Your Guide: Admission to Discharge
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Memorial Hospital’s entire staff welcomes you. We hope you have as pleasant a stay as possible, a successful recovery, and an early return home.

With our attention focused on you, meeting your needs is our first objective. Normal hospital procedures can sometimes be confusing and stressful, so we hope you will not hesitate to ask questions. Please feel free to direct any questions or concerns you have to your physician or the nursing professionals who coordinate your care.

The information in this brochure is designed to help familiarize you with Memorial and, hopefully, make you feel more at ease. In addition, this brochure includes a place for your physician to place your Written Discharge Instructions, so please keep it in a safe place.

Thank you for choosing Memorial. We will do our best to provide exceptional healthcare and compassionate service.

Sincerely,

Mark J. Turner
President
Who We Are

Our Mission

Provide exceptional healthcare and compassionate service.

Since its inception in 1958, Memorial has provided comprehensive healthcare services. Memorial combines modern facilities; state-of-the-art medical equipment; more than 2,400 skilled employees; over 350 professional primary care and specialty physicians; and a variety of Allied Health Professionals and staff to provide you with a 316-bed, full-service medical center offering a broad range of quality, cost-efficient healthcare services. For more information, a hospital statistical report listing the number of procedures performed is available.

Ownership and Affiliation

Memorial Hospital, Memorial Hospital East, Memorial Medical Group, and Memorial Care Center are owned and operated by Memorial Regional Health Services, a non-profit organization jointly governed by Memorial and BJC HealthCare.

Memorial is strategically affiliated with BJC HealthCare, one of the largest non-profit healthcare organizations in the United States, delivering services to residents primarily in the greater St. Louis, southern Illinois, and mid-Missouri regions. Serving the healthcare needs of urban, suburban, and rural communities, BJC includes 14 hospitals and multiple health service organizations. Services include inpatient and outpatient care, primary care, community health and wellness, workplace health, home health, community mental health, rehabilitation, long-term care, and hospice.
Our Vision

Memorial, in partnership with its medical staff, employees, volunteers, and the community, is committed to being the healthcare provider of choice by:

• Delivering extraordinary clinical care and compassionate service to patients—every day

• Continually identifying performance improvement opportunities

• Providing physical facilities and acquiring the advanced technology to exceed patient and physician expectations

• Being the employer of choice; continuing to recruit and retain skilled staff committed to providing service excellence to patients, visitors, and co-workers

• Expanding services based on community need and enhancing accessibility to care
This unique facility offers instruction from medical and sports professionals and a broad range of fitness and conditioning programs, including personal training, reformer pilates, weight training, studio cycling, and a cardiovascular fitness center.

For older members, we offer 55 PLUS Health and Fitness program, a workout plan specifically designed to meet the conditioning needs of people age 55 and up.

One of the unique strengths of MMG is its team approach. MMG is a multi-disciplinary healthcare group focusing on teamwork to promote your optimal health. The team combines expertise from several fields for a convenient and comprehensive approach to your health.

Memorial’s Orthopedic and Neurosciences Center brings together orthopedics, sports medicine, therapy services, neurosurgery, and pain management to provide comprehensive care for your muscular, skeletal, and nervous systems.
About Memorial’s Medical Staff

Memorial, and the communities it serves, is fortunate to have a wide variety of well-trained primary care and specialty physicians as members of its medical staff. Memorial does not control nor is it responsible for their medical treatment decisions.

Hospitalists

A hospitalist is an internal medicine physician who may manage your care during your hospital stay. They will diagnose, monitor, and treat your condition throughout your stay and contact your primary care physician to let them know about your condition.

Auxiliary Volunteer Program

The Auxiliary provides valuable services and support through programs that help Memorial and its related organizations, patients, hospital staff, and communities served by Memorial Hospital.

Volunteer opportunities are available throughout Memorial Hospital, and the Auxiliary offers a Junior Volunteer Program for students 14 years and older who have completed the first semester of high school.

To learn more about the Auxiliary, call (618) 257-5545 or e-mail auxiliary@memhosp.com.
What You Need to Know

**ID Bracelet**

Upon admission, you will receive an identification bracelet. It is vital in assisting Memorial’s personnel in correctly identifying you.

Your care providers should ask you your name and date of birth before you are given medications, treatments, or procedures, and they will make sure your answer matches your ID band. It is okay to remind your care providers if that is not done.

**Personal Items/Valuables**

If you have eyeglasses, contact lenses, dentures, or a hearing aid, please keep these items in the bedside table when not in use.

Because of fire and safety hazards and accreditation standards, personal electrical equipment is not permitted at the hospital. Exceptions include electric razors and blow dryers. Battery-operated items are permitted. We are not responsible for lost personal items.

We ask that you leave large amounts of money, credit cards, and valuables at home. If this is not possible, please ask your nurse to have them deposited in the hospital vault. Memorial Hospital is not responsible for money or valuables kept in your room.

**Recording Devices/Cameras**

We ask that you not record or photograph patients, staff, employees, medical staff, or visitors without their permission.

**Call Button**

The call button on your bedside control signals the nurses’ station. Press the button, and when your call is answered, state your request in a normal speaking voice. The TV remote control and overhead light controls are also located on your bedside control. Your nurse will demonstrate how the controls work.

Memorial offers a variety of equipment to meet the needs of patients with communication barriers. Please express your communication needs to staff so that we can provide accommodations to you during your stay.

**Guest Internet**

Memorial provides Internet access for the benefit of its patients, visitors, physicians, vendors, and employees. Terms and conditions of use apply.

Some web sites cannot be accessed. Memorial does not provide technical support, nor is it responsible for damage or loss of equipment.

**Friends and Family Lounge**

Computers with Internet access are available in the Friends and Family Lounge located adjacent to the hospital’s main corridor.

**Newspapers**

A complimentary copy of the local newspaper is available upon request Monday through Sunday. Newspapers also can be purchased in the Gift Shop.
Relationship Based Care

Memorial uses the Relationship Based Care model for the foundation of all of our practice. This means that we are committed to discovering what matters most to you and exceeding your needs at every point of care. Being in the hospital can be a stressful event and we believe through strong human connection you will feel safe and cared for by our staff.

All Memorial employees are seen as caregivers. We recognize that everyone on our team is vital in order to provide you exceptional care and compassionate service—whether they are at the bedside or supporting those at the bedside.

Thank you for allowing us to partner with you during this journey of healing. We will care for you with respect and an open heart.

Telephone

With the exception of ICU, there is a telephone on each patient’s bedside stand.

- For any telephone assistance, dial “0.”
- Family members and friends can call your room phone directly between 7 a.m. and 9 p.m. Just dial “257-4” plus your three-digit room number. For example, the telephone number in Room South 101 is 257-4101.
- For patients admitted to the Intermediate Care Unit (IMCU) rooms, the direct telephone number is “257-48” plus the two-digit room number. For example, the telephone number for IMCU Room 18 is 257-4818.
- Your family and friends may dial the main hospital phone number at (618) 233-7750, and the hospital operator will direct the call to your room.
- To call a nursing unit from outside the hospital, dial (618) 25 and the five-digit extension.

Nursing Unit Phone Numbers

<table>
<thead>
<tr>
<th>Nursing Office</th>
<th>75210</th>
</tr>
</thead>
<tbody>
<tr>
<td>House Supervisor</td>
<td>75213</td>
</tr>
<tr>
<td>One Center</td>
<td>75825</td>
</tr>
<tr>
<td>One South</td>
<td>75800</td>
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<tr>
<td>2 South</td>
<td>75831</td>
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<tr>
<td>3 South</td>
<td>75815</td>
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<tr>
<td>4 South</td>
<td>75820</td>
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<tr>
<td>2 North</td>
<td>75020</td>
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<tr>
<td>2 Northeast</td>
<td>75790</td>
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<tr>
<td>ICU</td>
<td>75847</td>
</tr>
<tr>
<td>IMCU</td>
<td>75150</td>
</tr>
<tr>
<td>Post Partum</td>
<td>75856</td>
</tr>
<tr>
<td>Labor and Delivery</td>
<td>75850</td>
</tr>
</tbody>
</table>

To allow uninterrupted sleep for you and other patients, outside calls made to patient rooms between 9 p.m. and 7 a.m. are routed to Memorial’s main switchboard.
**Outgoing Calls**

- For local calls, dial “81,” and then dial the desired number.

- Long-distance calls must be placed as collect, using a calling card, or billed to your home number. This can be done by dialing “81” + “0” and providing the outside operator the needed billing information.

- For 800 numbers or calls to local cellular phones, dial “0” and ask the hospital operator for assistance.

- Text Telephone equipment is available for use by persons who are hearing impaired. If you need this equipment, please contact the nursing staff who will make arrangements to accommodate your needs.

**Television**

Memorial provides television sets with pillow speakers and remote controls. A list of available channels is provided. Televisions are equipped with Closed Caption capability, and the staff can activate this feature for you at any time. Ear phones are available upon request.

**Channels to Know**

| Program Guide | 7 |
| Educational TV | 22-27 |
| Bulletin Board | 28 |
| Relaxation/Music | 29 |

**Vending Machines**

Soda and candy are available from vending machines located in the lower level of the hospital near Entrances C and D and in the Friends and Family Lounge adjacent to the main hallway.

**No Smoking**

In compliance with the Smoke Free Illinois Act and to promote health and wellness in the community, Memorial Hospital, Memorial Care Center, its diagnostic and physical therapy centers, and its medical office centers are tobacco free. Tobacco use of any kind is not permitted on any of Memorial’s properties.

The Smoking Policy also applies to the use of electronic cigarettes. The use of electronic cigarettes is prohibited wherever smoking is prohibited on any of Memorial’s properties.

Smoking cessation resources are available.

For more information about the risk of smoking and how to quit, ask your nursing staff, or call the American Lung Association at 1-800-586-4872.

**Cafeteria**

The Cafeteria, open seven days a week, is located on the lower level, south end of the hospital. The hours are as follows:

- **Breakfast**: 6:30 a.m. - 9:45 a.m.
- **Lunch**: 10:45 a.m. - 2 p.m.

**ATM**

For your convenience, an ATM is located near the Main Entrance of the hospital.
Visitor Information

Your visitors have the right to be informed of the hospital’s policies and procedures regarding visitation rights of patients, including those setting forth any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reason for the clinical restriction or limitation. We must:

- Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation on such rights, when he or she is informed of his or her other rights under this section.
- Inform each patient (or support person, where appropriate) of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
- Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Visitor Conduct

Please advise your guests of the following:

- Visitors are asked not to sit on patient beds.
- Children should be accompanied and supervised by an adult.
- Children under age 6 can visit by special arrangement with the nursing staff.
- Personal pets like a dog or cat may be allowed for patients utilizing the Pet Therapy Program only after approval by the Nurse Manager.
- Visitors cannot stay overnight in a semi-private room. If you are in a semi-private room, please help your guests respect your roommate’s need for quiet and privacy.
- Please be mindful and respectful of the patient’s condition when determining the length of your visit.

Visiting Hours

Visitors should be free of cold and infection. No more than three visitors per patient (except as noted below).

All Nursing Units
11 a.m. - 9 p.m.
(Except as listed below)

The Family Care Birthing Center
11 a.m. - 9 p.m.
Family and friends are welcome to visit with the new family at the mother’s discretion.

Intensive Care Unit (ICU) and Intermediate Care Unit (IMCU)
Open visiting hours with Quiet Time
10 p.m. - 6 a.m.
Two visitors at a time. Children under age 14 with special arrangements.

Memorial Care Center
10 a.m. - 9 p.m.

Quiet Time
9 p.m. - 6 a.m.
Our staff will promote Quiet Time beginning at 9 p.m. We will:

- Dim the lights in and around your room.
- Limit talking in the hallway.
- Turn phones to vibrate.
- Require ear phones after 10 p.m.
- Offer ear plugs to help you rest.

- Close the door to your room.
- Enforce Visiting Hours.
- Direct all incoming calls to the nurses’ station after 9 p.m.
- Offer relaxing music on Channel 29.
- Attempt to provide uninterrupted sleep during your stay.
Rest and Relaxation

Studies show that a quiet and calm environment can help patients heal faster. At Memorial, we strive to provide you with a setting that promotes safe and quiet recovery.

We have implemented a “SHHH” (Silent Hospitals Help Healing) program. A variety of steps have been taken to help create a quieter environment. **Always be mindful of your roommate’s ability to rest.**

Our goal is to provide you with a quiet and healing environment. Respect other patients’ rights to quiet, comfort, and privacy. Please:

- **Keep the TV volume low.**
- **Use ear phones to watch TV after 10 p.m.**
- **Limit visitors to no more than three.**
- **Allow yourself time to rest by asking visitors to leave by 9 p.m.**
- **Avoid cell phone use after 9 p.m.**

Our dedicated staff understands the importance of your recovery, and we expect visitors to adhere to our visitation policy and be considerate of other patients in the hospital by staying quiet in the hallways and other patient care areas.

We also understand the importance of support from family and friends when you are a patient in the hospital. However, patient care is our primary concern. To assure a quiet and restful environment, the number of visitors per patient is limited to **no more than three unless specified otherwise.**
After Normal Visiting Hours
Visitor passes are issued by Safety and Security to visitors who remain after normal visiting hours because of the patient’s condition. This normally involves critical/terminal patients. Only one visitor per patient may stay in the patient’s room after normal visiting hours. Visitors cannot stay overnight in a semi-private room. If you are in a semi-private room, please help your guests respect your roommate’s need for quiet and privacy. Please limit the number of visitors as a courtesy to your roommate when placed in a semi-private room.

Gift Shop
Memorial Hospital Auxiliary’s Gift Shop is located by the Main Entrance. Flowers, plants, cards, toiletries, magazines, books, candy, jewelry, and other gift items are available in the Gift Shop, which is open:

- Monday-Friday: 9 a.m. - 8 p.m.
- Saturdays: 9 a.m. - 5 p.m.
- Sundays: 11 a.m. - 5 p.m.

Volunteers visit each nursing unit several afternoons throughout the week with the Gift Shop cart, which is stocked with a variety of selected items.

Complimentary Parking Lot Shuttle
For the convenience of patients and visitors, a complimentary parking lot shuttle is available Monday through Friday from 6 a.m. to 8:30 p.m. The shuttle runs a continuous route through the north parking lots—making stops at the designated shelters. Shuttle drop-off/pick-up locations include:

- Entrance A
  Serving Medical Office Center One, Outpatient Surgery, and GI and Cardiac Cath Labs

- Entrance B
  Serving Medical Office Center Two and The Breast Health Center of Excellence

- Main Entrance

- Entrance D
  Serving the South and Central Towers, Surgical Waiting Lobby, and Sleep Disorders Center

- Memorial Care Center

- The Orthopedic and Neurosciences Center
Chaplain

A chaplain is available to assist with the spiritual needs of all patients, regardless of religious preference. You may contact the Chaplain’s Office at 75291 or request a referral through your nurse.

Chapel

The George and Catharine Muehlhauser Chapel, located on the main floor adjacent to the Surgical Waiting Lobby, is open 24 hours a day for meditation and prayer.

Religious Services

Sunday

10 a.m.  Worship  (non-denominational)  Memorial Hospital
10:30 a.m.  Worship  (non-denominational)  Held on 2nd and 4th Sunday  Memorial Care Center

Monday

11 a.m.  Catholic Mass Served by the Priest of Ministry to the Sick and Aged, Belleville Diocese  Held on 3rd Monday  Memorial Care Center
11 a.m.  Rosary with Communion  Held on 2nd, 4th, and 5th Monday  Memorial Care Center
4 p.m.  Vesper Service  (non-denominational)  Memorial Care Center

Wednesday

10 a.m.  Bible Study  (non-denominational)  Memorial Care Center

Food and Nutrition Services

Our Food and Nutrition Services Department works hard to ensure that your meals meet your prescribed diet as well as your food choices. Your diet, like your medication, is an important part of your treatment and may speed your recovery. We encourage you to make your food selections from the menu located in your room by calling our meal service call center at 75382. A laminated menu can be found in your room.

• Please call 75382 to make your selections.
• Your choices may need adjusting based on your prescribed diet, and your diet can only be changed by your doctor.

To receive your choices:

• Please order breakfast by 7 p.m. the evening before.
• Please order lunch by 9:30 a.m.
• Please order dinner by 2:30 p.m.

We hope you enjoy your meals while you are here.
Financial Assistance

If you do not have health insurance or your insurance does not adequately cover the cost of your care, financial assistance may be available to you.

While you are here, you may request a visit from our Financial Counseling Manager in Patient Access/Financial Services (Monday through Friday, 8:30 a.m. to 4:30 p.m.) if you need help to pay your bill, or you may call (618) 257-4454.

If you have any questions regarding your hospital bill, contact Memorial’s Patient Access/Financial Services at (618) 257-4454. You may also contact the Financial Counseling Manager to make a payment or payment arrangements.

Bills from Other Providers

Please be aware that you may receive a separate bill from your physician(s) and other healthcare professionals who are involved in your care. Be aware that the physicians and other independent contractors may have separate collection policies and practices.

Special Communication Services

Memorial Hospital and Memorial Care Center will provide sign language and oral interpreters, Text Telephones, amplified phones, and/or other auxiliary aids and services, free of charge, to patients and/or responsible parties who need them for effective communication. Interpreters and alternative communication aids and services are also available for the disabled. Patients and/or family members requiring special communication service assistance should notify the Nursing Office at 75210 or the Social Service Department at 75420 to arrange for these services.

The language most commonly encountered is Spanish. Other languages can also be accommodated.

If you are hearing impaired and would like to use Memorial’s Text Telephone number, please call (618) 233-4343.

Complaints regarding interpretive services should be directed to:

Patient Advocate (618) 257-5662

Illinois Department of Public Health 525 West Jefferson Street Springfield, IL 62761

1-800-252-4343
TTY: 1-800-547-0466

You may be eligible for financial assistance under the terms and conditions Memorial Hospital offers to qualified patients.
Patient Rights

Every patient has the right to:

• Care and comfort that is considerate, dignified, and respectful regardless of race, religion, creed, sex, age, handicap, ethnicity, marital status, citizenship status, military service, pregnancy, or sexual orientation.

• Participate in the development and implementation of his or her plan of care.

• Or his or her representative (as allowed under state law) has the right to make informed decisions regarding his or her care. The patient’s rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment or services deemed medically unnecessary or inappropriate.

• Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.

• Have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.

• Personal privacy.

• Receive care in a safe setting.

• Be free from all forms of abuse or harassment.

• The confidentiality of his or her clinical records.

• Access information contained in his or her clinical records within a reasonable timeframe. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its recordkeeping system permits.

• Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.

  Be free from physical or mental abuse and corporal punishment.

  Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.

  Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.

• Be fully informed of and to consent or refuse to participate in any unusual, experimental, or research project without compromising his/her access to services.

• Know the professional status of any person providing his/her care/services.

• Know the reasons for any proposed change in the Professional Staff responsible for his/her care.

• Know the reasons for his/her transfer either within or outside the hospital.

• The relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.

• Access to the cost, itemized when possible, of services rendered within a reasonable period of time.

• Be informed of the source of the hospital’s reimbursement for his/her services, and of any limitations that may be placed upon his/her care.

• Informed of the right to have pain treated as effectively as possible.

• Be informed of the hospital’s policies and procedures regarding visitation rights of patients, including those setting forth any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reason for the clinical restriction or limitation. A hospital must meet the following requirements:

  Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation on such rights, when he or she is informed of his or her other rights under this section.

  Inform each patient (or support person, where appropriate) of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

- The patient’s family has the right of informed consent for donation of organs and tissues.
- Consultation with the Ethics Committee for assistance in decision-making support of ethical concerns. Caregivers may initiate an Ethics Consult upon request.
- Voice a complaint and/or grievance related to care or billing practices by contacting the Caregiver, Department Manager, Financial Counselor, or Patient Advocate. A written submission of complaint may be mailed to Memorial. The patient or his/her representative may contact the Illinois Department of Public Health at 1-800-252-4343 or 1-800-547-0466 if hearing impaired.

Patient/Family Responsibilities

The patient and, when appropriate, family members are responsible for:

- Providing the physician and hospital staff accurate and complete information about the patient’s present medical problems, past illnesses and hospitalizations, medications, and other health-related matters.
- Promptly reporting to the physician and hospital staff unexpected changes in the patient’s condition.
- If you have questions as to why a test or procedure is being done, finding out why and making sure you ask for the results.
- If you are having surgery, making sure you and your surgeon agree on exactly what will be done.
- Making it known whether the patient understands the recommended course of treatment and what is expected by the physician and hospital staff. (A certified interpreter can be provided for the hearing impaired. Foreign language interpreters can be made available on an as-needed basis.) If you do not understand, please ask a member of your healthcare team.
- Speaking up if you have questions or concerns. Every effort will be made to adapt your treatment plan to your specific needs and limitations.
- Being considerate of the rights of other patients and the hospital staff.
- Following the recommended treatment plan.
- Acknowledging the consequences if the recommended treatment plan is not followed.
- Following the hospital’s rules related to patient care, including control of noise, smoking, and number of visitors.
- Being considerate of the property of other patients as well as the hospital.
- Providing complete and accurate information about your insurance and ability to meet financial obligations.

Your Safety Is Important to Us

One of the most important things you can do to get the best results from your healthcare providers is be involved. Research shows that patients who are involved with their care tend to get better results. That means taking part in every decision about your healthcare. We will provide you and your family with safe and effective care. Please feel free to talk with your caregiver, charge nurse, or nurse manager if you have questions or concerns. You may also call our Patient Advocate at (618) 257-5662.
F.A.N.S. Club/Fall Prevention Program

Prevention of injuries and falls is an important goal of our team. We need your assistance in reaching this goal. According to the Centers for Disease Control and Prevention (2009), nearly one third of older adults fall annually. Your continued good health and independence are successful outcomes of our working together, as a team, to prevent falls and injuries.

Memorial’s F.A.N.S. Club is a program put in place to help prevent accidents such as these. The F.A.N.S. Club promotes fall prevention with the following:

F Firm arm-in-arm grip when walking.
A Alarm on bed always on.
N Never leave up and alone.
S Speak to friends and family about safety.

**Staff Assistance**

- Respond promptly to your call button.
- Assist you to and from the commode and bathroom with a firm arm-in-arm grip. Please wait for assistance.
- Remain within arm’s reach while toileting.
- Place your bed/chair alarm on, lock the bed wheels, keep the bed in a low position, and ensure the upper rails are up.
- Assist you to and from your bed and chair. Please wait for assistance.
- Assist you in turning every two hours as needed to prevent skin injuries.
- Put your call button, water, and personal items within easy reach.
- Round every 1-2 hours and ask if you need to use the bathroom, be repositioned, or need anything for pain.

**Patient/Family Assistance**

- Push your call button:
  - For assistance getting out of bed or up from your chair.
  - For assistance to and from the commode or bathroom. Please wait for assistance.
  - Immediately for pain control.
  - For any personal assistance needed.

- Let the nurse or patient care tech know when your family is leaving for the day.
- Always wear anti-slip footwear.
- Let the staff know if you are feeling dizzy, confused, or unsteady on your feet.

**Home Safety**

- Begin a regular exercise program.
- Request your healthcare provider review your medications.
- Ensure adequate lighting.
- Remove tripping hazards such as area rugs.

For more information on the F.A.N.S. Club program, please contact the nursing staff.
Take Medication(s) Safely

• Make sure your nurse knows about any allergies and adverse reactions you have to medicine. This will help you avoid getting medication that may harm you. You also should have a red ID band indicating you are allergic to a specific medication or food.

• After showing the medications you currently take to the nurse upon admission, please have a family member take the medicine home.

• Medications that you were taking at home should not be taken while in the hospital, unless your doctor is aware and has approved you to do so.

• Tell the nurse about any over-the-counter medications or herbs you take at home, as they may interfere with other medications.

• Show the nurse your ID band before he/she gives you medication.

• If you have a question about a medication the nurse is giving you, please ask.

The more you know about your medication, the better you are able to care for yourself. We encourage your questions.

Help Prevent Infections

Another important hospital safety consideration is the prevention of infections. Infections can occur due to the transmission of bacteria from people or the environment, the placement of invasive lines, or the performance of medical procedures or surgery. You, as a patient, are part of the healthcare team and can help prevent infections from developing by doing the following:

• Wash your hands frequently, especially after using the bathroom. Hand wipes are available to place at your bedside. Ask any staff member for them. Encourage family members and Memorial staff to clean their hands prior to and following a visit with you. It is okay to ask our staff to clean their hands. Cleaning hands is the most effective way to prevent infections!

• If you have any type of invasive “line” placed, such as a catheter into a vein (IV) or a foley catheter into your bladder to drain urine, ask that it be removed as soon as possible. Removing these as soon as possible prevents infections.

• If you have any dressings, keep them clean and dry. If the dressings become soiled, tell a nurse, so they can be changed.

• If you have a surgical procedure, follow your surgeon’s instructions when going home. Keep the area clean and dry, and care for the dressing as instructed.

• Some illnesses require additional precautions and require the isolation of a patient. If needed, an isolation sign will be placed outside your room. It does not list your illness, but tells visitors and staff about the precautions they must take. All persons (staff, physicians, family/visitors) are required to wear gown, gloves, and/or mask when entering your room.

• Smoking, being overweight, and having diabetes all increase your risk of developing an infection. Talk with your doctor for information about dealing with these risks.

There is an Infection Preventionist available at Memorial to speak with you about infection concerns. You may call 75190 Monday-Friday or ask one of your caregivers to call.
Discharge Information

Your discharge from the hospital is a crucial transition in your care. An important step in your discharge is complete and accurate instructions. Your care team, consisting of your nurse, doctor, care manager, and social worker, has been working with you to identify what supplies and help you may need after you leave the hospital. The care manager or social worker will make the final arrangements for these services the day of discharge.

In order to have all the information necessary for your discharge, several physicians may need to be contacted. Each physician has specific orders that need to be completed in relation to medications, follow up, etc. Some physicians may want to see you before you leave in order to ensure a safe transition home. Additionally, test results may have to be obtained, medical equipment ordered, etc., before we can finalize your discharge and assist you in leaving.

Each step has a process. We are sensitive to your time and needs; however, your safety is of the utmost importance. We realize you will be getting a lot of information at discharge. We want to make sure you fully understand all of the information presented and have the opportunity to ask questions. All instructions will be in writing. Make sure you can read the handwriting for any written discharge instructions or prescriptions that are given to you. We welcome your family/significant other to be present.

The staff will keep you informed during this process. Your hospital charges are not based on time of discharge. Feel free to call and keep your family/significant other informed, as we realize their time is also valuable. Our goal is to make this process easy for you as well as your family/significant other. Please let us know how we may further serve your needs.

Every attempt will be made to expedite a timely discharge from the hospital. Make sure that you take everything, such as equipment you brought from home, when you leave the room. Ask questions so that you fully understand your doctor’s plan of care for you. The better you understand these instructions, the better you are able to take care of yourself after discharge.

You or your representative may request a discharge planning evaluation. A discharge planning evaluation will be performed by hospital staff upon request. Refer to the Written Discharge Instruction section in this booklet to help you prepare to go home or to another healthcare facility.
Critical Assessment Team (CAT)

The Critical Assessment Team (CAT) is a rapid response team consisting of a critical care nurse, respiratory therapist, and house supervisor. CAT provides additional resources when you notice a change in the condition of your family member or loved one.

Providing safe, compassionate, and exceptional care for you and your family is Memorial’s top priority. If you feel that anything is compromising your care, please speak up. Let our staff know your concerns.

The nurse, caregiver, patient, or family member can dial 6000 from any hospital phone to help you or your family member when you feel there is a noticeable change in the patient’s condition. Within minutes, CAT members will arrive to your room.

The operator will ask for:

- Your name
- The patient’s name
- The room number
- Reason for call

The operator will immediately activate a team that will arrive to your room and address your needs.

Remember, if you’re concerned, we’re concerned. Every call to CAT is a good call.
Our Service Evaluation Program

Please tell us about your experience.

We appreciate you trusting us to care for you. Following discharge, you might receive a patient experience survey. We strive for excellence and your feedback helps us in this important work. If someone gave you exceptional service, please let us know.

If you have concerns about your care or would like to file a complaint or grievance, we would appreciate the opportunity to resolve those issues through discussion with our Patient Advocate. She can be reached at (618) 257-5662, and she will be happy to discuss any issues that you may have.

You also have the right to contact the state Office of Health Care Regulation for your concerns. Their toll-free hotline, which operates 24 hours a day, is 1-800-252-4343.

You can also contact the Illinois Department of Public Health at the address listed below:

**Illinois Department of Public Health**  
525 West Jefferson Street  
Springfield, IL 62761

Patient/Family Advisory Council

The Patient/Family Advisory Council (PFAC) is a resource for Memorial to enhance patient and family collaboration with hospital administration, management, physicians, and staff in creating a patient/family-centered culture to meet Memorial’s mission of providing exceptional healthcare and compassionate service. If you are interested in becoming a member of the council, please contact Mimi Luechtefeld, Patient Experience Director, at (618) 257-6779.

Nursing Care Information

Memorial is committed to providing excellent patient care. One way we accomplish this is by providing outstanding nursing care to patients. Patients, family members, and the public may request nurse staffing schedules from Memorial’s Nursing Administration office. Please contact Nursing Administration at (618) 257-5210 Monday through Friday from 8 a.m. to 5 p.m. To obtain information at other times than those listed, please call the hospital operator and ask for the nursing supervisor.

We encourage your family to provide us with any information that may make your stay safer and more comfortable.

Effective aids, benefits, or services to individuals with disabilities are provided in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.
Codes
From time to time, you or your family/visitors, may hear a code called. Memorial’s staff is trained in handling the codes and will involve you if any actions are necessary for your safety.

**Code Blue** is called for cardiopulmonary situations.

**Code Green** is called when an employee, visitor, or patient is found injured or in need of medical assistance, but not in a life-threatening situation.

**Code Brown** is called when the St. Clair County Emergency Service and Disaster Agency issues a tornado warning through the hospital’s radios, located at the switchboard and the emergency department.

**Code Assist** is called in any situation where physical assistance is needed for a patient or in an emergency situation.

**Code Pink** is called upon discovery of an infant abduction or suspected abduction.

**Code Red** is called in case of fire.

**Code Silver** is called in the event that an employee, patient, or visitor is placed in a position of being injured by an active shooter or threatened or subjected to the possible threat of being shot or used as a hostage by an individual or group.

**Internal Code** is called if, for instance, there is a bomb threat, chemical spill, or a tornado strikes the hospital.

**External Code** is called when the number of casualties injured by a tornado hitting the hospital exceeds the capacity of the emergency department. This code is also called for any disaster outside the hospital (e.g. plane crash, bus accident).

**All Clear** is called when operations are back to normal.

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**Important Telephone Numbers**
The main telephone number at Memorial is **(618) 233-7750**. To call departments from within the hospital, dial the department’s five-digit extension. To contact a department from outside the hospital, dial **25 + the department’s five-digit extension**.

- Administration: 75662
- Auxiliary: 75545
- Chaplain: 75291
- Dietitians: 75386
- Family Care Birthing Center: 75855
- Health Information (Medical Records): 75335
- Home Care: 75700
- Housekeeping Services: 75140
- Information/Patient Room Location: 75500
- Memorial Care Center: 75060
- Nursing Administration: 75210
- Patient Accounts: 75510
- Security: 75502
- Social Service: 75420

**Nursing Unit Phone Numbers**
- Main: 75208
- House Supervisor: 75213
- One Center: 75825
- One South: 75800
- 2 South: 75831
- 3 South: 75815
- 4 South: 75820
- 2 North: 75020
- 2 Northeast: 75790
- ICU: 75847
- IMCU: 75150
- Post Partum: 75856
- Labor and Delivery: 75850
What Is Discharge Planning?

Discharge planning provides information to you and your family, physicians, and other staff to make arrangements for your care after discharge.

At Memorial Hospital, we believe that thorough discharge planning is an important step in your recovery. Planning from admission to discharge supports a quick return to your normal pattern of life.

Discharge does not mean that you are fully recovered. It simply means that a physician has determined that you are medically ready for discharge and that you no longer require your care at a hospital.

Every patient has the right to request a discharge plan.

The hospital is simply the first step in the healing process.

Your discharge care team can help determine what you may need at the time of discharge so that you have the help you need when your doctor decides you are ready to leave the hospital. In some cases, you may have several doctors who are helping direct your care. Your doctor may want to consult with the other specialists treating you before you actually leave the facility.

Get involved with your discharge planning. You or your caregiver can give your discharge care team information about your daily activities. Tell your discharge care team what you and your caregiver can and can’t do—make your wishes known. As soon as you enter the hospital, discharge planning begins. It is important that you or a family member take an active role in your plan of care and preparing for discharge.
You should start planning for discharge upon admission.

Hospital stays are much shorter than they used to be, and you may have special medical needs that will continue when you are discharged. We want you to feel safe and well informed upon discharge to your home or other facility. Providing your input and sharing your needs will help your discharge care team assist you in a safe and comfortable discharge transition.

Some things for you and your caregivers to consider in planning your discharge include:

- Your condition and any changes to your physical condition due to your illness.
- Any likely symptoms or changes that may occur when you are at home or another facility.
- The needs of your caregivers and any adjustments they will need to make in helping to care for you.
- The potential impact of providing care, including stress, that may occur.
- If you will need assistance when you are discharged.

If you think you may need help at discharge with any of the activities below, please check the appropriate box and ask to speak with a member of your discharge care team.

- Walking
- Bathing
- Dressing
- Wound care
- Climbing stairs
- Cooking
- Food shopping
- Getting into the house
- Housecleaning
- Paying bills
- Using the bathroom
- Getting to doctor appointments
- Picking up prescription medication
Who is on my discharge team?

Please write in your caregivers’ names.

**Doctors**
Order your discharge from hospital.

________________________________________

________________________________________

**Registered Nurse Team Leader**
Coordinates and provides direct patient care.

________________________________________

________________________________________

**Care Managers/Clinical Leaders**
Reviews and coordinates progression of care.
Phone # ____________________________

________________________________________

________________________________________

**Social Worker**
Coordinates your needs after the hospital stay.
Phone # ____________________________

________________________________________

________________________________________

**Other Team Members**
Dietitian ______________________________

Physical Therapist ______________________

Nurse Educator _________________________

Wound Nurse __________________________

Other _________________________________

________________________________________

________________________________________

Questions for my discharge care team:

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________
Making your discharge easier

If you identify a need below, immediately notify the doctor or nurse, or call the Care Management Office at (618) 257-5420, and ask for the social worker or care manager for your floor. A member of the Care Management staff will meet with you to discuss your after-hospital care.

Mark any item you may need at home:

- Medical equipment—walker, wheelchair, cane, hospital bed, oxygen
- Home health care—home visits by registered nurse, physical therapist, social worker, occupational therapist *(may or may not be paid by insurance)*
- Homemaker services—care in home for basic needs such as bathing, dressing, meals, medication management *(may or may not be paid by insurance)*
- Home-delivered meals *(available in some counties)*
- Transportation—family car, medical car, ambulance, cab
- Support group
- Respite care—care for you while your caretaker is away
- Personal response system
- Companion services/visitors
- Other ________________________________

If you need additional assistance:

**Nursing Home**

If you meet certain medical criteria, you might be eligible to go for a short- or long-term stay at a nursing home that offers skilled care such as physical therapy, occupational therapy, speech therapy, IV medications, wound care, medication management, etc. Going to a nursing home can provide you with daily access to more intensive therapy than you would receive at home and give you more time to recover.

**Acute Physical Rehabilitation**

If you meet certain medical criteria, such as a new stroke, brain injury, etc., and are able to participate in 2-3 hours of physical therapy a day, you may be eligible to go to one of several hospitals that offer what we call acute physical rehabilitation. This therapy routine is intense and is short term only.

**Assisted Living**

Housing for the elderly or infirm in which meals, medical care, and other assistance is available to residents.
Getting ready for the day of discharge

**Day before discharge**

- Tell the person who is driving you home from the hospital what day and approximate time to pick you up. Fill in their contact information below.

  NAME ___________________________

  PHONE (____) ____-__________

- Ask family members to start taking home some of your personal items, such as flowers, cards, or extra clothing.

- If a family member is going to help you at home, ask them to come to the hospital to get any instructions from the nurses.

- Ask your nurse to show you the *Discharge Process* video on channel 0090.

**Day of discharge**

- Ask your nurse about your approximate discharge time.

- Remind the person driving you home what time to be at the hospital.

- Make sure you have all of your personal items, including medications.

- You will receive information and instructions for follow-up appointments. Be sure to review and understand your written information on your discharge instruction sheet.

- Please ask for your nurse or doctor if you have any questions or concerns.

*Remember, all the physicians who cared for you will need to write an order for discharge before you can leave the hospital.*
Hospital discharge checklist

Discharge planning helps to make sure that you leave the hospital safely and get the best care after discharge. Use this checklist to help you keep track of it all.

**Getting Started and Planning Ahead**

- Care team contact number is ____________________.
- I have talked to the care team and know what I have to do.
- My partner, family member, or friend will help me. They have talked to the planner and know what to do.
- I have made arrangements at my job, if needed.
- I have made arrangements for a caregiver, if needed.
- I have set up my home for medical equipment, if needed.
- I have found out what services I can get from my health insurance or Medicare, and I know how much I will have to pay.
- I have been given a list of local and national agencies that may be able to help me.
- If I am going to another healthcare setting, I understand why and where I am going.
- I know what type of care I will be getting.
- I know about how long I will be there.
- I have been given choices by the discharge planner.
- I have prescriptions for new medications.
- I know where to see my doctor for follow up.
- I know when I can shower/bathe.
- I know what diet I should follow.
- I know how to care for my wound.
Getting Help at Home

☐ I understand how to use my medical equipment (e.g. walker or oxygen).

☐ I know who to call if I have questions about the equipment. #___________________

☐ I know how to use the equipment.

☐ I know the type of help I will need.

☐ I might need help with dressing, bathing, and using the bathroom.

☐ I might need help with shopping, cooking, and housework.

☐ I or my caregiver knows how to change bandages or give shots.

☐ I know the signs of stress and depression.

☐ I know a support group or counselor I can talk to if needed.

The Discharge Plan

☐ I have received a written discharge plan.

☐ It lists all the medications I need.

☐ It lists all the health follow ups I need to do.

☐ It lists all doctors or others I may need to call and their numbers.

☐ If I don’t agree, I know how to challenge the plan with my discharge care team.

☐ I have test results pending for______________________________________.

☐ When can I expect to be discharged?

☐ What may I eat upon discharge?

☐ When can I return to work?

☐ Any limitations?

I Want to Ask My Doctor About...

Please use this to assist in communicating with your physician or caregiver.

I have questions about:

☐ Medicine

☐ Wound care

☐ Medical tests/treatments

☐ Test results

☐ Going home

☐ Follow-up appointments

☐ Other (specify)
Memorial has received MAGNET® status—THE ULTIMATE BENCHMARK FOR MEASURING QUALITY OF CARE.

What does that mean for you?

• We’re focused on excellent patient outcomes and experiences, like shorter hospital stays.
• MAGNET status attracts the best nurses in the field to care for you.
• Our Care Management Team coordinates your care among your physician, nurses, and anyone else directly involved in your treatment to address your unique needs.
• We provide you with superior education on disease process, medications, and more.
• Experts available for consultation are also outstanding resources for you.
• MAGNET hospitals nationwide have lower mortality rates.

Memorial Hospital is the only hospital in the Metro East recognized with MAGNET status.

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