frequently wear gloves while caring for you. Sometimes they will also wear masks, gowns, face shields or goggles during procedures to protect both patients and themselves from potential exposure to infection.

Hand cleansing is the number one way to protect patients, visitors and staff from infections. Visitors and employees should cleanse their hands with soap and water or a waterless alcohol hand sanitizer upon entering and leaving the room. You should also wash your hands frequently, especially after blowing your nose, using the bathroom and before you eat. If you have any bandages, dressings or open sores, avoid touching them. If you would like additional information, your nurse will be happy to supply it.

## **Immunizations**

BroMenn is committed to decreasing infections in the community as well as in the hospital for patients and staff. We encourage our patients to take advantage of the influenza and pneumococcal vaccinations offered at discharge. This has proven to be highly effective in reducing illnesses and admissions to the hospital. Ask your nurse for more information.

## **Fire Drills**

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is a fire-resistant building, and the staff is trained in fire protection.

## **Medications**

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedsides.

Unfortunately, medication errors can happen in hospitals, pharmacies, or even at home. The more information you have, the better able you are to help prevent errors and take care of yourself.

## ***At Home:***

- Make a list of medications you take, including dose, frequency, and name of your pharmacy. A wallet-sized card on which you can record this information should be available from your pharmacy, upon request.
- Any time a medication changes, change your list!
- List any medication and food allergies, any over-the-counter medications, vitamins, supplements or herbal products you take regularly.
- Know how to take and store medications. Read information packets that come with medicines.

## ***At the Hospital:***

- Bring your medication list with you. If you have the medication with you, please give it to a relative or friend to take home for you after your nurse has recorded what you are taking.
- Do not let anyone give you medications without checking your ID bracelet. This helps prevent you from receiving someone else's medication.
- Know the name of each medication and why you are receiving it.
- Look at all medications before taking them. If it doesn't look right, **ask**. It may be a generic, a new medication or the wrong medication.

## **Partners in Health Care**

The most important thing you can do to ensure good care and prevent medical errors is to be an active partner in your own health care. **We encourage you to do the following:**

- **Ask questions.** You have a right to ask questions of anyone involved in your care. Make a list of your symptoms and any questions you have to ask the doctor. Take notes when medical personnel talk to you to help you remember. Speak up if you have **any** questions or concerns!

- ***Share your important health information with all health professionals involved in your care.*** Keep a copy of your health history, including prior illnesses, tests and test results, medicines, surgeries and other treatments. Share this information with your health care providers. Be sure to let your doctor or nurse know if you have recently traveled outside the country.
- ***Ask a family member or friend to be with you and to be your advocate when you speak with a health care professional or when you are receiving care.***
- ***Find out why a test or treatment is required.***
- ***Ask about the results of your test.*** If you do not receive your test results within the time frame your doctor advised, call the doctor's office to follow up.
- ***Learn about your condition and treatment.*** Ask your doctor or nurse if your treatment is based on the latest evidence.

To ensure patient safety and public trust, anyone can inquire about our staffing levels and staff competence by calling 309-268-5896 to make an appointment with the Chief Nurse Executive. All questions will be answered in accordance with the 2004 Hospital Report Card Act.

The medical staff and the employees of BroMenn Healthcare seek to treat our patients with fairness and concern, recognizing their needs and satisfying them to the extent possible. The Patient Relations department was established for you, the patient. If you have any questions or problems that have not been answered to your satisfaction or if you have a special need, call Patient Relations at extension 5053.

***If you have a concern regarding service or care that cannot be resolved by hospital staff,*** you may:

- Request to see a supervisor or
- Access a patient advocate at (309) 268-5053 (ext. 5053 within the hospital)

*At any time, you have the option to file a grievance with:*

**Illinois Department of Public Health**

Office of Healthcare Regulation  
 525 W. Jefferson St., 5th Floor  
 Springfield, IL 62761-0001  
 Telephone: (800) 252-4343

or

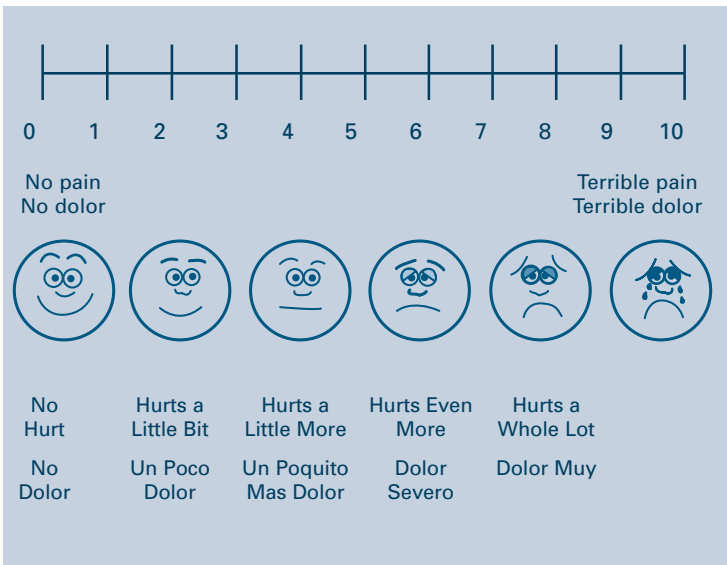
**The Joint Commission (TJC)  
 Office of Quality Monitoring**

One Renaissance Blvd.  
 Oakbrook Terrace, IL 60181  
 Telephone: (800) 994-6610  
 e-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

**Pain Management**

Keeping your pain under control is important to your well-being. It will help you eat better, sleep better, move around more easily and visit with family and friends. It also promotes healing.

In order to speed your recovery, we ask that you pay attention to your level of pain and use the pain scales (as illustrated below) to report your pain.



*Opening doors. Touching lives.*

## **Relieving Pain**

- It is our goal to relieve your pain as promptly and effectively as possible.
- Staff will ask, on a routine basis, about your pain.
- Let your caregiver know as soon as pain begins. Don't wait for it to get worse to ask for medication.
- If your pain is not relieved by your medicine, or if you are having any side effects, please tell your doctor or nurse.

## **Pain & Medication**

- Pain medications, when given with supervision, are safe and effective. Strong pain medications are rarely addictive when given in this manner.
- Your doctor may prescribe medications that can help relieve any side effects.
- Taking pain medication prior to walking or exercising with Physical Therapy can make that activity more tolerable and perhaps help speed your recovery.



## For Family and Friends

### Visiting Hours

Family members and friends are welcome to visit. However, patient care is our primary concern at BroMenn, and, in order to enhance the quality of care, specific visiting hours and regulations have been established for each care area. Check with your nurse for the designated visiting hours for your unit.

### Rapid Response Team

No one knows your loved one like you do. If you think they are getting worse, ask your nurse to call the Rapid Response Team. BroMenn's Rapid Response Team consists of a specially-trained nurse and a respiratory therapist who will respond within minutes of being called. Their role is to help examine the patient and determine if they need more advanced care. Warning signs that the patient may be getting worse include:

- Increased difficulty breathing
- Increased restlessness
- Increased confusion
- or whenever things just don't look right with the patient

### Being a Good Visitor

Family or friends with colds, respiratory conditions, fever, or contagious illnesses, as well as children who have recently been exposed to a communicable disease, should visit only by phone until they are no longer contagious. While visiting, please help stop the spread of germs, by covering your mouth and nose with a tissue when you cough or sneeze. Also, be sure to wash your hands before and after your visit. Feel free to use the various instant hand sanitizer dispensers located throughout the hospital.

#### ***Here are other general guidelines for visitors:***

- BroMenn Regional Medical Center is a smoke-free environment, inside and out.
- Visitors must wear a shirt and shoes.
- No more than two visitors are allowed at the bedside at

one time. Visitors in semi-private rooms should be considerate of both patients.

- People with colds, sore throats or any contagious diseases should not visit patients.
- Visits should be kept short.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.

## **Gifts for Patients**

Visitors should check with the nurse before bringing gifts of food or drink to patients to make sure your gift is appropriate. On the intensive care unit (ICU), please check with the unit regarding any gifts for patients (flowers and plants are not permitted in ICU).

## **Atrium Café & Boutique**

The Atrium Café & Boutique is open to all visitors and staff weekdays from 6:30 a.m. - 7:30 p.m. and 8 a.m. - 3 p.m. Saturdays & Sundays (excluding major holidays).

The Atrium Café offers a wide variety of menu items, including sandwiches, soups, salads, desserts, and specialty coffees.

The Atrium Boutique has gift items, jewelry, magazines, greeting cards, candy, toiletries, and fresh flowers.

## **Parking**

Valet parking is available free of charge at the main entrance of the hospital weekdays from 7 a.m. to 7 p.m. The most convenient parking for patients and visitors is available in MedPark 2, located west of the main hospital entrance, and in MedPark 4, north of the hospital. MedPark 4 is connected to the hospital via enclosed walkways. Patients and visitors are cautioned not to park in reserved areas. Handicapped parking is located close to the main entrance.

## Chapel & Chapel Garden

Those looking for a quiet place to pray or meditate can visit the Chapel and outdoor Chapel Garden. The Chapel is open 24 hours a day and is located on the first floor, down the hall from Administration. Access to the Garden is available through the Chapel, until 8:30 p.m. nightly. Brief chapel meditations are held weekly on Tuesdays and Thursdays from 12:30 - 12:45 p.m. Sunday morning services are held from 11:30 a.m. - noon. Special holiday services are also conducted throughout the year.

## Out-of-Town Visitors

Accommodations for relatives and visitors from out-of-town are available at nearby motels. The nearest motels are Motel 6 (1600 N. Main St., Normal, 309-452-0422), Super 8 Motel (2 Traders Circle, Normal, 309-545-5858) and Best Western University Inn (6 Traders Circle, Normal, 309-454-4070). There are many other lodging options in the community; consult the local yellow pages for other choices. Some hotels may offer discounts for guests who are here because a loved one is in the hospital, so inquire directly with the hotel to learn of any special offers.

## Special Services

### CarePages.com

Staying in touch with far-away family and friends is so important as a patient recovers. You can reach them while still at the hospital and after you go home through CarePages, a free Internet portal provided by BroMenn. Patients or their family/friends can easily create a customized, private, secure Web page to communicate to others how the patient is doing, leave and receive messages, answer questions, post photos and keep in touch 24 hours a day. For more information, visit [www.bromenn.org](http://www.bromenn.org) or call 309-268-2248.

### Internet Access

A computer with free Internet access is available for patient or visitor use in the Surgery Waiting Area, the ICU Waiting/Family Lounge, and the Cardiovascular Care Unit (CVCU) Family Waiting Room.

## **Prayer Line**

The Prayer Line is a 3-5 minute recorded meditation service, offered by the BroMenn chaplains. The line can be accessed in the hospital by calling extension 2210 or from outside the hospital by calling 309-268-2210. A new non-denominational meditation is recorded daily.

## **Valuable or Lost Items**

Patients are asked not to bring items of value to the hospital. If you do bring a valuable item, it should be given to family members to take home or immediately deposited in the safe in the Security Office. You will be given a written receipt for all items, which must be presented when you withdraw them. The hospital does not accept responsibility for items of value unless they are deposited in the safe. If you lose something, please notify your nurse immediately, and we will make every effort to help you find it. Unclaimed articles are turned in to Lost & Found, where they are kept for 30 days. To inquire about lost articles, please call the Security office at 309-268-5050.

## **Mail**

Letters and packages for patients are delivered each morning by volunteers. Letters and parcels that arrive after you have been discharged are forwarded to your home. Greeting Cards may be purchased in the gift shop. Outgoing mail may be left at the nurses' station or given to a volunteer.

## **Flowers**

Flowers are delivered to your room by volunteers. Please keep in mind that plants and flowers are not permitted in the Intensive Care Unit. Other gifts are available in the Atrium Boutique.

## **Newspapers**

The local newspaper is available in the Atrium Boutique.

### **Notary Public**

The services of a notary are available for patients free of charge Monday - Friday, 8 a.m. - 4 p.m. For information, please have your nurse contact the Clinical Coordinator.

### **For the Hearing Impaired**

A telecommunications device is available to help hearing impaired patients or patients who want to communicate with a hearing impaired relative or friend. Arrangements can also be made for help from a person who uses sign language. For information, please have your nurse contact the Clinical Coordinator.

### **Language Interpreters**

The hospital has access to a free interpreter phone service for a number of languages should a patient require it. For information, please have your nurse contact the Clinical Coordinator.

### **Borrow a 'brella**

Caught without your umbrella on a rainy day? Umbrellas are available to borrow near the hospital's Atrium and Heart Center entrances (please return them after use).

## **Hospital Bills and Insurance**

### **If You Have Health Insurance**

To help patients meet their financial obligations, BroMenn Healthcare will file an insurance claim with your primary carrier (as well as most secondary insurances) as a courtesy to you. To do this efficiently, you must present accurate and complete insurance information at the time of registration.

We will need a copy of your insurance identification card(s). At registration, you will be asked to assign benefits from the insurance company directly to the hospital. All patients should familiarize themselves with the terms of their insurance coverage, as your plan may have special requirements. It is your responsibility to make sure the requirements of your plan have been met. If your plan's

requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your healthcare plan and their services may not be covered.

## **If You Are Covered by Medicare**

We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. The Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments also are the responsibility of the patient.

## **If You Are Covered by Medicaid**

We will need a copy of a current Medicaid card. Medicaid also has payment limitations on a number of services and items and does not pay for the cost of a private room unless medically necessary or all that is available.

## **If You Have No Insurance**

Please call our Financial Counselor at 309-268-2279 (8 a.m. – 4:30 p.m., Monday-Friday) to discuss payment options. A hospital representative is also available to assist you in applying for Medicaid, other government assistance programs or our own financial assistance program.

## **Charity Care**

Charity care for medically necessary hospital care is available to persons who meet the financial and documentation criteria. Each situation is reviewed independently, and allowances are made for extenuating circumstances. Contact the Financial Counselor at 309-268-2279 for further clarification.

## **If Your Visit is Related to an Accident or Injury**

It is the patient's responsibility to provide the hospital with all billing information for liability carriers prior to discharge. Some health insurance carriers will not pay liability claims.

## **When More Information is Needed**

If you receive notice that we need additional billing information, a response is requested within two weeks to avoid further collection efforts.

## **Your Hospital Bill**

The hospital will submit bills to your insurance company and will do everything possible to expedite your claim. Your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television; and charges for special services which include items your physician orders for you, such as x-rays or laboratory tests.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.



## Unpaid Balances

Unpaid balances, including all applicable deductibles, co-payments and any non-covered services, are the responsibility of the patient and must be paid within 30 days upon receipt of the statement. If the account cannot be paid in full, payment arrangements must be established on the account by calling (309) 268-5717 or (309) 268-5289 between 8 a.m. – 4:30 p.m., Monday – Friday.

## Advance Directives & Ethics

Advance directives are written instructions that allow a patient to either state choices for medical treatment or designate who should make treatment choices if the patient should lose his or her decision-making capacity. The instructions can also include oral statements by the patient. BroMenn Healthcare encourages the use of advance directives. Advance directives generally take the form of a living will or power of attorney for health care.

### Living Will

A living will is a document in which you can direct the kind of life-prolonging medical care you want to receive if you become terminally ill and are unable to make your own decisions.

### Power of Attorney for Health Care

A durable power of attorney for health care is another kind of advance directive: a signed, dated and witnessed document naming another person to make medical decisions for you if you are unable to make them for yourself. A legal power of attorney for health care takes precedence over a living will.

**Note: This should not be confused with a power of attorney for financial management.**

### Surrogate Law

If an advance directive has not been signed, Illinois law allows, under certain circumstances, another person to make health care decisions on your behalf. A surrogate will be named if you are unable to make decisions for yourself. The person who will be named your surrogate may or may not know you best.

***For more information on advance directives, speak to one of our chaplains.***

## Ethics Committee

Society has always had to deal with health care ethical issues. Today, as medicine and technology advance, life and death matters have become more complicated.

To help address these issues, BroMenn Healthcare maintains an Ethics Committee. Its members include representatives from the medical staff, nursing and other health care professionals, the hospital governing board, administration, and the community. The committee focuses on education, policy review, and consultations.

If you want information about health care ethical choices, you may request an Ethics Committee consultation through one of the following methods:

- a) Contact your physician or any health care professional
- b) From your room, dial '0' and ask to speak to the Clinical Coordinator (or dial 309-454-1400 from outside the hospital)

## Going Home

### Your Discharge

When your doctor decides you are ready to leave the hospital, a discharge order will be written. Please make arrangements with a family member or friend to help you when it's time to go home. ***To optimally serve all our patients, our target discharge time is 11:00 a.m.***

### Personal Belongings

Please collect all of your belongings and double-check closets and drawers. If you have anything stored in the hospital safe, please notify your caregiver and the registration staff will bring your valuables to you.

### Discharge Instructions

Your doctor and your nurse will give you instructions about post-hospital care. If you have questions about your diet, activities or other matters, please be sure to ask at this time.

## Medications

If your doctor gives you a prescription, it can be filled in the Atrium Pharmacy Monday-Friday from 8:30 a.m. to 5 p.m. If you prefer to have your prescriptions filled elsewhere, your nurse can phone your chosen pharmacy for you.

## Departure Assistance

When you are ready to leave, a member of the hospital staff can escort you to the front entrance and help you into the car.

## Home Health Care

Home health care supplies nurses/nurse aides, medical social workers and therapists for patient care in the home. Your social worker will help you locate an appropriate home health care service, whether through BroMenn or another provider.

## Lifeline Program

If you live or spend much of your day alone, you may wish to consider BroMenn Home Health's Lifeline Program. Lifeline is an easy-to-use personal response service that ensures quick assistance whenever it is needed – 24 hours a day, 365 days a year. When help is needed, you can press the waterproof Personal Help Button that is worn as a pendant or wristband. Within seconds, a certified Lifeline monitor responds and establishes two-way voice communication. The monitor assesses the situation and summons appropriate help, whether it is a neighbor, relative or ambulance. For more information, contact BroMenn Home Health Services at 309-268-5930, or call 1-800-213-0421.

## Home Medical Equipment

Home medical equipment businesses provide a wide range of medical equipment supplies, oxygen therapy equipment and sometimes infusion services to patients in their homes. Your social worker or another staff member can help you locate an appropriate home medical equipment business.

## **Chemical Dependency Issues**

There are local and nearby treatment centers available for individuals and families who suffer from alcoholism and drug dependency. BroMenn partners with Proctor Hospital to provide local services through the Illinois Institute for Addiction Recovery. Ask your social worker if you would like information about this or any other treatment center.

## **Continuing Wellness**

BroMenn Community Wellness Services and BroMenn Women's Center offer a variety of community education classes and screenings each month to help you stay healthy. For details, visit the "Classes & Events" section of the BroMenn web site ([www.bromenn.org](http://www.bromenn.org)), or call toll-free, 877-270-4968.

## **Satisfaction Survey**

Because we want to be sure you received excellent care during your stay with us, you may receive a phone call after you return home asking for your feedback on your hospital experience. We hope that you will take a few minutes to answer the surveyors' questions. Your responses will be confidential.

## **BroMenn Foundation**

With the help of your gifts, the BroMenn Foundation provides support to BroMenn Healthcare.

What a difference it makes for patients and their families to receive the care they need right in their own community!

As a contributor, you can take pride in knowing that you are making a difference in a vital community resource. By donating through the BroMenn Foundation, you can improve the quality of health care in our community. Because of support from partners like you, BroMenn continues to thrive. We value your support!

For more information on how you can help, please call the BroMenn Foundation, 309-268-5966.

## Patient Rights & Responsibilities

*BroMenn Healthcare recognizes the following patient rights:*

1. You have a right to reasonable access to care.
2. You have a right to considerate care that respects the patient's personal values and beliefs.
3. You have a right to informed participation in decisions regarding medical care, including the right to accept or refuse medical or surgical treatment.
4. You have a right to participate in the review of ethical issues that arise in the provision of medical care.
5. You have a right to receive care in a safe setting free from all forms of abuse or harassment.
6. You have a right to personal privacy, security, and confidentiality of information, including the right to review your medical records within a reasonable time frame.
7. You have the right to formulate advance directives or designate a representative decision-maker in the event you cannot make healthcare decisions or are unable to communicate your wishes regarding care.
8. You have a right to protective services that include determining the need for investigation or intervention regarding hazardous living conditions or situations of neglect or abuse.
9. You have a right to have a family member or representative of your choice and your physician notified of your admission to the hospital.
10. You have the right to be free from physical constraints and drugs that are used as a restraint if not medically necessary.
11. You have the right to express your grievances in a formal manner and to be informed of the grievance process.
12. You have a right to appropriate assessment and management of pain.

## Patient Responsibilities

*The patient and/or, when appropriate, family is responsible for:*

### 1. Provision of Information

- providing, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, advance directives and other matters relating to the patient's health.
- reporting unexpected changes in the patient's condition to the responsible practitioner and whether the patient clearly comprehends a contemplated course of action and what is expected of him or her.

### 2. Compliance with Instruction

- following the treatment plan developed with the practitioner. The patient should express any concerns regarding his or her ability to comply with a proposed course of treatment, and every effort should be made to adapt the treatment plan to the patient's specific needs and limitations.
- understanding the consequences of the treatment alternatives and of noncompliance with the proposed course of treatment, where such adaptation to the treatment plan is not clinically indicated.

### 3. Refusal of Treatment

- the outcomes if the patient and/or, when appropriate, family refuses treatment or does not follow the practitioner's instructions.

### 4. Rules and Regulations

- following the health care organization's rules and regulations affecting patient care and conduct.

### 5. Respect and Consideration

- being considerate of the rights of other patients and organization personnel and for assisting in the control of noise, smoking, and distractions.
- being respectful of the property of other persons and of the health care organization.

## Useful Phone Numbers

Following is a list of phone numbers that may be useful during your stay at BroMenn Regional Medical Center. You only need to dial the four-digit extension from any telephone within the hospital to reach the department.

<b>Department</b>	<b>Extension</b>
Admitting . . . . .	5172
Atrium Boutique & Café . . . . .	3334
Business Office/Cashier . . . . .	5188
Chaplains . . . . .	5499
Diabetes Education . . . . .	5073
Dietitians . . . . .	3333
Financial Counselor . . . . .	2279
Foundation . . . . .	2090
Information Desk (Atrium) . . . . .	5010
Medical Records . . . . .	5782
Notary Public . . . . .	5188
Operator (Switchboard) . . . . .	0
Patient Accounts . . . . .	5717
Patient Access . . . . .	5172
Patient Relations . . . . .	5053
Pharmacy (Atrium) . . . . .	5783
Room Service Dining . . . . .	3000
Social Work . . . . .	5438
Valet Parking . . . . .	5010
Volunteers . . . . .	5397

Opening doors. Touching lives.