



Welcome to CHI Health

The information in this guide is provided to help you have an excellent care experience. Please keep this guide with you at all times, and let us know if you have any questions. Your healthcare team may add beneficial information to help you on your healthcare journey.

Hello humankindness®



As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Core Values: Compassion • Inclusion • Integrity • Excellence • Collaboration

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There may have been changes in the content of the printed Guest Information Guides. To access the most up-to-date version of the Guest Information Guide, please visit CHIHealth.com.

Please direct questions and comments about the contents of the CHI Health Guest Information Guide to EthicsCenter@alegent.org.

Getting You Checked In

What to Bring

We understand that hospital and other healthcare visits can be stressful. Here are some things to consider bringing with you as you prepare for your visit:

- An accurate current list of all the medications you are taking (including herbal supplements, vitamins and over-the-counter medications).
 - Reason for taking
 - When/how often
 - Name of pharmacy where medication is filled
Keep this record with you at all times. If you bring your current medications in, you may be asked to have a support person take your medications home after being reviewed by the medical team
- A list of your allergies, including detailed information about previous reactions.
- Your current insurance card(s) and photo ID
- A current copy of your Advance Directives documents (such as a Durable Power of Attorney for Healthcare or Living Will)

If you are preparing for a hospital stay, here are some things you might want to bring to make your stay more comfortable:

- Personal toiletry items (toothbrush/paste, hand lotion, lip balm, tissue, hair brush, etc.)
- Robe and slippers (a hospital gown will be provided)
- Assistive devices such as hearing aids, dentures or retainers, glasses, prosthetic devices, walkers
Glasses, contact lenses, dentures and hearing aids must be kept in their cases in a secure place when not in use. If you do not have a case for your dentures, please ask your nurse to provide one. Dentures wrapped in a tissue or napkin and left on a meal tray can easily be discarded by accident.

Please do not bring any personal items of value (such as a purse, credit cards, cash, electronics, jewelry, or anything of personal value unless you need them for your visit. CHI Health cannot be responsible for lost, stolen or damaged personal items.

Taking Your Own Medication

Because patient safety is our top priority, our policy generally does not allow you to take your own personal medications while you are in the hospital. Exceptions to this policy include the following:

- 1) Nasal inhalers that do not require individual dose packaging
- 2) Eye drops that do not require individual dose packaging
- 3) Any medications that cannot be provided by the Hospital Pharmacy (a member of your care team will notify you if this applies to a medication on your list).

All medications prescribed by your care team and dispensed by the CHI Health Pharmacy are individually packaged and bar-coded for your safety. Your nurse will scan and check each dose to ensure it is the right medication before administering it to you. This will help prevent potential drug interactions or incorrect medications.

If you have Medicare, there is limited coverage for medications during an observation or outpatient hospital visit. This may include self-administered medications that you could give to yourself at home. These may be medications you are currently on or new medications you receive while in the hospital. Examples are oral medications, eye drops, ointments, and certain injections such as insulin. You will receive a bill for medications not covered under Medicare, including any co-payments or unmet deductible.

Family Contact Person

We realize that being in the hospital or attending a healthcare visit can be very stressful for you and for your family. In order to help facilitate communication between your healthcare team and patient representatives or other family members, we recommend using one person as a point of contact. This allows the healthcare team to quickly and efficiently communicate laboratory, procedure and surgical results and other important information. This also lessens confusion when there is one person receiving and communicating information.

Advance Directives

We are committed to delivering your care according to your preferences and values. We know there are times when our patients are not able to communicate with their healthcare team because they are confused or otherwise unable to make their own decisions. When this happens, Advance Directives documents can be helpful tools.

Advance Directives documents include information about who you would like to serve as your representative in the event you cannot make your own decisions (this person may also be called your Attorney-in-Fact, or your Durable Power of Attorney for Health Care). Advance Directives documents may also include information about your preferences and treatment options for your general healthcare, mental healthcare, or care at the end of life (this is often called a "Living Will").

Bring copies of your Advance Directives documents with you so that your most current copy can be placed in your medical record. If you have not completed Advance Directives documents and would like more information contact your healthcare team for assistance. You can also find information on preparing Advance Directives documents on www.CHIHealth.com under Patient & Visitor Information.

Your Admission

When you arrive at CHI Health, report to the Admissions area unless otherwise instructed, and have the following items with you:

- your Medicare, Medicaid, or other insurance card(s); or the name, mailing address, policy and group number and subscriber name of your insurance provider.
- your driver's license or other photo identification.
- your emergency contact information and the name of the person you would like to serve as your representative.

Co-payments may be requested at the time of your service.

Finding Your Way

If you need help finding your way through our facilities, volunteers and staff at our information desks and throughout the building can help you. Maps of the facility are also available in many locations.

Providing Services for the Physically Challenged

Accommodations for wheelchair access and other physical challenges, and assistance for those with vision, hearing or speech assistance needs, are offered at no cost to patients. Your healthcare team can help you get assistive devices and can provide you with additional information about services to accommodate your specific needs.

Reviewing Your Medical Records

If you would like to review your medical record, contact your healthcare provider who will make sure you find the information that you need. Additional information about accessing your medical records can also be found online at www.chihealth.com/medical-records.

Insurance Information

Preauthorization

Many insurance plans have preauthorization requirements. To avoid nonpayment or reduction of payments, for which you will be responsible, please review your health plan booklet or call your insurance carrier to clarify your specific benefits and requirements before your visit.

Medicare

We will bill Medicare on your behalf for services you receive. We will also submit bills to your supplemental or private insurance plans. You are responsible for any deductible, copayments or other amounts not paid by Medicare. Please see your *Medicare & You* handbook, call 1-800-MEDICARE, or visit www.medicare.gov for more details, assistance, and information about non-covered items.

Medicaid

We require all Medicaid patients to present a current eligibility card at the time of registration. Without verification of your coverage, you will be responsible for charges billed to your account. We will bill Medicaid on your behalf when all necessary information including your Share of Cost form (if needed) has been provided.

Workers' Compensation

When your health care service is due to a work-related injury and your employer/carrier accepts responsibility, we will bill your employer/carrier. If we do not receive payment within 30 days, we may ask you to contact your employer/carrier. If your employer/carrier denies your claim, we will bill you directly.

Third-Party Liability

If you have been injured in some manner, whether automobile accident, fall, etc., another party may have some legal responsibility for your injuries. Although this matter is between you, your attorney and the party responsible for your injury, we will bill on your behalf to the carrier you provide to us.

If you are a Medicare or Medicaid recipient, health care laws require that we bill the liability carrier first. If the liability provider denies your claim or we do not receive payment within 30 days, we may ask you to contact the liability insurance. In the event that the liability provider denies your claim, we will bill you or your health insurance. Please note that if you have Blue Cross Blue Shield, they require us to bill them first for liability.

If you do not have insurance or are concerned about paying your bill

Eligibility and Enrollment Services (EES) is a service at CHI Health that helps provide assistance to uninsured or underinsured patients. Our MECS Patient Financial Advocates may be able to help you by:

- Identifying potential eligibility for government programs including but not limited to all state Medicaid programs, Supplemental Security Income (SSI), Victims of Crime (VOC), Children's Health Insurance Program (CHIP) as well as the Community Assistance Program.
- Supporting patients or their representatives throughout the interview and decision stages of the application process. This includes:
 - Assisting patients with necessary verification documents
 - Acting as patient's Authorized Representative
 - Appealing denied applications when the reason was incorrect
 - Representing patients at hearings (if necessary)
- Visiting with patients or their representatives within 48 hours of admission unless unable to do so due to the patient's medical status.
- Helping patients or their representatives fill out program applications.
- Contact your nurse or other member of your care team if you would like to visit with one of our EES Patient Financial Advocates.

Information About Your Bill

Itemized Billing Statements Or Other Billing Questions

To request an itemized billing statement or if you have questions or concerns about your medical bill, please call our Business Office. Contact information is listed in the Directory section of this guidebook.

Patient Statements and Online Bill Pay

For your convenience you can visit our website at www.CHIhealth.com to view your statement and pay your bill online.

At CHI Health, our number one goal is providing excellent patient care. This includes taking steps to respect your rights and responsibilities and assure your safety during your visit. We encourage you to play an active role in your care. Here are some ways you can do that.

To prevent medical errors, patients are urged to . . .

Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and **you have a right to know.**

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your representative to advocate for you and support you during your stay.

Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.

Use a hospital, clinic, surgery center or other type of healthcare organization that meets quality standards (for example, accreditation by The Joint Commission or certification by the Centers for Medicare and Medicaid).

Participate in all decisions about your treatment. You are the center of the healthcare team.

*SPEAK UP is a safety initiative of The Joint Commission, a health care accreditation organization

At CHI Health we will honor your rights and help you with your responsibilities. We ask that you respect rights of other patients and visitors, and the rights of the members of your healthcare team. Please contact your healthcare team if you have questions about your rights and responsibilities. If you are not able to make decisions on your own (for example, if your doctor has said you do not have medical decision-making capacity, or if you have been deemed incompetent by a judge), your legally-recognized representative can exercise these rights and responsibilities on your behalf.

We will let you know if we cannot honor your rights for any of the following reasons:

- concern for your treatment or safety;
- special needs related to your medical care;
- concern for the treatment or safety of others; or
- certain legal or ethical reasons.

Your Rights as a CHI Health Patient

Dignity and Respect – You have the right to:

- Be informed of your rights and responsibilities upon admission and before you receive treatment.
- Be treated in a way that respects your dignity as a person; your cultural, spiritual and religious needs; and your values, beliefs and preferences for your healthcare. *For patients in a skilled level of care or nursing facility level of care, this includes the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside CHI Health facilities.*
- Receive considerate and respectful care, free from any discrimination based on age, disability, religion, color, ethnicity, language, national origin, citizenship status, marital status, gender or gender identity, sexual orientation, or source of payment.
- Receive your healthcare in an environment free from physical, verbal, mental or sexual abuse, harassment, neglect or exploitation.

- *For patients in a skilled level of care or nursing facility level of care, this includes the right to report any alleged abuse not only to the facility administrator, but also to other officials per state law.*
- Receive prompt responses to reasonable requests for services.
- Have your representative and any family member, friend or other individual you choose present for support; and limit visits as you choose.
- Exercise your rights, including your right to vote in elections, as a citizen of the US as long as those rights do not risk your health and safety, and the health and safety of others. If you are unable to leave the facility during an election, ask your nurse or other member of your healthcare team for assistance and more information).
- Remain free from interference, coercion, discrimination and reprisal from CHI Health in exercising your rights.
- *For patients in a skilled level of care or nursing facility level of care, you have the right to work or not work; any work done within the facility must be part of the therapeutic plan of care and agreed upon by the patient and treatment team.)*

Safety and Comfort – You have the right to:

- Receive healthcare provided by competent staff in a safe and secure environment; and know the names and professional status of your healthcare team members.
 - *For patients in a skilled level of care or nursing facility level of care, you and your family have the right to be provided with the name, specialty and telephone number of the licensed independent practitioner responsible for your care.*
- *For patients receiving care in a hospital, be notified if the hospital does not have physician coverage 24 hours a day, 7 days a week.*
- Receive spiritual and psychosocial care in addition to your physical care; receive treatment for your pain; and be free from any kind of chemical, physical or other restraint or seclusion that is not medically necessary.
- Receive information about patient advocacy services (for example, domestic violence resources, adult or child protective services programs and guardianship resources).
- Know there may be video and audio monitoring and recording equipment placed throughout the facility for your care and safety, and the safety of our staff and visitors.
- Keep your personal items with you, unless there is a risk to your safety or treatment.

Making Your Healthcare Decisions – You have the right to:

- Have your primary care provider and any family member or representative of your choosing notified if you are admitted to the hospital upon your request.
- Participate in the planning of your healthcare; receive instructions and education about your care before it is provided and as changes are made in your plan of care.
- Receive information about the risks, benefits and alternatives of available treatment options so that you can make informed decisions regarding your care.
- Request the specialized services of a member of our Case Management Team to assist them during their hospital stay, and to plan for their needs following hospitalization.
- Ask questions and receive information about your healthcare and treatment options in a way that you can understand; and have the assistance of medically-trained language interpreters at no cost to you.
- Accept or refuse any treatment recommended for you to the extent legally and ethically permitted; and be informed of the potential medical consequences of your decision. If you decide not to accept a particular recommendation, you are still entitled to other appropriate care and services.
- Request a second opinion or transfer to another provider or hospital (the transferring provider or hospital must first accept you for admission). You may be responsible for paying costs associated with additional opinions or transfers.
- Choose whether or not to participate in medical research (sometimes called “clinical trials”) to test new medications or treatments.
- Name someone to make decisions on your behalf when you are unable to make your own decisions (if you are an adult with decision-making capacity or emancipated minor). If you do not specifically designate someone to be your representative, your healthcare team will automatically defer to your spouse, adult children, parents, adult siblings, next closest relative, or friend who knows your values and preferences in the event you are unable to make your own decisions.
- Provide, receive information about, or complete Advance Directives documents; have your Advance Directives documents placed in your medical record; and have the information in your Advance Directives documents honored to the extent possible by law and by CHI Health policy.

- Have your preferences about care at the end of life honored, including your preferences about organ, tissue and eye donation.
- Receive plans and instructions for care when you are home or when you are at another type of healthcare facility (such as a skilled nursing facility or a rehabilitation center) upon your discharge.
- Leave before care and treatment have been completed or before your doctor or other healthcare provider has determined you are ready to do so.
- Receive information about any physician ownership in the hospitals, and any business relationships between the hospital, educational institutions, other health care providers or payers that may influence your treatment and care.
- Share your concerns openly and confidentially with your healthcare team and CHI Health management; report a formal grievance with CHI Health or with an outside agency without discrimination or fear of reprisal; and have your concerns and grievances addressed in a timely manner.
- *For patients in a skilled level of care or nursing facility level of care, you have the right to choose your doctor as long as your doctor has privileges to practice at this level of care in this CHI Health facility.*
- *For patients in a skilled level of care or nursing facility level of care, you have the right to be informed in advance of any changes to your plan of care.*
- *For patients in a skilled level of care or nursing facility level of care, you have the right to remain in the facility and not transfer or be dismissed from the facility unless:*
 - the transfer or discharge is necessary for your well-being and your needs cannot be met at the facility;
 - the transfer or discharge is appropriate because your health needs have improved sufficiently and you no longer need the services provided;
 - your safety or the safety of others in the facility is in danger;
 - you have failed, after reasonable or appropriate notice, to pay for (or to have paid under Medicare or Medicaid) your stay at the facility; or
 - the facility ceases to operate.

Privacy, Confidentiality, Access to Your Medical Records, and Billing Information – You have the right to:

- Respect for your privacy involving case discussion, consultation, examination and treatment, including the right to decide who should or should not receive information and be involved in discussions about your healthcare.
- Expect all communications and records pertaining to your care will be treated confidentially, except in cases such as suspected child or adult abuse or neglect and public health hazards required to be reported by law.
- Make and receive private telephone calls, send and receive mail, and have private conversations with your healthcare team members and your visitors unless there are therapeutic, safety, or security reasons that indicate otherwise.
- Review information in your current medical record within a reasonable time frame and request changes in any information you believe is inaccurate.
 - Your nurse or another member of your healthcare team can assist with questions about accessing electronic or other information in your medical record.
 - Your care team will let you know if there are any parts of your medical record that you may not have access to for any reason.
 - You also have the right to request copies of your medical records; and information, instructions and any associated costs can be found on the CHI Health website.
- Ask for information about your bill, including an itemized explanation of charges; and be notified of the cost of your care in a timely manner if a third party payer (such as an insurance company or Medicare) ends your coverage eligibility.
- *For patients in a skilled level of care or nursing facility level of care, you will be informed at the time of admission and periodically during your stay of services available in the facility and of charges for those services including, any charges for services not covered by Medicare, Medicaid or the facility's daily rate.*
- *For patients in a skilled level of care or nursing facility level of care, you have a right to share a room with your spouse as long as both of you agree.*

Your privacy is our priority. To review the full CHI Health Notice of Privacy Practices, please visit www.CHIHealth.com/notice-of-privacy-practices. You can also request a printed copy by contacting CHI Health (see directory section for more information).

YOUR RESPONSIBILITIES AS A CHI HEALTH PATIENT

As a CHI Health patient, it is your responsibility to:

- Treat other patients and visitors, your healthcare team, and CHI Health staff and volunteers with dignity and respect; and respect the rights of other patients and their caregivers.
 - This includes supporting mutual consideration and respect by maintaining civil language and conduct with members of your care team and staff members with whom you interact, and with other patients and visitors.
- Follow the instructions, policies, rules and regulations that are in place to support quality care for patients and a safe environment for all individuals in the hospital or other CHI Health care settings.
- Give correct and complete information about yourself, and your current and past health; and ask questions when you do not understand any information about your healthcare.
- Ask questions or acknowledge when you do not understand the treatment course or care decisions.
- Be involved in setting goals for your care and making decisions about your treatment; follow the treatment plan you and your healthcare team developed; and work with your healthcare providers to meet your goals and carry out your decisions.
 - If you change your mind about a particular treatment or if you have difficulty following the treatment plan, contact your healthcare team about other options.
- Report changes in your condition or your treatment plan to your healthcare providers during and after your visit; and maintain treatment recommended by your doctor when you leave the facility, or to notify your doctor of any changes in your treatment plan.
- Cooperate with examinations, tests, nursing care and treatment once you understand their purposes and have granted your permission; and take responsibility for the outcomes of refusing treatment or not following the instructions of your healthcare providers.
- Provide us with a copy of your current Advance Directives documents; and bring your identification card and your current insurance, Medicare or Medicaid card to your visits.
 - Check with your insurance before your visit to complete any pre-certification needs .
- Take care of financial obligations for your care as soon as possible; and ask about our financial counselors and the Financial Assistance program if you would like help paying your bills.
- Share comments regarding your care or services provided; and tell us about any concerns you have about your safety and comfort, or if you are not satisfied with your care.
- Use CHI Health furniture and equipment for their intended purposes.
- Assure that your visitors follow CHI Health's policies, including those regarding privacy, safety, and the use of telephones and other electronics. Your privacy is our priority. To review the full CHI Health Notice of Privacy Practices, please visit www.CHIHealth.com/notice-of-privacy-practices. You can also request a printed copy by contacting CHI Health (see directory section for more information).

Your Comments and Concerns

Your healthcare team is committed to providing an excellent care experience to each person we serve. We welcome your comments and want to be sure we are meeting your needs and expectations.

To help assure we are providing an excellent care experience, CHI Health has partnered with a research company to ask patients about their care. After your visit, you may be contacted to participate in a survey. We encourage your participation and feedback to help us improve.

We encourage you to let us know how we are doing throughout your visit. We have many different ways for you to share your comments and concerns, including:

- In Person - For an immediate concern, ask to contact the director of the unit where you are receiving care.
- By Phone - Call the general campus number listed in the directory and ask for "Administration".
- By Mail - Visit www.CHIHealth.com for the mailing address of this CHI Health location or send to the mailing address located on the back of this folder.

Regardless of whether you use our internal processes for sharing a comment or concern, you may also file a complaint with one of our regulatory or accrediting agencies. More details, including contact information for outside agencies, can be found in the directory section of this Guest Information Guide and on the Patient Rights page of our website www.MyCHIHealth.com.

Visitor Guidelines

Visits from family members, friends or other support persons are very important to our patients who are spending time in our hospitals or other healthcare facilities. Because patient care and safety is our primary concern, general guidelines have been established for visitors. In some cases and within some specialized areas, there may be limitations on visitation because of specific patient care needs in those areas. You and your support person(s) will be notified when and why visitation is limited or restricted. Please respect any posted information about visiting hours in specific areas.

CHI Health reserves the right to limit visitation because of concerns for the treatment, safety or privacy of the patient or others, or because of special needs related to patient care. Examples of reasons for visitor limitations include:

- requests for privacy by the patient or their representative.
- certain medical interventions that require privacy or a limited number of people in the area.
- concern for infection prevention.
- disruptive, threatening or violent behavior of any kind towards staff, other patients or other visitors.
- certain program requirements in specific areas of care (for example, in our behavioral healthcare areas or substance abuse treatment areas).
- court orders of which we are aware that limit visitation from particular individuals.
- times of widespread community illness, such as a flu epidemic.

Patients or their representatives also have the right to choose who may visit them, or to limit visits during their stay, regardless of whether the visitor is a family member, spouse, domestic partner (including same-sex domestic partner) or other type of visitor.

Visitation privileges will not be denied on the basis of age, disability, religion, race, ethnicity, language, national origin, citizenship status, marital status, gender or gender identity, or sexual orientation.

Contact your nurse about any questions related to our visitation policy.

Protecting Patients from Infection

We want to be sure we protect our patients and visitors as much as we can. Because the spread of any infection poses a serious health risk, we ask that visitors **DO NOT** visit if they are sick, sneezing, or have any flu-like symptoms (such as, fever, headache, tiredness, cough, sore throat or nasal congestion).

All visitors are expected to wash their hands before visiting a patient, and immediately after visiting with a patient.

At times, a patient may need to be placed in isolation to prevent passing an infection from one patient to another. If you are visiting a patient who is in isolation, you may be asked to wear a mask, gown or gloves. Questions about isolation needs can be directed to the patient's nurse or care team.

Sharing Food and Beverages

Before bringing food or beverages in to share with a patient, visitors must check with a patient's nurse for special dietary considerations.

Overnight or Extended Visits

Overnight or extended visits will be accommodated when possible when the purpose of the visit is to provide support for the patient. Overnight or extended stay visitors must be independent and able to care for themselves. Any care needs of the visiting support person over and above those of general visitors will not be the responsibility of CHI Health staff.

Overnight or extended visits may be limited because of care and treatment needs of the patient, or because of the privacy and safety needs of other patients visitors and staff.

Children or dependent adults who cannot care for themselves are not allowed to stay overnight or for an extended period without additional adult supervision. Talk with a member of your care team about exceptional circumstances that may arise.

Visiting Guidelines for Non-adult Patients

Visitation for patients who are not adults (or who are not emancipated minors) will be at the discretion of the patient's parent(s) or legal guardian.

Your Room

The following information is provided primarily for individuals who are receiving care in our inpatient facilities; however, many of these features apply in all of our healthcare settings. Please talk with your healthcare team if you have questions.

Your Healing Environment

At CHI Health we focus on caring for the complete individual; mind, body and spirit. As a Catholic healthcare provider we recognize the value of spirituality for our patients whatever their religion, and we offer the healing properties of prayer and other types of spiritual support at your request. To visit with a chaplain or member of your own faith community, please contact your nurse. If there are other things we can do to help create a healing environment for you, please let us know.

Patient Meals

Our nutrition assistants will assist you with meal selection. Special dietary requirements can be addressed with a registered dietitian. Inpatient meals are served three times a day and delivered to your room by our catering associates. Snacks and beverages are available between mealtimes.

A clinical dietitian may be assigned to monitor your nutritional status. Nutrition care will be planned for high-nutrition-risk patients. Nutritional counseling is available for patients who desire information on healthy-meal planning with your physician's order.

Taking Care of Your Personal Items

You are able to keep your personal property with you, as long as it does not cause a risk to your safety and care or the safety and care of others. However, CHI Health is not responsible for any lost, damaged or stolen personal property.

Please leave valuable items such as jewelry, electronics and large amounts of cash at home, or give them to a friend or family member during your visit. If you need help finding a safe place to store your personal items, contact a member of your healthcare team.

Immediately report any lost items by contacting security or a member of your healthcare team. Lost and found items are kept with security for a limited period of time.

Let us know if you find anything that belongs to someone else, and before you leave for home, take a moment to check around you for your personal items. Please check with a member of your healthcare team before taking any medical equipment or supplies home with you.

Room Temperature

If your room temperature is not comfortable, inform your nurse. Please do not cover room vents or adjust any thermostats on your own.

Leaving the Unit

It is important to remain in your room until your doctor has made rounds and/or treatments are completed. If you wish to leave the unit, check with your nurse to see if your doctor has given approval. Let your nurse know where you can be reached at all times.

Tobacco-Free Policies

CHI Health is tobacco-free. The use of all tobacco products is prohibited on the property including grounds and parking lots.

We recognize that tobacco use is a powerful addiction and helping to address this issue is an important part of your healthcare plan. We offer information on tobacco cessation and can direct you to community resources to assist you in that effort. Ask a member of your healthcare team for more information.

Flowers, Balloons, Gifts, and Mail Delivery

Flowers and mail will be delivered to your room. In many of our facilities, newspapers, magazines, sundries, flowers and other gift items, cards and stamps are available in our gift shops. Proceeds from the gift shops support various projects that assist CHI Health patients and the communities we serve.

For your safety and the safety of our staff, CHI Health is a latex-free environment. Because of this, no latex balloons are allowed in patient rooms or certain other areas.

To prevent infection, patients in some of our care areas (such as our Emergency Departments, Burn Units and NICUs) may not receive fresh flowers, live plants or other items that cannot be easily cleaned.

Overhead Paging and Announcements

At times during your stay, you will hear overhead announcements and other pages that may require staff response. This might include fire and severe weather drills, and codes that require medical or security response. You may also hear a lullaby played overhead to honor the birth of a baby. In addition, you may hear daily prayers shared through the overhead announcement system.

In the event of an actual emergency, please remain calm and follow the instructions of our trained staff who will let you know if any action needs to occur.

Bed Refresh

We are committed to protecting our environment while we care for you. Each day we will refresh your linens by fluffing your pillows and smoothing your sheets, and if your linens become soiled we will change them as soon as possible. This helps us save water and energy, and may be less disruptive to you. Please ask your nurse for more information or to request a linen change if you feel your linens need more attention.

TV

In most of our hospitals, TVs are provided in each room, some with DVD/VCR players. Channel listings are available and family and friends may bring in videos appropriate for public viewing. Please be considerate of other patients by playing your television at a reasonable volume, and turning off equipment at bedtime.

Making and Receiving Telephone Calls While in the Hospital

Telephones are provided in each patient room in most areas except for those where there are safety, infection control, or other concerns. Your nurse can provide you with any special instructions for making local calls outside of the hospital. Local and toll free calls have no charge. Follow the instructions on your calling card or dial "0" for the hospital operator. Cellular phone use is allowed unless specifically noted by signage. Outside callers can reach any patient room by calling the main hospital number.

The Use of Cameras, Cellular Phones, Laptop Computers and Personal Electronic Devices

Please be considerate of those around you when you use cameras, cellular phones, laptop computers or other personal electronic devices. Any photos or video images taken within CHI Health facilities are limited to close-up pictures of the patient and the patient's family members or friends. This includes images taken by standard or digital cameras, cellular phone cameras and computer webcam.

A guest wireless network with limited internet access is available in many locations throughout the facility. Contact your care team to find out about where you can access wireless service.

On some occasions and in some areas, you may be asked to turn off or not use cameras, cellular phones, laptop computers and other personal electronic devices. If you have questions, or if you would like to be directed to an area where you may use your electronic devices, contact a member of your healthcare team.

To protect the safety and privacy of others, making audio recordings and taking photos or video images of patients, visitors, care team members, staff or volunteers without their permission is discouraged. Certain exceptions may apply. Please follow the instructions of your care team and CHI Health staff regarding limitations to the use of cameras and audio or video recorders.

Assuring Personal Safety

For your safety and the safety of others, the following items are prohibited in all CHI Health facilities:

- weapons of any kind
- illegal substances
- alcoholic beverages (unless you have permission from the healthcare team)
- unlabeled medications
- tobacco items
- other items which present a risk to the life, health or safety of you or others

Our Security Officers are available 24/7 to respond to safety or security concerns. For Security assistance, contact a member of your healthcare team or contact Security directly. Contact information for Security can be found in the directory section.

Assaulting a Healthcare Professional

Assaulting a health care professional who is engaged in the performance of his or her official duties, including striking a health care professional with any bodily fluid, is a serious crime which may be punishable as a felony.

The following information is provided primarily for individuals who are receiving care in our inpatient facilities; however, many of these features apply in all of our healthcare settings. Please talk with your healthcare team if you have questions.

In addition to your doctors and nurses, there are several other members of the care team who may assist during your visit.

Case Management Services

The nurses and social workers on our Case Management Team are available to help you during your stay. They will work with you and your care teams to coordinate your care and identify barriers to reaching your treatment goals. They will work with you and your family to identify the most appropriate plan for you following your visit. They will work to provide a smooth transition for you to the next level of care when you are ready to be dismissed from the hospital or transitioned to a different care setting. This may include things such as arranging equipment needed, home health care, rehabilitation or skilled nursing placement. They may also assist with connecting you to community resources.

Members of our Case Management Team will also help address any needs or concerns related to the impact your illness may have on your ability to work, care for your family or simply carry on your activities of daily living. If you are in need of further rehabilitation following your visit, they are available to help you and your family find the facility that will meet your needs.

Members of our Case Management Team will also work with your insurance company or other payment resources regarding coverage for your visit, hospital stay or other healthcare needs. If you need assistance with covering the costs of your expenses related to your healthcare needs, they can help you contact a Patient Financial Advocate.

Your nurse can help you arrange for a visit by a member of our Case Management Team during your visit.

Pastoral Care Team

We recognize the healing benefits that religious and spiritual practices may play in your life. In many of our locations there are chaplains and other members of our pastoral care team who are available at your request. You are also welcome to have visits from members of your own faith community. Should you wish to connect with a chaplain, please contact your nurse for assistance. Contact numbers for our Pastoral Care departments are also listed in the directory section of this Guest Information Guide.

Many of our facilities also have chapels and meditation spaces available for your use. We can also help arrange for Holy Communion for our Catholic patients upon your request, and provide you with information on other services and resources that are available to you.

Communication Assistance and Interpreter Services

It is important for us to communicate effectively with you and your family. Our Language Services department provides access to medically trained interpreters (for spoken language needs) and translators (for written language needs) for all CHI Health patients, their representatives, and their healthcare team members. Language assistance services are available 24/7 at all CHI Health locations, and are provided at no cost to patients. In-person, video, and telephonic interpreters are available, and the mode of interpretation will be determined based on your location and medical situation. Other assistive devices are available for those with visual, hearing, speech or other communication assistance needs. For additional information, contact a member of your healthcare team.

Ethics Consultation Service

Today's healthcare environment can present challenging questions. Knowing which decision to make, which direction to turn, or which course of action to take can seem overwhelming. Members of the Ethics Consultation Team are available to meet with patients and their representatives or to support your healthcare team with questions and concerns. The Ethics Consultation Team acts in an advisory role and will maintain strict confidentiality. Ultimate decisions concerning an ethical issue are to be made by the patients or their representatives and their healthcare team. To arrange for an ethics consultation, contact a member of your healthcare team, or contact the Ethics Consultation Service directly. Contact information can be found in the directory section of this Guest Information Guide.

Hospitalist Service

The hospitalist service at CHI Health provides you and your family with specialized attention from a member of our hospitalist team during a hospital stay. The hospitalist team closely monitors the care of hospital patients from admission to discharge and is available throughout the day to answer the patient’s questions and guide the patient’s treatment. The CHI Health Hospitalist service is available in person and by telehealth in many of our locations. For more information on the CHI Health Hospitalist service, please contact your healthcare provider.

Teaching and Research

CHI Health is involved in teaching healthcare professionals and conducting medical research. At some of our locations, medical, nursing and other students in the healthcare professions will be present, and may be involved with your treatment. Medical residents and fellows may also work with your care team to provide your care. Research that involves looking at your medical records and other medical information will be done in such a way that your identity is protected unless you give us your written consent to do otherwise. No treatments, procedures or studies solely for research purposes will be done without your written consent. For more information about the teaching and research role of CHI Health, contact a member of your healthcare team.

Foundation Gifts

Foundations in the CHI Health system raise awareness and funds to support the mission of CHI Health. The Foundations strengthen health care in our community and the region by facilitating supportive relationships with individuals, corporations, and foundations involved in transforming the lives of those in need. Excellent care leads to gratitude and that gratitude leads to better health.

You can recognize your health care worker through our Grateful Patient Program. Please feel free to contact our development office to learn more about the impact your gift will have on our community. Contact information can be found in the directory section of this Guest Information Guide.

At CHI Health, we believe it is important for patients to have a Medical Home and an identified medical provider. This helps you develop a strong relationship with your healthcare team who will work with you so that you remain as healthy as possible. If you do not currently have a Primary Care Provider please visit us at www.chihealth.com/en/find-a-provider OR www.Myprovidermatch.com.



Get 24/7 access from any computer, smartphone or tablet.

Manage your personal medical records, communicate with your doctors, and make more informed decisions about your health.



Send and receive secure online messages



View test and lab results



Request Rx refills



Schedule Appointments



Receive email care reminders



Set up proxy accounts for children and dependent adults

For more information, visit CHIhealth.com/mychart.

To connect, create an account by selecting **Sign Up Now** on the homepage.

Your Safety – Your Care

The following information is provided primarily for individuals who are receiving care in our inpatient facilities; however, many of these features apply in all of our healthcare settings. Please talk with your healthcare team if you have questions.

Hourly Rounding and Bedside Reports

At CHI Health, our leaders and nursing staff are dedicated to providing excellent care for our patients. Two of the many ways we do this are through bedside reports and hourly rounding.

Regular rounding will be completed by our leaders and nursing staff to be sure that your needs are met. If you are sleeping, the nurse will check on you, but not awaken you.

Bedside reporting will take place so that care teams can discuss your treatment plan with you and with each other. This will help you be better informed of your condition and plan of care.

In the event that you have visitors in your room at the time of report or anytime you feel uncomfortable about any information being discussed, please let your nurse know and other arrangements will be made.

Getting Medical Attention Right Away When Something Doesn't Seem Right

While spending time with patients, support persons and other visitors may be the first to notice even the smallest change in a patient's condition. If you notice a change in a patient's medical condition (for example, changes in breathing, skin color, or alertness) or if something just doesn't seem right, immediately ask a member of the healthcare team to alert the rapid response team (RRT) or call the number on the pocket in the front of this book.

Preventing the Spread of Infection

Hand washing is the single most important prevention of infection. Wash your hands with plenty of soap and running water if your hands are visibly soiled. This is especially important before eating and drinking, and after you have used the bathroom. Hand sanitizer can be used instead of soap if hands are not visibly soiled.

Every time your skin is broken or a tube is inserted, there is an increased risk of infection. Some examples might be a catheter for your urine or an IV placed into a main vein in your arm or neck area. For this reason, your health care team will take special precautions during the placement and care of the tube, and will try to remove the tube as soon as possible.

You will notice members of your health care team washing their hands with soap and water or hand sanitizer as they enter and leave your room. This is an important step we take to help prevent infections. If you notice that a staff member has not washed their hands, please feel free to speak up and remind us. Please encourage your visitors to do this as well.

Other ways you can help prevent infection:

- Use a tissue when you cough or sneeze and immediately discard it in the trash. If you don't have a tissue, cough or sneeze into your upper sleeve, never your hands.
- Ask friends and family who are ill to avoid visiting.
- Ask visitors to avoid using the restroom in your patient room.
- Keep skin around bandages and dressings clean and dry; immediately inform your nurse if they become loose or get wet.
- Follow instructions carefully regarding your treatment plan (breathing treatments, getting out of bed, etc.).

Urinary Catheters

A Foley (urinary) catheter is a small tube inserted into your bladder for collection of urine. It is placed for many different reasons. If a catheter is indicated during your hospital stay, please ask your health care provider to discuss the reasons with you.

The insertion of a catheter can introduce bacteria into the bladder. The longer it stays in, the greater chance of getting a bladder infection. It is important that we use catheters only when necessary and take them out as soon as possible. Remind your doctor or nurse to get your catheter out and follow these care instructions while it is in place:

- Clean around your catheter tubing at the entrance site daily with soap and water.
- Secure tubing to your leg with a strap or special device.
- Keep the catheter bag below your bladder and off the floor at all times.

Speak Up™ To Prevent Infection



1. Clean your hands ...

- Use an alcohol-based hand sanitizer.
- Use soap and water if your hands are visibly dirty.
- Clean your hands before eating or touching food.



2. Remind caregivers to clean their hands ...

- As soon as they enter the room.
- This helps prevent the spread of germs.
- Your caregivers may wear gloves for their own protection.



3. Stay away from others when you are sick ...

- If possible, stay home.
- Don't share drinks or eating utensils.
- Don't touch others or shake hands.
- Don't visit newborns.



4. If you are coughing or sneezing ...

- Cover your mouth and nose.
- Use a tissue or the crook of your elbow.
- Clean your hands as soon as possible after you cough or sneeze.
- Ask for a mask as soon as you get to the doctor's office or hospital.
- Keep a distance of about 5 feet between you and others.



5. If you visit a hospital patient ...

- Clean your hands when entering or exiting the hospital.
- Clean your hands before going in or out of the patient's room.
- Read and follow the directions on signs posted outside the patient's room.
- You may be asked to put on a mask, gloves, a paper gown, and shoe covers.
- If sanitizer wipes are in the room, read the instructions. Some wipes are only for cleaning equipment and surfaces, and are not safe for skin.
- If you are unsure about what to do, ask the nurse.



6. Get shots to avoid disease ...

- Make sure your vaccinations are current — even for adults.
- Help prevent diseases like the flu, whooping cough and pneumonia.

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up™ materials. Speak Up™ materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

Antibiotic Use and You:

What Do You Need to Know?



Illness	Usual Cause		Antibiotic Needed
	Virus	Bacteria	
Cold/Runny Nose	✓		NO
Bronchitis/Chest Cold (in otherwise healthy person)	✓		NO
Flu	✓		NO
Strep Throat		✓	YES
Sore Throat (except strep)	✓		NO



In the United States, at least

2 million

people get serious infections with bacteria that are resistant to one or more antibiotics, which can lead to death

Bacteria can grow into superbugs, which can make your next infection much harder to treat



To Prevent Antibiotic Resistance:

DO

Take antibiotics exactly as instructed by your health care provider

Take only the antibiotics prescribed to **you**

DON'T

Save antibiotics for the next illness

Share your antibiotics with others

Pressure health care providers to prescribe antibiotics



Antibiotics Will:

Treat bacterial infections

Antibiotics Will Not:

Cure viral infections

Improve symptoms of a viral infection

Keep others from catching your viral infection

1-2-3 of Antibiotic Treatment

- 1 Your health care team may run tests to determine if you need an antibiotic, and which one will work best.
- 2 Your health care team may change or even stop your antibiotic after a few days, based on test results. Follow these instructions – staying on an antibiotic you don't need is more harmful than helpful.
- 3 You may experience side effects from your antibiotic – one significant side effect of nearly all antibiotics is the risk of severe diarrhea caused by *Clostridium difficile*. When you are taking an antibiotic and you develop diarrhea, let your healthcare team know immediately.



WHAT QUESTIONS SHOULD I ASK MY HEALTHCARE TEAM ABOUT MY ANTIBIOTIC TREATMENT?

What **infection is this antibiotic treating** and how do you know I have that infection?

What **side effects** might this antibiotic cause?

How **long do I take** this antibiotic?

Can I take this antibiotic with my other medications or supplements?

Should I **take this antibiotic with food**? Other special instructions?

How will I know this **antibiotic is working**?

What **tests are you doing** to make sure this antibiotic is right for me?



Remember, antibiotics are life-saving drugs and they need to be used properly. If you have any questions about your antibiotics, please contact your health care team.

Learn more about antibiotic use and resistance at: www.cdc.gov/getsmart and www.apic.org/infectionpreventionandyou

Medications and Procedures

There are numerous processes in place to assure we are giving the RIGHT medication to the RIGHT patient at the RIGHT time and in the RIGHT dose. The plastic wrist identification band you received when you were admitted has your name and birthdate on it. Your nurse will scan your wrist ID band before you receive your medication, and our health information system will verify that you are the right patient and the medication is correct.

Your wrist ID band is also checked whenever you are scheduled for lab work, an x-ray or similar procedures. Scanning allows us to check and ensure accurate information.

We may ask you questions about your surgery, treatments and your medications several different times. This is part of our continual checking process, and also helps us identify the need for additional education and explanation.

Fall Prevention: Call, Don't Fall

While you are at CHI Health, our goal is to keep you as safe as possible and it is important to understand that the healthcare environment is very different from your home. For example, being in a hospital increases your risk for falling because of medications, procedures, medical equipment and unfamiliar surroundings.

National statistics tell us that:

- Half of all patient falls occur in the hospital room when a patient tries to get up from a chair or bed without asking for help.
- 33 percent of patients fall on the way to the bathroom, while in the bathroom or on the way back from the bathroom when unassisted by staff.

What **YOU** can do to protect yourself from falling:

- Call for assistance any time you want to get out of bed.
- Wear nonskid shoes or slippers (please ask if you need a pair).
- Use your walker, cane or wheelchair.
- Consider having a trusted family member or friend stay with you, if possible, to help focus on your safety when your nurse is out of the room.
- Get up slowly from the bed or chair.

How **WE** will help you decrease the chance that you might fall and get hurt:

- Placing yellow signs on doors and using yellow armbands and yellow socks for patients to remind staff about fall-risks.
- Keeping your call light within reach at all times.
- Helping you to the bathroom.
- Using a gait belt or other assistive devices when walking with you if they are needed.
- Using alarms that alert the staff if you are trying to get up alone, if needed.

At CHI Health, we value your independence and will make every effort to maintain it. We also value your safety and ask that you please allow us to help you when needed. You are a valued member of the team. Please help us keep you safe.

A Safe-Lifting Environment

In order to help ensure maximum safety, comfort and quality of care during your stay, we use patient handling, repositioning and movement procedures that include the following:

- Introduction of advanced patient handling equipment, repositioning and rehabilitative aids.
- Adoption of new safe-lifting guidelines designed to prevent injury to you as well as members of your healthcare team.
- An awareness campaign to inform our patients, their support persons and clinicians of the need to practice safe-patient handling, repositioning and movement procedures at all times.

While you are with us, you will be in a "safe-lifting environment." Please join us in supporting this important safety initiative by adhering to the following safety guidelines for patient handling and movement.

- Manual physical handling of patients is discouraged by anyone other than trained medical staff in all but exceptional medical emergencies or life-threatening situations.
- Patient self-mobility and independence are encouraged whenever practical.
- Safe patient handling equipment, including electrically powered patient lifts, air transfer mattresses and gait belts will be used to assist patients when needed.
- Patients who are medicated, who are unable to follow directions, and/or who require physical assistance, may be required to be assisted by using the safe patient handling equipment and techniques.

Mechanical Lift Safety

Once you are admitted to the hospital, your medical condition, strength, balance and capacity to bear your own weight during lifts, repositioning and movement will be assessed. If assistance is necessary, our mechanical lift system will be utilized. Mechanical lifts are proven to be safer and more comfortable for patients and staff. Prior to any move, care providers specially trained in mechanical lifting will explain the process and answer any questions. To further reduce your risk, you'll be asked to help with positioning when able. Do not attempt to move unassisted unless instructed by your healthcare team.

Nurture the Skin You're In (Preventing pressure ulcers)

Pressure ulcers are injuries to the skin or the fatty tissue under the skin caused by pressure or friction.

What causes them?

When parts of the body are pressed against the bed, chair, each other or any object for a long period of time, the tissue may not get enough blood or oxygen. If the pressure is unrelieved, the tissue can be damaged and a pressure ulcer can form. Skin can also be damaged when it is rubbed against an object, even for a short period of time.

Where do they appear?

Pressure ulcers usually form on bony areas of the body like heels, elbows, shoulders and the tailbone.

Preventative steps by health care providers may include:

- Inspecting your skin regularly
- Keeping your skin clean, dry and moisturized
- Repositioning you at specific intervals
- Making sure you eat a good diet and drink enough water
- Using special devices that minimize pressure
- Using special lifting equipment to protect your skin while moving you

What can you do?

Skin Care:

- Check your skin every day for:
 - purplish/bluish patches on dark-skinned people
 - red patches on light-skinned people
 - swelling
 - blisters
 - shiny areas
 - dry patches
 - cracks, calluses and wrinkles
 - hard areas
 - warm areas
- Keep skin dry and clean. Clean skin with warm water and mild cleanser, do not scrub
- Prevent dry skin by using creams or oils and avoiding dry or cold air
- Minimize exposure to urine, stool, perspiration or wound drainage. Use pads that keep moisture away from the skin. Use a barrier cream or ointment such as petroleum jelly or zinc oxide

When in Bed:

- Change position at least every two hours
- Use pillows between knees and ankles while lying on side and under the mid-calf while lying on back
- Limit sitting upright, this puts pressure on the tailbone

When in a Chair:

- Use a specialty cushion, not a donut-shaped cushion
- Change position at least every two hours
- Shift weight every 15 minutes

Blood Clot Prevention

Decreased activity and specific medical conditions increase the risk of blood clots in your legs. Your doctor or other healthcare provider may prescribe blood thinning medication to decrease your risk of blood clots. Your doctor or other healthcare provider may also prescribe Sequential Compression Devices (SCDs) that wrap around your legs and squeeze them intermittently. This helps blood return to the heart. It is important to wear these as much as possible, so please ask us to put them back and turn the machine on if you have been up walking.

Pain – What You Need To Know About Managing Your Pain

Everyone has the right to have his or her pain assessed and treated. Our goal is to help you be as comfortable as possible. Pain is often a normal part of the healing process, and we will work with each patient to manage that pain. At any time when you have pain, be sure to let us know. If we do not know you are in pain, we cannot help.

Pain scale

During your visit, you will be asked to rate your pain on a “0 - 10” scale. “0” stands for no pain and “10” stands for the worst possible pain. You may not have been exposed to the pain scale previously and a pain goal may be difficult to set. Your nurse can help you understand the pain scale to set a realistic pain goal. A pain scale has been provided on the back of this Guest Information Guide to assist in rating your pain.

What is pain?

Pain shows up in many different ways. Sometimes pain feels like hitting your thumb with a hammer. Other times people describe pain as “pressure”, a “burning sensation”, “cramping”, “feeling achy” or “just not feeling like myself.” Only you know the amount and type of pain you are having. Therefore, it is important that you tell your nurse in order to get the best relief from your pain or discomfort.

How is pain treated?

There are many choices available to help you with your pain:

- Oral pain medication (an example would be pills, which is one of the most effective ways to relieve your pain)
- Intravenous, injections or shots
- Patient Controlled Analgesia (PCA)—small doses of pain medicine you control
- Local anesthetics—given near your wound to block the pain
- Epidural/spinal—given into your back to block pain

Other ways to relieve pain:

- Changing your body position
- Relaxation techniques
- Music therapy
- Breathing exercises
- Heat or cold therapy
- Massage
- Physical therapy
- Electrical nerve stimulation that uses small jolts of electricity to block pain
- Exercise
- Diversion therapy—taking your mind off the pain with conversation, movies, games or reading
- Laughter—the best medicine!

We will ask you about your pain level after you receive treatment such as pain medication or an ice pack. We will adjust your medication if your pain score is above your comfort goal. If your pain relief is not acceptable to you, we will contact your doctor or other healthcare provider for medication adjustments or other pain management options.

Notes

Frequently Asked Questions About Pain

I don't want to be a "bad" patient or a nuisance to my nurse and doctor. Shouldn't I just try and get through my pain?

By telling your nurse or doctor that you are in pain, you provide important information which helps them do a better job of meeting your body's needs. Your nurse's and doctor's goal is to help you recover. They cannot fully assist you in recovery if they are not aware that you are in pain.

Does this mean all my pain will be gone?

Although most pain can be well managed, it often cannot be removed completely without making you sleep all of the time. Our goal is to help you to be as comfortable and as awake as possible, especially when moving and doing things you need to do to get better.

What are the side effects of pain medication?

Most medications can have side effects. Side effects can include **constipation, nausea, vomiting, itching and sleepiness**. We will work to prevent side effects. If they do occur, we will quickly treat them. Fear of side effects should not prevent you from taking pain medication.

Will pain medication work if I take it for a long time?

After a while the body gets used to medication. This is called "tolerance." Over time, you may need more medicine or a different kind of medicine to control your pain. It is also possible that the condition causing your pain may be getting worse. Let your nurse or doctor know what you are feeling.

Each person's pain is different. What helps one person may not work for another. If the treatment plan is not meeting your needs, please discuss it with your nurse or doctor.

Please Remember: Do not drive or operate machinery or sign legal documents while taking any prescribed pain medication.

Notes

Patient Rights and the Use of Restraints and Seclusion

We are committed to providing care that is patient and family centered, and that keeps our patients, visitors, staff and others safe. We believe that the dignity and respect of everyone is important, and that compassionate care should be our priority.

Sometimes in some of our healthcare settings, there is a need to use restraints or seclusion as a safety measure when patients are confused or disoriented, or when they may threaten harm to self or others. Our goal, however, is always to provide an environment that is as free from restraints and seclusion as possible.

- “Restraints” are methods used to physically restrict a person’s freedom of movement or physical activity (for example, a soft wrist restraint to prevent a confused patient from pulling out a catheter or other tube).
- “Seclusion” is a method sometimes used in our behavioral health settings. It refers to the involuntary confinement of a person to a defined area, such as a special room or an area from which they will be prevented from leaving. It is only used to manage violent or self-harming behavior.

Respecting our patients’ rights is important to us, including the right to move around as they would like. Because of this, restraints or seclusion will be used only when urgently necessary under the following circumstances:

- The patient’s movements or behaviors are endangering medical recovery (such as pulling on lines or tubes used for treatment).
- The patient’s behaviors are placing the patient or others at risk of serious harm.
- All other less-restrictive interventions have not been able to manage harmful, violent, or threatening behaviors.

Other less-restrictive interventions that may be tried before restraints or seclusion are used include moving or camouflaging lines or tubes, verbal redirection and safety suggestions, diversionary activities (for example, music, exercise, puzzles, stress relievers), and medication interventions that the doctor and treatment team determine are appropriate.

The use of restraints or seclusion will be discontinued at the earliest possible time based on the care teams’ assessment of patient safety and the safety of others.

If you have questions about the use of restraints or seclusion, please contact the doctor or another member of the care team.

Restraints and Seclusion in the Behavioral Healthcare Setting

There are additional considerations regarding the use of restraints and seclusion in the behavioral healthcare setting. Upon admission to a behavioral health unit, an initial assessment occurs to identify each person’s strengths. Techniques that can help during care and treatment are explored, and information regarding risk factors for harm to self or others is identified. In addition, an assessment of pre-existing medical conditions, physical disabilities or limitations, and any past history of physical, emotional or sexual abuse that may place someone at greater psychological risk is done.

Restraints or seclusion are utilized only to prevent serious harm to self or others when less restrictive interventions have been ineffective. When restraints or seclusion are used on a behavioral health unit, the patient is observed by direct visual, audio and/or camera monitoring to ensure safety. The use of restraints and seclusion are discontinued as soon as it is safe to do so. Your care team can answer additional questions you have about the use of restraints and seclusion in the behavioral healthcare setting.

Following Your Visit

Discharge Instructions

Upon discharge, you will receive important information including:

- a current medication list and prescriptions to be filled
- discharge instructions including follow up doctor's appointments
- information regarding your illness or your hospital stay
- contact information for any questions or if you need to check with a nurse following your stay

Please keep this information inside this folder or the folder provided by your care team.

If you identify any discharge needs that have not been addressed, please contact your nurse or a member of the care management team.

Prescriptions

Before you go home, your nurse will review your medications with you. Medications may change during your visit, so it is important that you understand your medications and dosages. You may receive prescriptions for new medications. It is important to have these new prescriptions filled at your regular pharmacy to ensure that they have your complete medication profile, reducing the risk of dangerous drug interactions. The nurse will give you a list of your medications before you leave. You should take this list with you when you follow up with your doctor or other healthcare provider. Please let your nurse know if you have any concerns regarding your medication.

Financial Assistance Policy

CHI Health can help if you need assistance to understand, manage, and pay your medical bills. Our Patient Financial Advocates are available to assist you to identify and apply for insurance coverage that may be available. If you still have a remaining balance after exhausting other coverage options, you may be eligible for financial assistance through our financial assistance program.

Through our financial assistance program, we offer free or discounted care for emergency or other medically necessary care to patients who qualify. Qualification is based on family income guidelines issued by the Department of Housing and Urban Development ("HUD Guidelines") as they apply in the area where you live. Generally, financial assistance will be available to address remaining balances if:

1. Your family income is at or below the HUD Guidelines;
2. Your family income exceeds the HUD Guidelines, but is insufficient to pay all or part of your bill; or
3. Your family income exceeds the HUD Guidelines, and liquid assets are insufficient to pay significant or catastrophic medical bills not covered by your insurance.

In addition to your completed application, we may require documents verifying your income, assets and medical expenses to determine whether you qualify for assistance. If you do not qualify for financial assistance, you may still be eligible for self-pay or other discounts.

CHI Health will not bill patients who are eligible for financial assistance more than the amounts we generally bill to individuals who have insurance covering similar care.

For more information or if you have questions, please ask to connect with one of our Patient Financial Advocates. A copy of the CHI Health financial assistance policy and an application form will be provided to you upon request. You can also find information and the application forms on our website at www.chihealth.com/financial-assistance.

Notes

Numbers You May Find Helpful

CHI Health Corporate Office

CHI Health McAuley Fogelstrom Center - Omaha, NE 402-343-4343

General Campus Numbers

CHI Health Mercy Council Bluffs – Council Bluffs, IA.....712-328-5000
 CHI Health Mercy Corning – Corning, IA.....641-322-3121
 CHI Health Missouri Valley – Missouri Valley, IA712-642-2784
 CHI Health St. Francis – Grand Island, NE308-384-4600
 CHI Health Good Samaritan – Kearney, NE308-865-7100
 CHI Health Richard Young – Kearney, NE308-865-2000
 CHI Health Nebraska Heart – Lincoln, NE.....402-327-2700
 CHI Health St. Elizabeth – Lincoln, NE402-219-8000
 CHI Health St. Mary’s – Nebraska City, NE.....402- 873-3321
 CHI Health Creighton University Medical Center - Bergan Mercy – Omaha, NE.....402-398-6060
 CHI Health Immanuel – Omaha, NE402-572-2121
 CHI Health Lakeside – Omaha, NE.....402-717-8000
 CHI Health Lasting Hope Recovery Center – Omaha, NE402-717-5300
 CHI Health University Campus - Omaha, NE402-449-4000
 CHI Health Midlands – Papillion, NE.....402-593-3000
 CHI Health Plainview – Plainview, NE.....402-582-4245
 CHI Health Schuyler – Schuyler, NE402-352-2441
 CHI Health Clinic for location and contact information visit www.CHIHealth.com
 The Physicians Network for location and contact information visit www.tpnclinic.com

Ethics Services

To request a confidential ethics consultation or to discuss a discrimination concern
 CHI Health Ethics Services 402-343- 4616
 EthicsCenter@Commonspirit.org

Financial Counselors and Billing Information

For Questions about Billing and Information about Our Financial Assistance Program

In Iowa

CHI Health Mercy, Council Bluffs, CHI Health Mercy, Corning CHI Health Missouri Valley
 Phone: 402-717-4800 / Toll Free: 1-855-515-9372

In Nebraska (except Grand Island, Kearney, Lincoln, and Nebraska City)

CHI Health Creighton University Medical Center - Bergan Mercy, CHI Health Immanuel, CHI Health Lakeside,
 CHI Health Midlands, CHI Health Plainview, CHI Health Schuyler Phone: 402-717-4800
 Toll Free: 1-855-515-9372

CHI Health St. Francis – Grand Island, NE877-721-6504
 CHI Health Good Samaritan – Kearney, NE Financial Assistance 308-865-7179
 Billing 877-721-6504
 CHI Health St. Elizabeth – Lincoln, NE402-219-8868
 CHI Health Nebraska Heart – Lincoln, NE..... 402-328-3792
 CHI Health St. Mary’s – Nebraska City, NE.....402-874-5218
 CHI Health Clinic and The Physician’s Network 402-717-4800/Toll Free: 1-855-515-9372
 Or visit www.CHIhealth.com and search “Financial Assistance” for more information.

Foundations

CHI Health Foundation CHIHealth.Foundation@alegent.org
 CHI Health Mercy – Corning, IA MercyCorning.Foundation@alegent.org
 CHI Health Mercy – Council Bluffs, IA MercyCB.Foundation@alegent.org
 CHI Health Missouri Valley – Missouri Valley, IA MissouriValley.Foundation@alegent.org
 CHI Health St. Francis – Grand Island, NE StFrancis.Foundation@alegent.org
 CHI Health Good Samaritan– Kearney, NE GoodSamaritan.Foundation@alegent.org
 CHI Health St. Elizabeth / Nebraska Heart – Lincoln, NE StElizabeth-NEHeart.Foundation@alegent.org
 CHI Health St. Mary’s – Nebraska City, NE StMary.Foundation@alegent.org
 CHI Health Creighton University Medical Center-Bergan Mercy – Omaha, NE
 CUMCBM.Foundation@alegent.org
 CHI Health Immanuel Medical Center – Omaha, NE Immanuel.Foundation@alegent.org
 CHI Health Lakeside – Omaha, NE Lakeside.Foundation@alegent.org
 CHI Health Midlands – Papillion, NE Midlands.Foundation@alegent.org
 CHI Health Plainview – Plainview, NE Plainview.Foundation@alegent.org
 CHI Health Schuyler – Schuyler, NE Schuyler.Foundation@alegent.org

Language Services

For more information on language services and communication assistance devices

CHI Health St. Francis – Grand Island, NE 308-398-5863
 CHI Health Good Samaritan – Kearney, NE 308-865-7623
 CHI Health St. Elizabeth & Nebraska Heart Hospital – Lincoln, NE 402-473-2940
 Omaha & Council Bluffs Campuses and Facilities 402-398-5622
 CHI Health Schuyler – Schuyler, NE 402-352-2441
 Other Regional Facilities contact your healthcare provider

For additional information about CHI Health services, programs and locations not listed here, please visit our website at CHIhealth.com.

Pastoral Care

For Religious and Spiritual Support Services

CHI Health Mercy Council Bluffs – Council Bluffs, IA 712-328-5050
 CHI Health St. Francis – Grand Island, NE 308-398-5884
 CHI Health Good Samaritan – Kearney, NE 308-865-7523
 CHI Health Richard Young – Kearney, NE 308-865-7523
 CHI Health St. Elizabeth – Lincoln, NE 402-219-7394
 CHI Health Nebraska Heart Hospital – Lincoln, NE 402-328-3684
 CHI Health Creighton University Medical Center - Bergan Mercy – Omaha, NE 402-398-6030
 CHI Health Creighton University Medical Center - University Campus – Omaha, NE 402-449-4240
 CHI Health Immanuel – Omaha, NE 402-572-2164
 CHI Health Lakeside – Omaha, NE 402-717-8180
 CHI Health Lasting Hope Recovery Center – Omaha, NE 402-398-6030
 CHI Health Midlands – Papillion, NE 402-593-3107

To listen to a recorded daily prayer 402-717-PRAY or 402-717-7729

Resources Available to Share Your Concerns

CHI Health healthcare providers, staff and volunteers are committed to providing an excellent care experience to each person we serve. We welcome your comments and want to be sure we are meeting your needs and expectations.

We do understand, however, that there may be times when you feel your visit did not meet your needs or expectations. When this happens, we recognize your right to share your concern.

We invite you to share any concerns with us directly by calling our CHI Health Patient Action Lines. You can be sure that your future care will not be affected in a negative way as a result of your comments.

Patient Action Lines

For Comments, Concerns, Complaints and Grievances

CHI Health Mercy Corning – Corning, IA.....	641-322-6279
CHI Health Mercy Council Bluffs – Council Bluffs, IA.....	712-328-5950
CHI Health Missouri Valley – Missouri Valley, IA.....	712-642-2784
CHI Health St. Francis - Grand Island, NE.....	308-398-9819
CHI Health Good Samaritan - Kearney, NE.....	308-865-7100 (ask for administrator on call)
CHI Health Richard Young - Kearney, NE.....	308-865-7100 (ask for administrator on call)
CHI Health Nebraska Heart - Lincoln, NE.....	402-327-2700
CHI Health St. Elizabeth - Lincoln, NE.....	402-219-7700
CHI Health St. Mary’s - Nebraska City, NE.....	402-873-3321
CHI Health Creighton University Medical Center - Bergan Mercy – Omaha, NE.....	402-398-5799
CHI Health Creighton University Medical Center - University Campus – Omaha, NE.....	402-398-5799
CHI Health Immanuel – Omaha, NE.....	402-572-2898
CHI Health Lakeside – Omaha, NE.....	402-717-8717
CHI Health Lasting Hope Recovery Center – Omaha, NE.....	402-717-5300
CHI Health Midlands – Papillion, NE.....	402-593-3172
CHI Health Plainview – Plainview, NE.....	402-582-4245
CHI Health Schuyler – Schuyler, NE.....	402-352-4072
CHI Health Clinic.....	402-343-4412
The Physician Network.....	402-343-4412
Nebraska Heart Institute - Lincoln, NE.....	402-343-4412

While CHI Health considers every comment and concern important, some may be defined as a formal Patient Grievance. When this happens, we will follow these steps:

- A CHI Health representative will contact you as soon as possible (generally within one (1) business day following your contact to us).
- Your concern will be investigated, and ways to resolve your grievance will be explored.
- You will receive a written response to your grievance (generally within seven (7) business days).
- Any need for additional time to further address your grievance will be communicated to you.
- When the grievance process is completed, you will receive a letter that contains:
 - The name and contact information for your CHI Health representative,
 - The steps taken on your behalf to investigate the grievance,
 - The results of the grievance process, and
 - The date of completion.

While we hope you are satisfied with our response to your concern, you have the right to share your concerns with someone outside of CHI Health. Contact information for these organizations can be found below.

State Facility Investigation

Nebraska Department of Health
and Human Services
Facilities Investigations
1033 O Street, Suite 500
Lincoln, NE 68508
402-471-0175
DHHS.healthfacilityinvestigations@nebraska.gov

Iowa Department of Inspections
and Appeals
Health Facilities Division/Complaint Unit
Lucas State Office Building
321 East 12th Street
Des Moines, IA 50319-0083
515-281-4115

Medicare Beneficiary and Family Centered Quality Improvement Program (BFCC-QIO)

If you are a Medicare patient and have a concern related to the quality of your care or if you would like to appeal your discharge, you may reach out to the following Medicare BFCC-QIO program:

Livanta
10820 Guilford Rd Ste 202
Annapolis Junction, MD 20701-1262
1-888-755-5580
TTY: 1-888-985-9295

For more information visit the Livanta website at: <https://www.bfccqioarea5.com/en/about/bfcc-qio>

For Concerns Related to the Safety & Quality of Your Healthcare

The Joint Commission
FAX: 630-792-5636
www.jointcommission.org/report_a_complaint

To Report Concerns Regarding Your Privacy

Please refer to the CHI Health Notice of Privacy Practices located on the CHI Health website - www.chihealth.com/notice-of-privacy-practices.

Name: Tracey Craig
Title: Division Privacy Officer (Arizona & Midwest)
Phone: 602-407-3929
Toll Free: 833-775-0560
Email: Tracey.KokumoCraig@DignityHealth.org

Name: Bill Turner
Title: Privacy Officer (Living Communities/Health at Home)
Phone: 832-355-5469
Email: WTurner8@stlukeshhealth.org

To Report Concerns Regarding Language Assistance Services

CHI Health
Language Services Department
7621 Mercy Road • Omaha, NE 68124
402-717-0262
interpreter@Alegent.org

Office of Civil Rights
Centralized Case Management Operations
US Department of Health and Human Services
200 Independence Avenue, S. W.
Room 509F HHH Bldg. • Washington, DC 20201
www.hhs.gov/ocr



DISCRIMINATION IS AGAINST THE LAW

CHI Health complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of age, disability, religion, color, race, ethnicity, language, national origin, citizenship status, marital status, gender or gender identity, sexual orientation or source of payment.

CHI Health:

- Provides free aids and services to people with disabilities to communicate effectively with us such as:
 - o Qualified sign language interpreters
 - o Written information in large formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact Language Services.

If you believe that CHI Health has failed to provide these services or discriminated in another way, you can file a grievance in person or in any of the following ways:

- Contacting the local CHI Health Patient Action Line (see Guest Information Guide directory for contact information)
- Mailing the local CHI Health Administration Office (see www.CHIHealth.com/locations or back cover for addresses)
- Emailing the CHI Health Ethics Services (EthicsCenter@alegent.org)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20211, 1-800-868-1019, 800-537-7697 (TDD).

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

Arabic | تادمخ ناف، ةغللا ركذا ثدحتت تنك اذا: ةظوحلم ناجملاب لكل رفاوتت ةيوغللا ةدعاسملا

English | ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

Farsi | توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.

French | ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

German | ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

Hindi | ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

Japanese | 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます

Karen | တၢ်သ့ၣ်တၢ်သး- နမ့ၢ်တၢ်တီၢ်/တၢ်တီၢ်/တၢ်တီၢ်အသိး/နမ့ၢ်န့ၢ်/တၢ်တီၢ်အတၢ်မၤတၢ်လၢ/တၢ်လၢတၢ်တၢ်လၢတၢ်တၢ်/နီၤတၢ်တၢ်တၢ်သ့ၣ်န့ၢ်

Korean | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

Kurdish | ئاگاداری: ئه گهر به زمانی کوردی قهسه دهکمیت، خزمهتگوز اریهکانی یارمندی زمان، بهخوژی، بو تو بهردهسته.

La an | ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.

Mandarin | 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務

Nepali | ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ ।

Oromo | XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

Pennsylvania Dutch | Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch.

Russian | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Serbo-Croatian | OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.

Spanish | ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística

Tagalog | PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Thai | เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี

Vietnamese | CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Helpful Community Resources

Departments of Health and Human Services

Iowa

Iowa Department of Human Services
 1-800-972-2017
www.dhs.iowa.gov

Nebraska

Nebraska Department of Health and Human Services
 402-471-3121
www.dhhs.ne.gov

Adult Protective Services

Iowa

Child and Dependent Adult Abuse Hotline
 1-800-362-2178
www.dhs.state.ia.us

Iowa Disability Rights
 (Serving the Disabled and/or Mentally Ill) 1-800-779-2502
www.ipna.org

Nebraska

Nebraska Adult Protective Services
www.dhhs.ne.gov
 Abuse/Neglect 24 Hour Hotline
 1-800-652-1999

Child Protective Services

Iowa

Child and Dependent Adult Abuse Hotline
 1-800-362-2178
www.dhs.state.ia.us

Nebraska

Abuse/Neglect 24 Hour Hotline
 1-800-652-1999

Domestic Violence/Sexual Assault/Human Trafficking Resources

Iowa

Iowa Domestic Violence Hotline 1-800-942-0333
www.cfowa.org

Nebraska

Women's Center for Advancement
 Omaha Main Number 402-345-6555
 Crisis Hotline 402-345-7273
www.wcaomaha.org

Voices of Hope • Lincoln, NE
 Crisis Line: 402-475-7273
 Office: 402-476-2110

Catholic Charities
 The Shelter • Omaha, NE
 Crisis Line: 402-558-5700

Friendship Home • Lincoln
 Crisis Number: 402-437-9302

Crisis Center, Inc. • Grand Island, NE. 68802
 866-995-4422
www.gicrisis.org
 308-381-0555 (24-hour crisis line)

S.A.F.E Center • Kearney, NE
 Office: 308-237-2599
 Crisis Number: 877-237-2513
www.safecenter.org

Nebraska (continued)

Heartland Family Service • Papillion, NE
 1-800-523-3666
www.heartlandfamilyservice.com

Center for Sexual Assault and Domestic Violence Survivors
 402-564-2155 (Columbus) or 1-800-658-4482
www.centerforsurvivors.net

Bright Horizons 402-379-2026
(serving the counties of Boyd, Holt, Knox, Pierce, Madison, Stanton, Antelope)
www.brighthorizonsne.org

Nebraska Coalition to End Sexual Assault and Domestic Violence
www.nebraskacoalition.org/get_help

Linea de Crises en Nebraska (en Espanol)
 1-877-215-0167

National

National Human Trafficking Resource Center
 1-888-373-7888

National Domestic Violence Hotline: 1-800-799-SAFE (7233)

Rape, Abuse and Incest National Network:
 1-800-656-HOPE (4673)

National Teen Dating Abuse Helpline: 1-866-331-9474

Organ, Tissue & Eye Donation Information

Iowa

Iowa Donor Network
1-800 831-4131
www.iowadonornetwork.org

Iowa Lions Eye Bank
319-356-2871
www.iowalionseyebank.org

Nebraska

Live on Nebraska
402-733-1800 or 1-877-633-1800
www.nedonation.org

Lions Eye Bank of Nebraska
1-800-225-7244

Senior Services

Iowa

Southwest 8 Senior Services
(Serving the counties of Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie and Shelby)
712-328-2540 or 1-800-432-9209
www.southwest8.org

Area XIV Agency on Aging
(Serving the counties of Adair, Adams, Clarke, Decatur, Ringgold, Taylor and Union)
641-782-4040 or 1-800-262-0378
www.areaxivaaa.org

Nebraska

Eastern Nebraska Office on Aging (ENOA) *(Serving the counties of Cass, Dodge, Douglas, Sarpy and Washington)*
402-444-6444
www.enoa.org

Nebraska (continued)

Aging Partners • Lincoln, NE
402-441-7070 or 1-800-247-0938
www.lincoln.ne.gov | keyword: aging

Northeast Nebraska Area Agency on Aging
(Serving the counties of Antelope, Brown, Burt, Boyd, Boone, Cuming, Colfax, Dakota, Knox, Dixon, Cedar, Madison, Holt, Nance, Thurston, Stanton, Pierce, Wayne, Cherry/City of Valentine, Rock and City of Columbus)
402-370-3454 or 1-800-672-8368
www.nenaaa.com

Nebraska Medicaid and Long Term Care
(For information in other parts of Nebraska)
1-800-358-8802

Aging and Disability Resource Center
Northeast Nebraska Area Agency on Aging
844-843-6364
www.ADRCNebraska.org

Services for the Hearing and Visually Impaired

Iowa

Deaf Services Commission of Iowa
1-888-221-3724
Relay Iowa (TTY/TDD)
711 or 1-800-735-2943

Nebraska

Nebraska Commission for the Deaf and Hard of Hearing
1-877-248-7836
www.ncdhh.ne.gov

Relay Nebraska (TTY/TTD)
711 or 1-800-833-0920

Nebraska (continued)

Nebraska Commission for the Blind and Visually Impaired
402-595-2041
1-877-809-2419
www.ncbvi.ne.gov

General

American Council of the Blind
1-800-424-8666
www.acb.org

Disability Services
1-800-742-7594

Suicide Hotline

National Suicide Prevention Lifeline
1-800-273-8255

(24 hours a day/7 days a week)
1-800-SUICIDE (784-2433)

Richard Young
(24 hours a day/7 days a week)
1-800-930-0031
The National Hopeline Network

TTY
1-800-799-4 TTY (4889)
Crisis TEXT Line: Text "Home" to 741741

Tobacco Treatment And Support

Individual and Group Support

Tobacco Free U
402-960-2903
Tobaccofreeu@gmail.com

Internet Support

CHIhealth.com
Americanheart.org
Cancer.gov
CDC.gov
Lungusa.org
Smokefree.gov
Quitlineiowa.org
Quitnet.com
Quitnow.ne.gov (or text IMREADY to 39649)

Telephone Counseling

Help within your state:
1-800-QUIT-NOW (1-800-784-8669)

American Cancer Society National Quit Line
1-877-937-7848 (24 hours a day)

American Lung Association
1-800-548-8252

CHI Health Good Samaritan Hospital

Direct Line: 308-865-7291
NoSmoke@catholicehealth.net

National Cancer Institute Quit Line
1-877-448-7848 (M-F)

United Way Help Lines

for information call 211 (to connect to the services in your county)

United Way of the Midlands
Omaha, NE & Council Bluffs, IA
402-342-8232
www.uwmidlands.org

United Way of Lincoln & Lancaster County
Lincoln, NE
402-441-7700
unitedwaylincoln.org

Heartland United Way, Inc.
Grand Island, NE
308-382-2697
www.hearlandunitedway.org

United Way of Nebraska City, Inc. -
Nebraska City, NE
402-873-3353

United Way of the Kearney Area
Kearney, NE
308-237-5660
www.uwka.org

Iowa Voter Registration

Link to Iowa Voter Registration Application: <http://www.sos.state.ia.us/pdfs/elections/voteapp.pdf>

Eligibility

In the state of Iowa, you must be a registered voter before you can vote.

To be qualified to register to vote in Iowa you must:

- Be a United States Citizen
- Be at least 17 1/2 years old to register. You must be 18 years old by Election Day to vote.
- Live in the State of Iowa
- Qualified registrants in Iowa:
 - Have not been convicted of a felony, or if you have been convicted of a felony, have had your voting rights restored by the president or governor.
- Have not been currently judged incompetent to vote by a court
- Not be claiming the right to vote in any other place

If you do not meet all these qualifications, you cannot register to vote.

Voter pre-registration deadlines:

- 10 days before General and Primary Elections
- 11 days before all other elections

If you are not able to pre-register to vote, you may register to vote on Election Day at the polling place for the precinct where you currently live.

For more information on voter registration and elections in Iowa, please visit the Iowa Secretary of State's website at www.IowaVotes.gov.

Nebraska Voter Registration

You can use this form to:

- Register to vote in Nebraska
- Change your name and/or address, if there is a change since you last voted
- Change your party affiliation

To register to vote in Nebraska you must:

- Be a United States Citizen
- Be at least 18 years of age or will be 18 years of age on or before the first Tuesday after the first Monday of November
- Live in the State of Nebraska
- Have not been convicted of a felony or, if convicted, civil rights have been restored
- Have not been officially found to be mentally incompetent

Deadline information:

The registration form if mailed must be postmarked on or before the fourth Tuesday before the election. Upon receipt of the registration form the election commissioner or county clerk will send you a notice of registration if the registration is proper.

Political Party Affiliation:

If you wish to vote in both partisan and nonpartisan primary elections you must indicate a political party affiliation on the registration form. If you register without a political party affiliation (independent) you will receive only the nonpartisan ballots at primary elections

Special instructions for registering by mail:

If you are submitting the registration form by mail and you are registering in this county for the first time, you must provide a copy of:

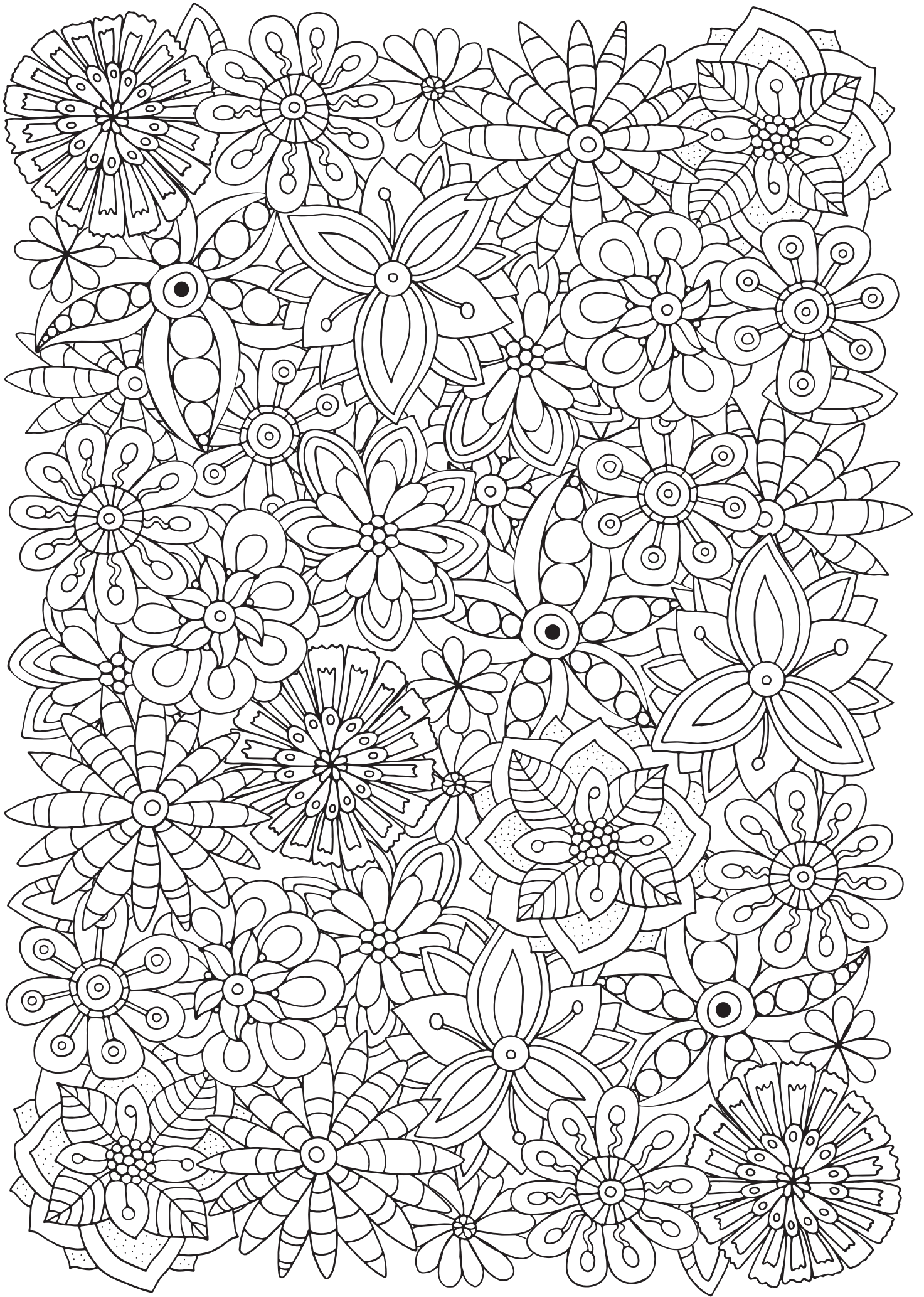
- Your current and valid photo identification; or
- A copy of a current utility bill, bank statement, government check, paycheck, or other government document that shows your name and the residence address at which you are registering to vote.

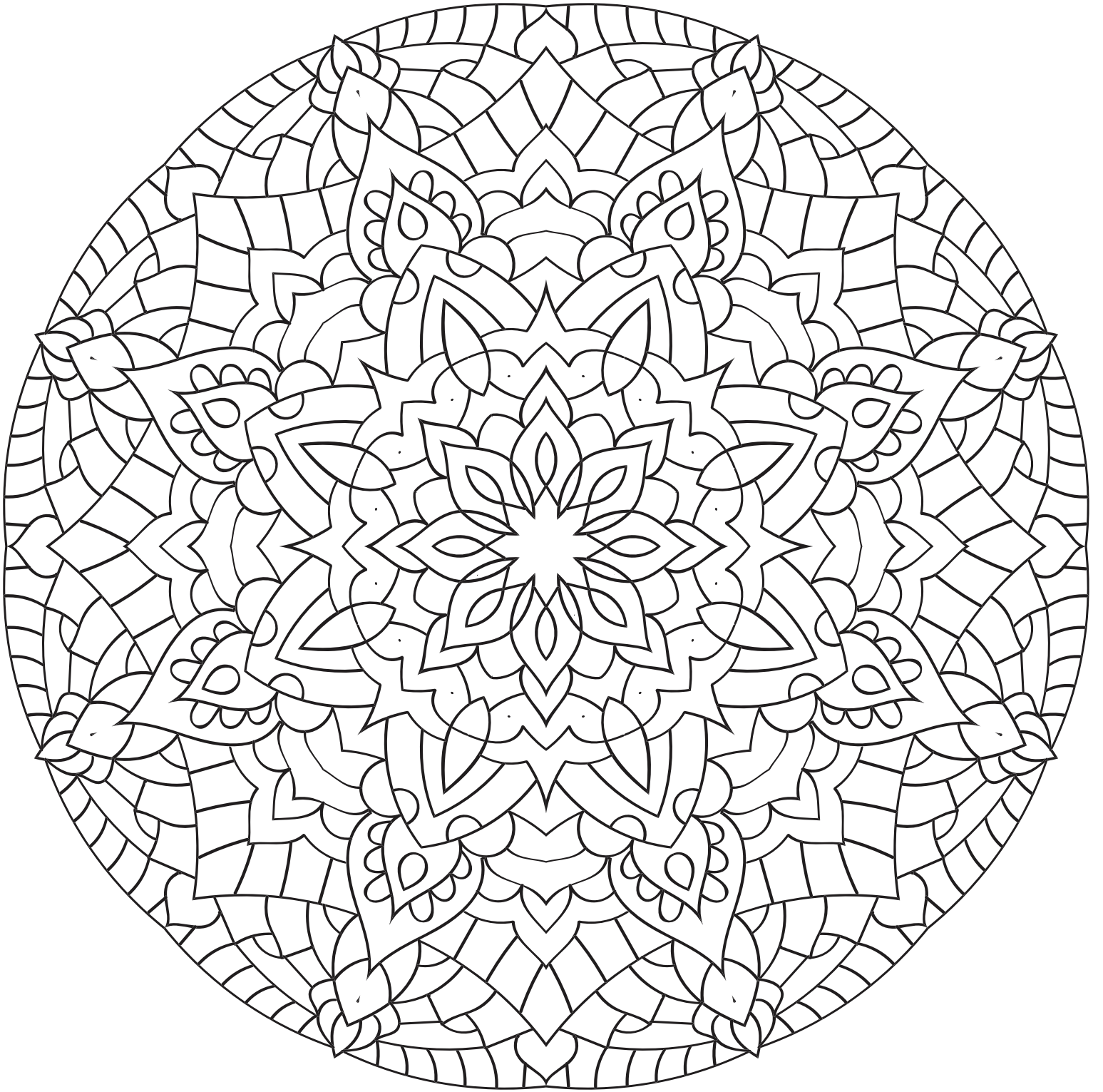
Questions?

Call your County Clerk or Election Commissioner.

TDD call Nebraska Relay at 1-800-833-7352.

Link to Nebraska Voter Registration Application: <http://www.sos.ne.gov/forms/pdf/vr.pdf>





Word Search

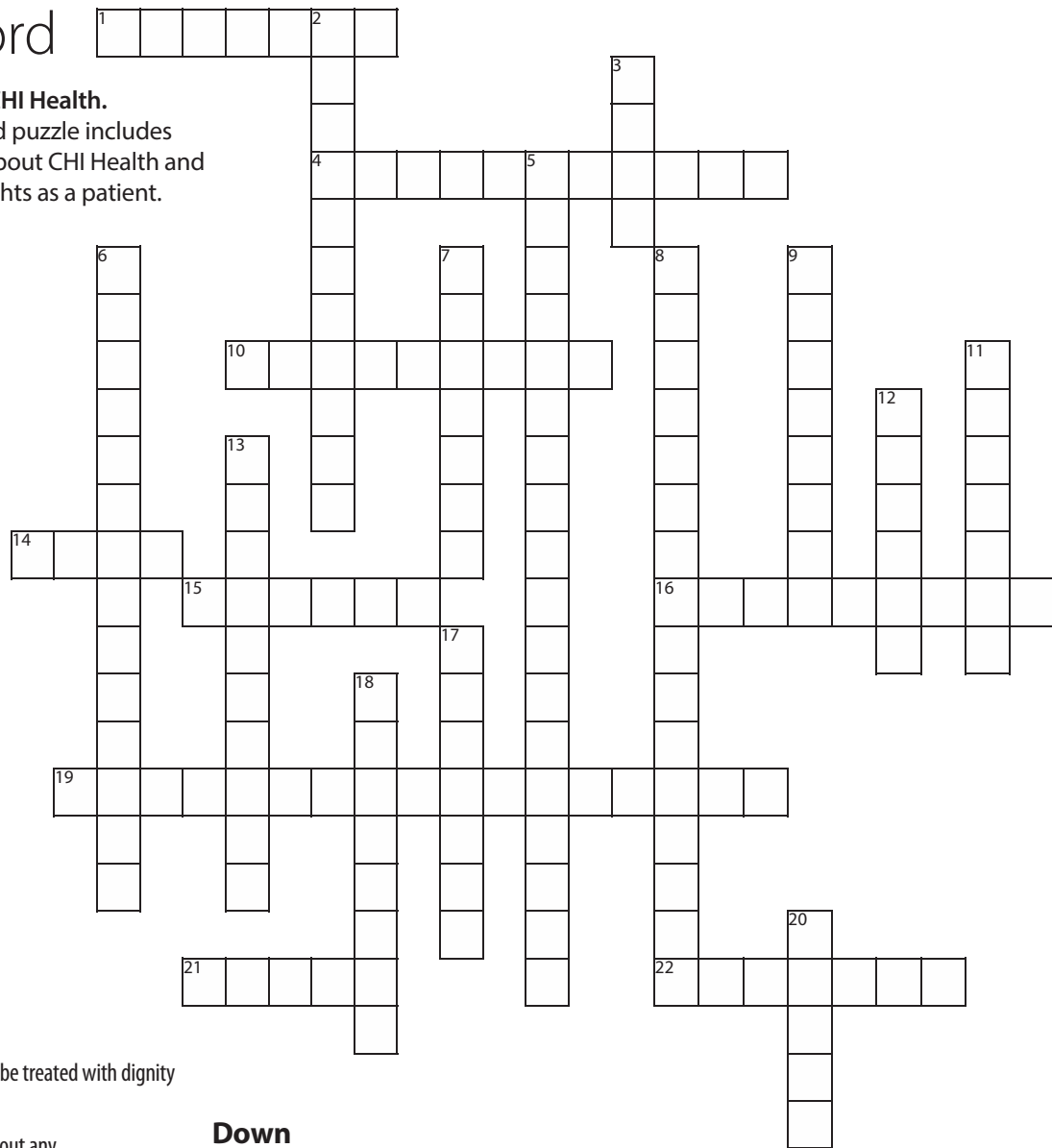


- Reverence
- Healing
- CHI
- Education
- Respect
- Rights
- Responsibility
- Dignity
- Privacy
- AdvanceDirective
- Confidentiality
- Paincontrol
- Safety
- Mind
- Body
- Spirit
- Information
- Speakup
- Catholic
- Health
- Initiatives

Answers to this puzzle are at the back of the book

Crossword

► **Welcome to CHI Health.**
This crossword puzzle includes information about CHI Health and about your rights as a patient.



Across

- 1 You have the right to be treated with dignity and _____.
- 4 Tell your providers about any _____ that you may be taking.
- 10 You have the right to be involved in making _____ about your care.
- 14 If you feel unsteady, call for help so that you don't _____.
- 15 Patient _____ and Responsibilities are listed in your Guest Information Guide.
- 16 Good handwashing helps to prevent the spread of _____.
- 19 Keeping your Protected Health Information (PHI) private is one way we protect your _____.
- 21 You have the right to have your preferences related to _____, tissue, and eye donation respected.
- 22 This safety campaign helps prevent errors in your care.

Down

- 2 Your care team will _____ with you throughout your visit.
- 3 Your healthcare providers will use the _____ intensity scale to assess your pain control needs.
- 5 _____ documents allow you to share your healthcare preferences ahead of time.
- 6 You can ask to look at your _____ to see information about your treatment.
- 7 HIPAA describes how your care team will protect your _____.
- 8 Patient Rights and _____ are listed in your Guest Information Guide.
- 9 _____ interpretation and translation services are available to you free of charge.
- 11 Our _____ statement guides the way we deliver care.
- 12 Verifying your identification is one way we help ensure your _____.
- 13 For questions about when you can have visitors, ask about our _____ policy.
- 17 _____ - and family-centered care is our focus.
- 18 You have a right to voice _____ if you are not satisfied with your care.
- 20 _____-based care is the foundation for our healing ministry.

Answers to this puzzle are at the back of the book

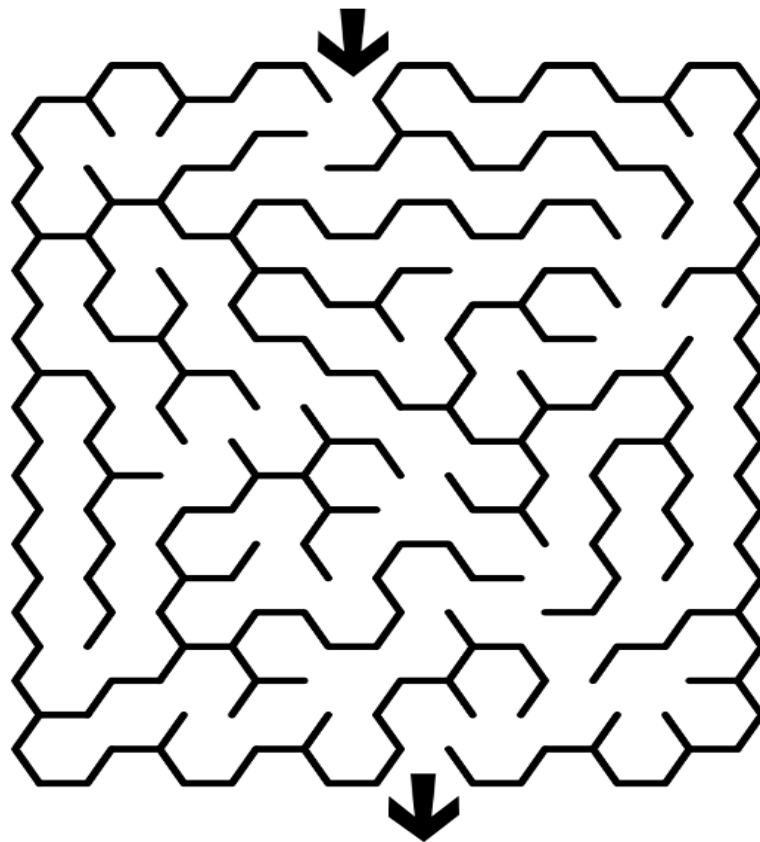
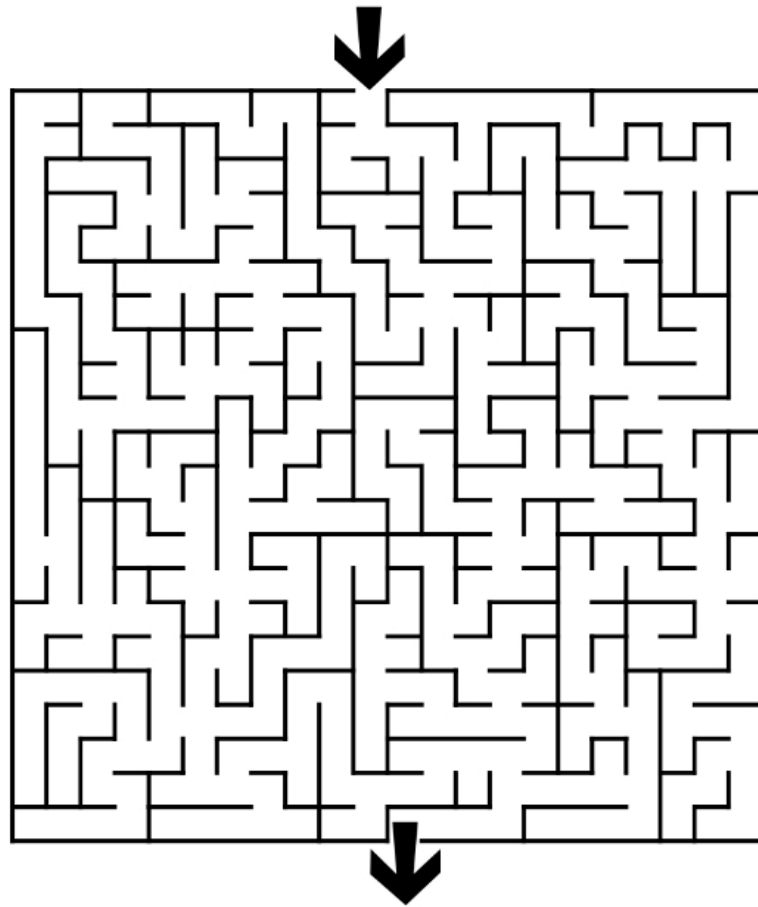
Sudoku

► PUZZLE 1

8				4		3	1	
3	9	5		2			4	
				9	6		2	
	8		4			5	6	7
	4		2		7			
5	1				9	4		
7				3	2	1		
	5		8				9	3
4	3			6				8

► PUZZLE 2

				4			6	
5		4	8	3		2	9	
1	2		7			3		
6		8	4	9		7		
	3	1	2		7		4	
				1	6	9		8
		5			8			9
	8	2			9	1		6
7				2	4	8		



Recognizing Your Healthcare Team*



Navy
Registered Nurse (RN)
Licensed Practical Nurse (LPN)



Ceil Blue
Nurse Assistant
Medical Assistants
Behavioral Service Techs
Transportation



Royal Blue
Paramedics
EMT



Teal
Lab/Phlebotomist



Steel Gray
Diagnostics
Radiation Therapy
Radiology
Clinic Staff



Surgical Scrubs
Burn,
Interventional Cardiology
Surgical Services
OB Techs/L&D RNs



Purple
Cardiac Sono, EKG
Vascular Tech
Non-Invasive Cardiology
Nebraska Heart Staff



Black
Respiratory Therapy
Sleep Disorders Center



Caribbean Blue
Therapy: Speech
Occupational
Physical



Graphite
Pharmacy



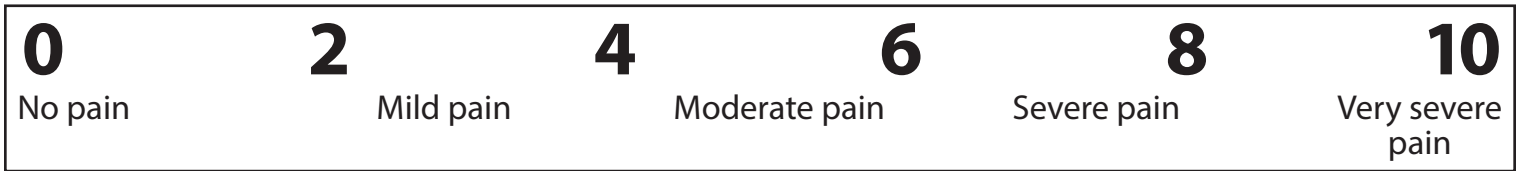
Hunter
Environmental Services
(Housekeeping)



Wine
Dietician

*Certain CHI Health locations may have variations in team member uniform colors.

We want to make you as comfortable as possible. Your care team will work with you to establish an acceptable and attainable pain score goal. If your pain management plan is not helping, we will notify your doctor. Please see pages 18-19 for additional information.



Wong-Baker FACES Pain Scale



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Email your comments to EthicsCenter@alegent.org. Thank you for your recommendations. These will be reviewed every 6 months.



CHIhealth.com