



IMPORTANT PATIENT INFORMATION

RETAIN FOR YOUR RECORDS

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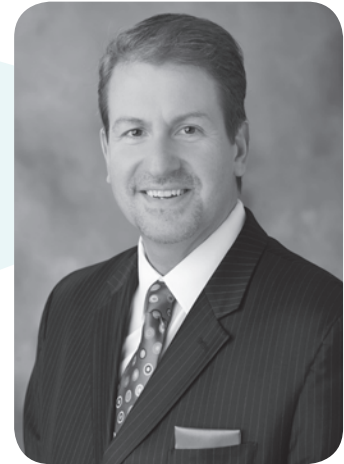
Welcome

Thank you for choosing Riverside Medical Center. We understand that you want and deserve world-class Healthcare. We also know you need friends, family and the familiarity of home. We are passionate about ensuring you have both.

Our patient guide was prepared to assist you with any questions and provide you with important information about your care in the hospital and afterwards, too.

Please let us know if there is anything we can do to make your stay more comfortable and pleasant. It is our goal to ensure that you are completely satisfied with your care.

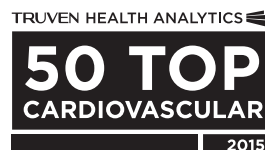
Remember, each of us is inspired by your journey and privileged to be part of it. It is our mission to exceed your expectations in every way by making your experience with us truly remarkable.



Sincerely,

A handwritten signature in dark ink that reads "Phil Kambic".

*Phil Kambic
President & CEO*



Riverside was named a 100 Top Hospital by Truven Health Analytics six times, ranking them among the best in the country for overall performance. The hospital also received the Distinguished Hospital Award for Clinical Excellence™ from Healthgrades. This distinction places Riverside in the top five percent of more than 4,500 hospitals nationwide for its clinical performance.

For Your Comfort, Safety and Care

Partners In Your Care

We want you involved in your care. Ask questions. Let us know if you understand what we are doing. Nurse leaders will check with you once per day to hear feedback on how we are doing. They will also ask if there is anyone you would like to thank for giving very good care, and anything that we could improve upon.

When entering your room, our staff will introduce themselves and nursing staff will note important information about your care on the whiteboard in your room. Our staff wear ID badges that have their job title on it and first name.

For your safety, you will be asked your name and your date of birth many times during your stay.

There are many members of the health care team. Some of the most common team members you may meet during a hospital stay are:

ATTENDING PHYSICIANS

The attending physician is the primary person responsible for your care and treatment. It may be a physician that you have known for years or one that is new to you. The attending physician works with staff in prescribing the appropriate tests, diagnosing your condition and developing the best treatment plan for you.

HOSPITALISTS

Not everyone has a hospitalist—but your physician may choose one for you. Hospitalists are physicians whose special training and expertise is caring for hospitalized patients. Hospitalists stay in the hospital 24 hours per day, 7 days per week so they are always here to help care for you. If your regular family physician has a hospitalist caring for you while in the hospital, your family physician and the hospitalist will talk about your care during your stay.

NURSES

Nurses work in many different roles and departments.

- Staff nurses work on nursing units to provide around-the-clock care.
- Case managers are nurses who help plan for the next step in your care journey. They help the physician and nurses plan for your discharge, and they help with making the necessary arrangements for your continued care after you leave Riverside.
- Other nurses administer care, tests and treatments in specific departments such as X-ray, the GI Lab, Cardiac Catheterization Lab, Operating and Recovery rooms and Outpatient Surgery.

- Patient Care Technicians and Certified Nursing Assistants (CNA) are supervised and directed by staff nurses (RN) in providing care. They cannot manage your IV or medications but will help you with any special or personal needs you may have such as going to the bathroom, dressing, or bathing. They are knowledgeable about your care, diet and activity. They will focus on meeting your comfort and any special or personal needs you have during your stay.

FELLOWS AND RESIDENTS

Riverside is proud to be a teaching hospital, a unique benefit for our patients and the community. As part of the training and education process, residents, fellows, medical students, physician assistant and nurse practitioner students, in addition to those studying nursing, radiology, and respiratory may be part of your Healthcare team as a patient with us. This team is led by an experienced physicians and clinicians and together they are enriching it with exceptional services for those in need of Healthcare, whether it is sophisticated surgical procedures or routine primary care. Our patients benefit from this team approach, and our community benefits as we train tomorrow's Healthcare providers.

TECHNICIANS, THERAPISTS AND TECHNOLOGISTS

Skilled technicians, therapists, and technologists perform diagnostic tests or special treatments in various departments.

DIETITIANS

Dietitians are licensed professionals who help with special diets and nutrition education. Catering Associates help you complete your menu selections and special requests.

SOCIAL SERVICES

Social Services Specialists are licensed professionals who assist you and your family in adjusting to any problems created by your illness. They help with planning your care after you leave Riverside.

PASTORAL CARE FOR PATIENTS AND FAMILIES

A non-denominational chaplain is available for visits and consultations. Chaplains may be reached at extension 4960, or you can ask your nurse to contact a chaplain. For more information, see page 18.

PATIENT LIAISON

The Patient Liaison is here to help when you have questions, concerns or problems regarding care or services received from Riverside. To page the Patient Liaison, dial "0" and the hospital operator will assist you.

Continues next page

For Your Comfort, Safety and Care *(Continued)*

Your Care Team

Please use this section to write down the names of staff involved in your care.

Doctor(s) / Hospitalist / Surgeon

RN(s)

CNA(s)

**Catering Associates
(Dietary staff) / Dietitians**

Housekeeper

Transporter

Respiratory Therapist

Lab Tech

**Physical Therapist / Physical Therapy
Assistant (PTA)**

**Occupational Therapist /
Occupational Therapy Assistant
(COTA)**

IV Team

**Radiology Tech / CT Tech /
Ultrasound Tech**

Pharmacist / Pharmacy Tech

Case Manager

Social Worker

Chaplain

You are part of the team.

Please help us keep you feel well-informed and involved in your care at every step of your journey. Here are ways to make that happen:

- Let nursing staff know if you have a hearing/speech/sight loss or communicate in a foreign language. We will make arrangements for an interpreter or auxiliary aids to help keep you informed.
- Ask for a review of your care daily.
- We encourage family involvement in your care. Family members who know you well may notice changes in your health before the doctors or nurses. For example, some medications may change the way you think or speak. Please have your family share their observations or concerns with your care team.
- Please be sure to write down questions *before* the doctor or nurse visits you. Questions you may want to ask of the staff include:
 - ☐ How long will I be in the hospital?
 - ☐ Can I be more active today?

- ☐ Can noise that disturbs my rest be decreased?
- ☐ Can I have more information about a treatment or procedure?
- ☐ Can I have more information about my new medications, why I am taking them and which side effects to watch for?
- ☐ When will I get my test results?
- ☐ What is my schedule today? Will I have any lab tests or other tests today?
- ☐ What do I need to start doing to get ready to go home or for the next step in my care journey?

Concerns About Your Care

Our goal at Riverside is to give very good care. During your stay, our nurse leaders will visit you each day to check that we are addressing any concerns promptly and to your satisfaction. As a patient, you play a role in patient safety by staying involved and informed about your care. Please try to resolve concerns with your nurse, the nurse leader or nurse in charge on that shift.

We want you and your family to tell us about any concerns you may have. Despite our best efforts, things may not be how you would like them. Share these concerns by taking the following steps:

- Talk with your nurse, nurse leader or nurse in charge on that shift
- Ask your doctor questions

If you have done these things and you still need answers, please do the following:

- Dial 0 on your phone
- Ask the operator for a Condition H.

This call leads to a timely visit by the nursing supervisor or clinical manager. Together you and this person will respond to your questions and see that you receive the care you need.

If the issue is still not resolved, please call our Patient Liaison at extension 4739.

You may also call the Administration Department at Riverside at extension 6223.

Please note: If you have concerns, you have the right to call or write to the Illinois Department of Public Health's 24-Hour Central Complaint Registry at 1-800-252-4343 (TTY 1-800-447-6404):

Illinois Department of Public Health
 525 W. Jefferson Street
 Springfield, Illinois 62761

STEPS TO TAKE

1. List the issue/problem.

2. Ask for what you think needs to be done to resolve the issue/problem for you or future patients.

YOUR NOTES

CONCERNS? PLEASE CALL OUR PATIENT LIAISON

The Patient Liaison is here to help when you have questions, concerns or problems regarding care or services received

from Riverside. Dial 0 and ask to have the Patient Liaison paged, or you may call extension 4739.

Continues next page

For Your Comfort, Safety and Care *(Continued)*

If you are moved from your room to another room or area of the hospital:

An identification (ID) band with your name, your physician's name and your medical record number is on your wrist. Nurses and other caregivers will check this band before giving medicines, taking you to surgery, performing tests, or giving other care. For your safety, staff will 'scan' your band before you can take certain medications. If you did not receive an ID band or lose your ID band, please tell your nurse. It is very important that you wear this band during your entire stay.

In order to keep you well-informed, secure and ensure your privacy, the following steps will occur throughout your stay:

- Your ID band will be checked and we will check that you are the right person for the right procedure.
- For your privacy, you will be covered with a sheet and gown.
- You will be asked if you were given information about the surgery or procedure by your doctor and if you agreed to the procedure.
- If moved, please let your family know your new room number.

PERSONAL ITEMS

Please do not use personal electrical appliances or equipment such as hair dryers, electric shavers, or any other electrical device that must be plugged into a wall outlet. The use of these devices may create a risk of electrical shock or fire hazard if oxygen is in use in the room. If you use an electric razor, please speak with your nurse before use.

Please leave these items at home or send them home with a family member:



If you bring personal items to the hospital, do not leave them at the bedside. We are not responsible for lost items, and they may not be reimbursed. Small items such as rings, watches and wallets can be locked up by Security. Please be very careful with dentures, eyeglasses, hearing aids and other items that you will need while in the hospital. Do not leave them on food trays or in your bed. Dentures, glasses or hearing aids may be hard to replace. These items should go home, if and ONLY IF, you can function well without them.

Keep in mind, personal items can be lost—especially when being moved to a new room or area. We need your help to prevent lost items. Give items to a family member or friend. Avoid bringing treasures such as jewelry or money.

If something is missing, please let your nurse or the Patient Liaison know right away. Dial 0 and ask to have the Patient Liaison paged, or you may call extension 4739.

MEDICATIONS I AM TAKING:

(prescriptions, over the counter, herbs, vitamins or supplements)

Bring a list of any/all medications and allergies (e.g. food, medication, pet dander, etc.) with you to the hospital. If this list is not prepared in advance, please use the area below to share this information with your nurse.

ALLERGIC REACTIONS:

(e.g. hives, trouble breathing, etc.? or, What happens if you take or are exposed to?)

Staying Safe During Your Hospital Stay

In order to keep you safe during this hospital stay, the next section of this guidebook will talk about how you can help prevent:

- Falls
- IV complications
- Pressure ulcers (bedsores)
- Infections
- Medications

Falls Prevention: **CALL–Don’t Fall!**

No one wants to fall, especially when you’re in the hospital. Unfortunately, people do fall in hospitals. They may be taking more than one medication, may have dementia, and/or may be weak. Elderly people may be more prone to falls, however, anyone of any age who is otherwise healthy, may fall because of medication effects or unfamiliarity with the hospital environment. If you’ve had surgery, the anesthesia could make you weaker than you realize until you try to walk.

Many falls happen when people try to get to the bathroom. Until the nurses have said it’s safe for you to go the bathroom alone, put on your call light for help. In some cases, staff will stay with you in the bathroom to protect you from a fall.

Nursing staff screen for falls risk in patients and may use sitters, bed alarms, or special slipper socks, or request you put your call light on for help to the bathroom. If your nurses ask you to do any of these things, please cooperate so we can decrease your risk of falling.

CHECK WITH NURSING

For your safety and comfort, Riverside nurses, techs and CNAs provide rounding. This means they check on you hourly during the day and approximately every two hours from 11 p.m. to 7 a.m.. They will see if you need to be repositioned for your comfort, need assistance to the bathroom, or are experiencing any pain. They also check to see if you can reach your call light and phone, and that everything is within reach. During rounding, please let them know of any other needs so that you continue be involved in your care. Remember: the nurse call light should always be by your hand. If you don’t know how to use it, please ask.

FOR MORE INFORMATION

For more information about preventing falls for you and your loved ones, visit our website at www.riversideHealthcare.org and search key word “Falls”.

Preventing Infections

Hospital-acquired infections (HAIs) are infections you catch when receiving care in a hospital. Health care workers are on the march to prevent and eliminate infections. We need you and your loved ones to help. Here’s how to protect yourself from an infection.

The best way to prevent infection is handwashing. You, your visitors, and staff should ALWAYS wash with soap and water or alcohol hand gel. ***Don’t be afraid to ask our staff to wear gloves or wash their hands.***

STAFF AND VISITORS MUST WASH THEIR HANDS OR USE HAND SANITIZER:

- When entering and leaving your room
- Before touching items used in your care
- Before touching medications
- After touching items/equipment
- After any contact with your blood/body fluids

YOU SHOULD WASH YOUR HANDS:

Use soap and warm water to wash your hands. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers and the backs of your hands. Always wash your hands.

- After using the bathroom or when touching any area where there are bandages or drainage
- Before touching or eating food.

The two most difficult bacteria are methicillin-resistant Staphylococcus aureus (MRSA) and Clostridium difficile (C.diff).

Both “bugs” resist antibiotics.

Alcohol-based hand solutions do not kill C. Diff. This bug requires soap and water and good handwashing technique. Staff will wear gloves to care for patients on C. Diff precautions and will use bleach to clean rooms.

REMIND YOUR VISITORS AND OUR STAFF TO WASH THEIR HANDS

None of us want to see you get an infection. If you don’t see our staff wash their hands, ask them to “Please wash your hands!” before they touch you or any of your equipment.

Continues next page

Staying Safe During Your Hospital Stay *(Continued)*

Ask family or friends to wash their hands too. If they are sick—ask them to not visit you. Though this may seem obvious, you'd be surprised how many people forget or are afraid they'll hurt your feelings if they don't come visit you in the hospital.

IMMEDIATELY TELL YOUR NURSE IF:

- You notice drainage on a bandage
- Your catheter is not draining
- Your IV site looks dirty

Telling your nurse can help decrease your risk of a hospital-acquired infection.

If you already have an infection, please follow these reminders to prevent the spread of infection.

- Cover your cough.
 - Many diseases are spread through sneezes and coughs. Germs can travel three feet or more! Use a tissue to cover your mouth and nose when sneezing and coughing.
 - Use a tissue. Keep tissues near you everywhere. Be sure to throw away tissues and wash your hands after coughing or sneezing.
 - If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, wash them right away.
- Avoid close contact with others.
 - Don't shake hands, hug, or touch others.

AS YOU PREPARE TO GO HOME, PLEASE REMEMBER THESE USEFUL TIPS:

- If you are sick, avoid close contact with others.
- Make sure that your vaccinations are current—even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases:
 - Chicken Pox / Shingles / Hepatitis
 - Measles / Mumps / Meningitis
 - Tetanus / Diphtheria
 - Flu (also known as influenza)
 - Whooping Cough (also known as Pertussis)
 - German Measles (also known as Rubella)
 - Pneumonia (Streptococcus pneumonia)
 - Human Papillomavirus (HPV)

IV Therapy

Most patients will have IV (intravenous) therapy if admitted to a hospital.

IVs placed in your neck or chest carry a greater risk of infection than IVs placed in your arm, hand or foot. IVs placed in your chest or neck allow staff to take blood samples more often, measure your blood pressure more accurately, and give you medications because these IVs take more fluid into your larger veins. The goal of staff is to remove the IVs in your neck or chest as soon as possible.

COMPLICATIONS OF IVs

A common complication of IVs is called IV infiltration. This happens when IV fluid leaks out of your vein and into other tissues. Signs of possible infiltration include:

- Discomfort
- Pain
- Burning
- A feeling of fullness or heaviness in your limb.

If you experience these feelings—call your nurse.

INSERTING YOUR IV

Inserting an IV requires skill, with the goal to do this in a way that prevents infections and keeps you as comfortable as possible. Sometimes it's hard to find a vein that supports IV therapy, particularly with:

- Older individuals with delicate skin
- Patients that are dehydrated or bleeding a lot

Our nurses will usually make two attempts to start an IV before asking for help from another nurse. You do not need to accept repeated attempts by the same person. If there is a problem, ask that another nurse be called to start the IV.

MANAGING YOUR IV

Often nurses will use a machine called an infusion pump or IV pump to control the amount of fluid you get through your IV.

- IV pumps cannot detect infiltration. They keep delivering fluid even if it is leaking out of your vein.
- You may be given a PCA pump for IV medication. This stands for patient-controlled analgesia for pain control. You, as the patient, control the dosage up to a safe limit with this pump and the pump cannot detect infiltration.

- No matter the kind of pump used for your IV, if you have signs of infiltration, call your nurse.

CALL YOUR NURSE ABOUT YOUR IV IF:

- ☐ Your IV bag is empty
- ☐ Your bandages by the IV are damp or coming off
- ☐ Your IV pump is beeping or alarming
- ☐ You see redness or swelling around the IV site



Preventing Medication Errors

Medication includes supplements, vitamins, herbs, over-the-counter drugs and prescriptions you take. Some over-the-counter vitamins or herbs can make medications work better or not as well.

Partner with your care team to prevent medication errors and don't be afraid to ask questions! Ask your nurse to:

- Give you a list of your medications
- Discuss the purpose of the medications and what you should expect. Share vitamins or herbs you take at home or any food or other allergies you may have.
- Discuss how your response to the medications will be checked

DO NOT TAKE A MEDICATION:

- If it doesn't look right to you.
- Without being told what it is.
- Without knowing why it's needed for your care and side effects.

Ask to speak to a hospital pharmacist if you are still unclear about your medications.

Preventing Bedsores

Bedsore are called pressure ulcers. A pressure ulcer usually forms at bony points on the body, like hips, shoulders, heels or elbows. They are the result of pressure combined with rubbing. Poor health can increase the chances of a pressure ulcer. Older patients are more at risk. People who are obese, have a history of smoking, or have heart disease or diabetes are also more at risk. Someone who needs to use a wheelchair all the time is more at risk. Illness, poor diet and inactivity can cause the skin to form a pressure ulcer.

If you have a pressure ulcer, tell your nurse when it started and how it was treated before coming to the hospital.

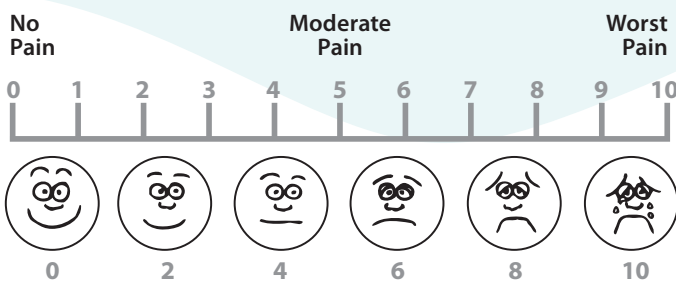
If you are at risk for pressure ulcers, your plan may include the following:

- Keep your skin clean and dry. This is important for patients who cannot control their bladder or bowel.
- Moisturize the skin.
- Avoid lifting and turning methods that rub skin on the bed sheets.
- Provide a special mattress, when needed.
- Use a turn and position schedule every few hours.
- Maintain a healthy diet with fluids.

Comfort During Your Stay

Controlling Your Pain: No one wants to be a “10”!

While you are in the hospital, our staff will do all they can to assure your pain is well controlled. They will assess for your pain regularly just like they check your blood pressure and pulse. You, the patient, will provide the most accurate assessment of your pain. For adult patients, we will ask you to rate your pain using the numerical scale with 0 being no pain at all and a 10 being the worst pain. For children, we will ask them to rate their pain using the FACES scale shown below.



Once we know your pain level, our staff will do all they can to control it based on the type of pain you have.

- Pain can be **acute**. Acute pain begins suddenly and lasts a short time. Examples are pain from surgery, injury, burns or cuts, dental work, birth or labor.
- Pain can be **chronic**. Chronic pain lasts weeks to years. Cancer pain, arthritis, and back pain are examples.
- Pain can be **neuropathic**. This happens when nerves are damaged. As a result, a light breeze to the skin or clothing brushing the skin can cause pain. People with diabetes, multiple sclerosis, and injuries to the spinal cord can have neuropathic pain. Treatment cannot get rid of the problem, but it can block pain signals for a time.
- **Breakthrough** pain is another type of sudden and intense pain. It can be like acute pain patients have after surgery, or like the chronic pain of cancer.

HERE'S HOW YOU CAN HELP CONTROL YOUR PAIN:

- Expect to be asked about your level of pain many times during your hospital stay.
- Do not wait until pain is unbearable to take medication. Staff will try to stay ahead of pain to keep you safe and comfortable. Take the medication when it is available.
- Expect nurses to ask you to re-evaluate your pain level after you've taken your pain medication or had another pain-relieving treatment.
- Expect nurses to use the same pain scale each time they assess your pain. This lets them see how you are responding to treatment. This also helps them make changes to keep you as comfortable and safe as possible.
- Please know, for your safety, it may not be possible to go to zero, or no pain at all, right away. Sometimes it's not possible to be pain-free. Certain diseases cause pain that can be controlled, but not entirely eliminated. If this is the case for you, you will be asked what level of pain lets you still perform daily activities such as eating, dressing and bathing. Your care team will work to keep you at that level.
- Another resource that provides information on controlling pain is available at: <http://www.nlm.nih.gov/medlineplus/pain.html>

Call your caregiver if you have any of the following problems:

- The medicine you are taking makes you sleepier than usual or confused
- You have a new pain or the pain seems different than before
- You have constipation that is not lessened with recommended treatments.

Visiting Hours and Guidelines

Every patient is a unique and special person with different needs. Our goal is to maintain a comfortable, private and quiet environment where patients will receive the rest necessary for their recovery. Please help us accomplish this goal by following these visiting guidelines:

- **Visiting hours – 9 a.m. to 8:30 p.m. daily**, unless otherwise indicated by physician order or patient condition. For the rest, safety, and comfort of our patients, visiting is not allowed after 8:30 p.m. unless special permission is granted by nursing staff.
- **Critical Care units (3ICU and 5ICU):**
Visitors are directed by nursing staff. Criteria for exceptions are at the discretion of the physician/director or designee, or if a death is imminent.
- **Pediatrics:** Parents visit at any time; other visitors are to follow the directions of the nursing staff.
- **OB:** A Parent, Spouse or Partner may visit at any time; other visitors are from noon to 8:30 p.m. each day. No children under 12 years of age, except for siblings.
- **4Rehab:** times vary based upon the patient's involvement in therapy. Please speak with the nursing staff about good times to visit.
- **Ages:** For the safety and comfort of patients, children under 18 years of age are to always be accompanied by a responsible adult and are to be supervised by their parent(s)/guardian at all times. Visitors should be asymptomatic (free from fever, rashes, coughs, or infections) and children who are allowed to visit must be current on all immunizations.
- **During patient treatments:** For patient privacy, visitors are expected to wait in waiting areas when a treatment or procedure is to be carried out in the room. Exceptions may be made.
- **Quiet counts:** Please help us keep a quiet atmosphere and adhere to visiting hours. This is important to all of our patients' recovery and to help them obtain adequate rest. For the privacy of all patients, we may not permit overnight stays for family members except under

special circumstances. If a family member wants to stay overnight with you, please discuss with your nurse.

- **Visiting outside the patient's room:** Patients may visit in the cafeteria, the waiting rooms, or the first floor lobby if the physician or nurse gives permission and the patient is fully dressed.
- **Clergy/Priests:** Clergy and priests may visit at any hour.
- **Evening Entrance/Exit:** Visitors entering and leaving the hospital after 8:30 p.m. or before 7 a.m. should use the Emergency Department entrance and complete the nighttime visitor register for the safety and security of our hospital.

Planning for Discharge

Most hospital stays are not very long. Discharge plans begin when you are admitted. If you will need further care after discharge, our social services specialists or nurses will help you make plans.

The day of discharge is determined by all the physicians involved in your care and is based on your readiness for a safe discharge. Once the nursing staff confirms with all physicians that it is safe for you to be discharged, please contact your family to make travel arrangements. When your family arrives, you will be escorted to the hospital entrance by a staff member. Take all your clothing and belongings. If any of your personal valuables have been locked up by Security, please allow time for Security to be called and the items picked up.

Before leaving, your nurse will provide you with written instructions for your medicines, activity and follow-up appointments. If you have medication prescriptions that need to be filled, Riverside's Family Pharmacy located on the first floor by the A elevators is available for your convenience. Or, you can ask your nurse to call your prescriptions in to your usual pharmacy.

Planning for your discharge: How to avoid being readmitted to the hospital

More than a third of us don't get the tests, referrals or follow-up care we need after a hospital stay resulting in preventable readmissions. As soon as your physician says you can be discharged, we need you to pay attention to discharge instructions from our nurses and ask questions.

WHAT YOU CAN DO TO PREVENT ANOTHER HOSPITAL VISIT

■ Ask and ask again

Don't be afraid to approach doctors, nurses and pharmacists with questions and concerns.

■ Say it back

Repeat instructions you get in the hospital back to your doctors and nurses to make sure you understand them.

■ Review the discharge instructions with our nurses before you leave the hospital

Make sure your plan includes:

- A schedule of follow-up appointments
- A list of your medical problems

- A list of your medications, including when to take them, for how long, and any possible side effects.
- A list of equipment you might need, such as a cane or wheelchair. Try to make sure changes to your home, such as grab bars in the bathroom have been made or are scheduled.

■ Manage your medications

Many people end up back in the hospital because of medication problems. Doctors need to know all the medications you are taking—prescription, over the counter, vitamins and herbs or supplements—to avoid mix-ups and duplications. Get clear oral and written instructions, and then have a family member or friend help to go over your medications and ask questions.

■ Keep appointments

See your primary care provider or specialist as directed after leaving the hospital. Bring your plan, medications, and medication list to each appointment. If you don't have a doctor or don't know how to reach the needed specialist, ask our staff to help you.

■ Know what to do if you don't feel well

Know the danger signs for your condition and what you'll do if symptoms get worse. Know who to call during the day, at night, and on weekends.

RIVERSIDE CAN PROVIDE ELECTRONIC DISCHARGE INSTRUCTIONS

You will receive a paper copy of your discharge instructions. You can request your nurse provide discharge instructions to you electronically on a memory stick or flash drive. Follow these steps to unlock your electronic private health information on a memory stick or flash drive:

- Plug in the memory stick to the USB driver.
- Find the file folder named **Clinical Summary** and double-click to open.
- Double-click on the file that is named: **dc instructions**
- You will be prompted for a 4 digit password. This password is typically your (the patient's) birth month and date format (mmdd). The nurse will go over your password with you upon discharge.
- Your instructions to open using Adobe Reader.

If you have any questions or problems with your discharge instructions, please call the nursing unit that you were discharged from.

CARE AFTER DISCHARGE

■ Patient discharge phone calls

When you are discharged or released to Home Care, a Riverside nurse will call you within 72 hours of your discharge (Monday through Friday). The nurse will see how you are feeling and help answer any questions about your care or discharge instructions now that you are home.

■ Home Care

Home Care provides services from nurses, home health aides, social workers, physical therapists, and occupational therapists. Services are available on a daily, weekly, or 24-hour basis.

People who could benefit from home care are those who are able to be discharged, but who need additional care, have short term health needs or need assistance in order to live independently at home.

■ Hospice care

Palliative care staff and hospice care staff provide services at home to those patients whose condition requires a focus on comfort and quality of life.

DISCHARGE TO OTHER FACILITIES

■ Sub-acute care facility

A sub-acute care facility provides comprehensive inpatient care for those who have had an acute illness or injury and who need daily observation or care by nurses and other Healthcare staff.

■ Skilled Care Facility

A Skilled Care Facility provides 24-hour care that requires a registered nurse to provide treatments or perform procedures. The level of care in a skilled care facility is less intensive than in a sub-acute care facility.

■ Nursing home

A nursing home provides assistance with the activities of daily living. The care can be provided by an RN, nurse's aides or family member.

A LIST OF RESOURCES IS AVAILABLE UPON REQUEST. PLEASE SPEAK WITH YOUR CARE TEAM.

Payment for any of the above services may be covered by Medicare, Medicaid, or private insurance depending on the needs of the patient and the coverage provided. All agencies must be certified (approved by Medicare and Medicaid) to be eligible for reimbursement.

LEARNING MORE ABOUT MY HEALTH AFTER DISCHARGE: FINDING RELIABLE INFORMATION

After leaving the hospital, where can you start your search for learning accurate information about your diagnosis or treatment?

Starting with your doctor is a great idea. Or you can also check with the local library for assistance. Be careful of Internet sites you visit. Just remember—anyone, anywhere, with or without medical training can post medical information on the Internet. Here are a few tips about using the Internet to find good health information:

- Find the sponsor of the website. Is it a national organization like the American Cancer Society or the American Heart Association? If yes, then the information is good.
- Can you find a publication date on the web page? Is it a recent date or old information?
- Does the site show the sources where the information was obtained? If yes, then it may be a good site.
- Is the site a health care facility such as Johns Hopkins, or a professional organization like the Christopher and Dana Reeves Foundation? If yes, then it's probably a good site with legitimate health information.

A few good sources to start your search include:

■ Riverside Health Care

www.riversideHealthcare.org

This site is maintained by Riverside Medical Center and has patient education resources posted for use.

■ MayoClinic.com

www.mayoclinic.com

This site is developed and maintained by the Mayo Clinic, a leading health institution in the United States.

■ Medlineplus.gov

hwww.nlm.nih.gov/medlineplus

This site was created and is maintained by the National Library of Medicine in the United States. It provides links to other credible websites, including university medical centers, the National Institute of Health. Spanish information is also available on this site.

Continues next page

Planning for Discharge *(Continued)*

■ **Cancer.gov**

www.cancer.gov

This is the official website of the National Cancer Institute. It covers all aspects of cancer.

■ **American Hospital Association**

www.aha.org/research/rc/links/consumer-index.shtml

This website has a database of health information, and also explains aspects of care such as making informed decisions.

■ **Medical Library Association** lists their Top 10

recommended websites for health information at:

www.mlanet.org/resources/consumr_index.html

■ **The American Society of Health-System Pharmacists**

www.safemedication.com

This is a reliable website for medication information

■ **The Centers for Disease Control (CDC)**

www.cdc.gov

For information on flu, pneumonia, and other infectious diseases, this is the website to visit.

■ **The National Institute of Neurological Disorders and Stroke**

www.ninds.nih.gov

This website provides information for patients on various neurological disorders and stroke information.

■ **American Lung Association**

www.lung.org

Learn how to improve your lung health. Make efforts towards clean air and smokefree living. Find facts about lung diseases, such as lung cancer, COPD, asthma and more.

After Your Hospital Stay

**RIVERSIDE WANTS TO HELP YOU ACTIVELY
MANAGE YOUR HEALTH AND WELLNESS.
LEARN MORE.**

**FOR MORE INFORMATION, SPEAK TO YOUR
CARE TEAM AND VISIT WWW.RHC.ME.**

Get access to our Patient Portal!

It's that easy! Enroll today.

Just provide us with your email address, and we will send you simple instructions to enroll in our secure patient portal.

Upon returning home from the hospital, you will be able to access important information about your hospital visit, managing your medications, and taking a more active role in your health and wellness.

Anywhere, anytime!

Win an iPad Air!



 **RIVERSIDE**
MEDICAL CENTER

Know Yourself, Know Your Health @ WWW.RHC.ME

Generosity is a Powerful Healing Force

Touching everyone along its path—the recipient, the giver and the observer.

At Riverside, our goal is to provide Healthcare experiences for you and your family that are filled with the healing power of generosity, whether it be through the outstanding care of a physician or nurse, a kind word from a volunteer, extra attention to detail from a housekeeper or even a cookie to brighten your day.

We invite you to help spread the generosity at Riverside by sharing your thoughts about your stay.

If one or more members of our staff showed outstanding kindness and skill during your stay, please tell us about it in writing on the inside flap of the envelope included in this packet. Your kind words affirm the compassion and expertise of our staff, and provide powerful healing for them as well.

Many of our patients and families also choose to express their gratitude in the form a financial gift. These gifts, whether large or small, make it possible for Riverside to continue to offer important programs, provide the latest technology, award scholarships and augment advanced training for our staff.

Please return your story in the envelope provided, with or without a gift or simply give your envelope to any hospital staff member before you leave. Please include your contact information so that we may say thanks by sending you a 10 percent discount coupon to the Market Place Gift Shop located in the South Lobby of the Medical Center.

GENEROSITY REALLY DOES MAKE A DIFFERENCE

Because of charitable support by our community, medical staff, and employees, many recent initiatives and projects benefitting patient care were funded by the Foundation including:

- Expansion of services at the **Betty Burch Bridgewater Center for Radiation Therapy**. Completed in the summer of 2013, new technology has been added to allow remarkably advanced treatment to occur for our patients, close to their homes.
- **Nursing Excellence through Education** initiative to provide nursing scholarship support for advanced



degrees and certifications to continually improve the care we can provide our patients.

- **“Smart” IV Pump** technology for every patient room to maximize medication safety.

At Riverside, your gratitude and generosity can make a meaningful impact. There are many ways to support Riverside’s mission:

- Volunteer. There are many volunteer opportunities that can accommodate your time availability and interests. We offer training and orientation to help you be prepared. Please contact our Volunteer Services Department at 815-935-3277 to learn more.
- Join our Samaritan Society with a gift totaling \$150 or more. (Various giving levels include preferred access and dinner invitations)
- Sponsor pavers, trees, statues, and other landscape features in our Reflection Garden located between the East Tower and Kankakee River.
- Designate memorial gifts for loved ones to Riverside
- Dedicate a portion or all of one’s estate to Riverside (Complimentary estate planning services available)

More information regarding philanthropic options can be found by contacting the Foundation Office at 815-933-7799 or by visiting www.riversideHealthcare.org/foundation.

Hospital and In-room Amenities



Family Pharmacy

Inside the Marketplace Gift Shop, South Lobby

■ Discounted pricing; free delivery

- **To your patient room**—so you can be discharged with your prescription medicine in-hand
- **Home delivery**—after you leave the Medical Center
- **At Miller Rehabilitation**—if you continue your recovery at Riverside Senior Life's Miller Rehabilitation, we offer seamless delivery of your prescriptions right on time, to your room

Telephone Services

REACHING YOUR NURSE DIRECTLY

You may reach a nurse or nurse assistant directly from your bedside phone by dialing the four digit extension provided on the white board in your room. Calls are received on your nurse's ASComm phone (pictured here). Please know that at times they may need to take a phone call from another patient or doctor. These phones are only for the nurse's or nurse assistant's professional use.



PATIENT ROOM TELEPHONE SERVICES

For your convenience, your patient room includes an in-room phone. Telephone calls made to phone numbers within the contiguous 48 states are free of charge. International calls are not accessible within the patient rooms; however, we will try to assist you in connecting with your loved ones in any way possible. Please see our patient care staff to assist you if you have additional communication needs.

MAKING CALLS WITHIN THE UNITED STATES (excluding Hawaii and Alaska)

- Listen for the dial tone and dial "71" and the ten-digit phone number.
- Should you need to reach the AT&T operator, please dial 70.

RECEIVING PHONE CALLS AT YOUR BEDSIDE

As a patient, you may give your family and friends your direct phone extension for easy 24-hour a day access. Calls received through the Hospital's Call Connection Center,

(815) 933-1671, are restricted to 7 a.m. to 10 p.m. so you and other patients are not disturbed during the night.

CALLING WITHIN RIVERSIDE HEALTHCARE

When making calls from your bedside phone to Riverside offices or other patient rooms, please dial the 4 digit extension.

CELL PHONE SERVICE

In order to receive a strong cell phone signal, you may need to move toward an outside window or waiting area. For patient safety and consideration, some areas restrict cell phone use.

WIRELESS INTERNET ACCESS

Wireless internet access is free for all patient and guests by accessing the "RMCGuest" network. No passwords are needed. Know that all internet access is monitored and secured through Riverside Medical Center.

Meal Delivery and Dietitians

WHAT TIMES ARE MEALS DELIVERED TO MY PATIENT ROOM?

Meals will be brought to your room daily at approximately 8 a.m., 1 p.m. and 6 p.m. Each day, a catering associate will stop by to get your meal preferences.

The Marketplace Gift Shop



the marketplace
RIVERSIDE MEDICAL CENTER

During your stay, please visit the Marketplace Gift Shop. Conveniently located near the South entrance across from the Emergency Department, this Gift Shop has a wide range of items for you and those dear to you.

■ Onsite gift shop

If you need that special gift to bring to a loved one staying with us or if you just want to pick up something that catches your eye, be sure and visit us at the Marketplace for all of your gift giving needs.

■ Online prescription order and refill

□ Easy prescription order and refill

Refill prescriptions online at the Riverside Family Pharmacy (www.riversideHealthcare.org/pharmacy)



Cafeteria—the All Spice Café

The Riverside Medical Center cafeteria is open daily for our visitors and Riverside staff. It is located on the first floor of the Medical Center and is open during the following hours:

Breakfast: 6:30 to 10:30 a.m.
Lunch: 11:30 a.m. to 3 p.m.
Dinner: 4 to 7 p.m.

Uncommon Grounds

Gourmet coffees, pastries and snacks:

Pavilion Lobby
 6:30 a.m. to 5 p.m.

Central Waiting
 6:30 a.m. to 4:30 p.m.



Vending Machines

Available 24 hours a day, vending machines can be found in the Cafeteria (first floor), North Lobby and the Emergency Department.

ATM

For your convenience, an ATM is available 24 hours a day next to the Uncommon Grounds coffee shop in Central Waiting on the first floor of the Medical Center.



Riverside TV Channel 26

Channel 26, Riverside's closed circuit television channel, has been programmed especially for you. The

education and information presented is geared to your hospital stay, ways to improve health and wellness and the latest developments at Riverside.

HEALTHCURRENTS

Plays every hour 35 minutes after the hour.

EDUCATIONAL VIDEO CONTENT

■ Heart.....	8 a.m.	4 p.m.	Midnight
■ Cancer	9 a.m.	5 p.m.	1 a.m.
■ Diabetes.....	10 a.m.	6 p.m.	2 a.m.
■ GI	11 a.m.	7 p.m.	3 a.m.
■ OB	Noon	8 p.m.	4 a.m.
■ Ortho.....	1 p.m.	9 p.m.	5 a.m.
■ Respiratory	2 p.m.	10 p.m.	6 a.m.
■ Wellness.....	3 p.m.	11 p.m.	7 a.m.

Television

We are happy to provide access to television programming in your room during your stay. Television controls are located at your bedside. For those patient units with individual bedside televisions, controls are located on the television panel.

Please see page 28 of this booklet for TV Channel Guide:

Continues next page

Hospital and In-room Amenities *(Continued)*

Telephone Directory

The following are 4-digit extensions for many numbers of RMC departments and services (unless otherwise noted).

Admitting	0
Call Connection Center (Operator)	0
Family Pharmacy	4356
Food and Nutrition	4922
Home Health	3272
Lost and Found (Safety and Security)	4990 or 0
Maintenance/Room Concerns	4947
Outpatient Scheduling	3300
Pastoral Care (Chaplain)	4937
Patient Financial Services	3652
Patient Liaison	4739
Physician Referral (toll free) 1-855-404-DOCS (3627)	
Security	4990 or 0
Social Services	4070
The MarketPlace Gift Shop	4979
Volunteer Services	4928

If you need the phone number of a department that is not listed, please call the operator by dialing "0."

Pastoral Care for Patients and Families

In keeping with our philosophy that proper health care treatment is achieved by meeting the needs of the total person, **Riverside Medical Center provides spiritual support for our patients and families.** Our Pastoral Care Department provides a chaplain should you or your loved ones have interest. The chaplain will offer the type of spiritual support appropriate for the recipient. This support may include:

- Exploring purpose and meaning in life
- Locating a source of strength
- Expressing feelings that are uncomfortable such as anger, guilt, betrayal, sadness, shame and fear

- Processing reconciliation between oneself and another, or oneself and God
- Questioning who God is at this point in one's life
- Worshiping with rituals such as prayer, Bible readings, communion, confession, baptism, and anointing of the sick.

Our chaplains are respectful and supportive of the belief systems of our patients and loved ones.

All Faiths Chapel

Open 24 hours a day, the All Faiths Chapel provides a sacred space for people of all faiths to meditate and pray. On Sundays at 3 p.m. a chaplain is available to conduct a brief worship service for patients, loved ones, and staff. The All Faiths Chapel is located on the main floor of Riverside Medical Center next to the Central Waiting Area.

Riverside's Spiritual Healing Garden, Reflection Garden, and Riverbend Walking Path

Riverside Medical Center is committed to providing the best care possible in a beautiful setting. For your comfort,



healing, and rejuvenation, we invite you to visit our outdoor walking and garden spaces.

SPIRITUAL HEALING GARDEN

Conveniently located next to the Central Waiting Area, this space features meandering brick walkways, a seasonal water feature, statuary, a canopy, and benches. It is accessible from the Central Waiting area and the All Faiths Chapel.



RIVERSIDE'S REFLECTION GARDEN

Nestled between the East Tower and the Kankakee River, the Reflection Garden captures continually-developing, beautiful landscaped spaces overlooking the picturesque Kankakee River. Key features in the garden include a large gazebo with seating, seasonal waterfalls, an original art piece entitled, "To Be Held", a physician wall, a flag pole dedicated to our military and numerous benches, trees and pavers sponsored to honor and memorialize loved ones.

You can access the garden by exiting the Medical Center at the North end by the C elevators and following the Riverbend Walking Path. Additional paver and landscape sponsorships are available by contacting the Foundation office at 815-933-7799 or visiting the Giving section of Riverside's website.



RIVERBEND WALKING PATH

In an effort to further develop a healthy campus, Riverside offers you access to a paved walking path that encircles the entire campus. By exiting the Medical Center at the

North end by the C elevators, you can access the path just beyond the North parking garage. The path winds along the river to the Reflection Garden and by traveling toward the river, you will quickly come upon the Reflection Garden and then turns towards the adjacent Bird Park.



Riverside Volunteer Services

Riverside Medical Center's amazing team of volunteers support Riverside's mission by doing what they can to offer a kind touch to you, our patients and loved ones, with the type of generosity that comes straight from the heart.

If there is something our volunteers can do to make your time with us a little easier, please feel free to reach out to our department. To contact us, please dial 4928 during regular business hours.

If you are interested in becoming a volunteer, please contact the director of Volunteer Services at 815-935-3277.

Continues next page

General Information

Are You an Organ and Tissue Donor?

SHARE YOUR LIFE.

More than 60,000 Americans are waiting for organ transplants and hundreds of thousands more could benefit from tissue transplants. Thousands of people die needlessly each year due to lack of donors. You can help save lives by deciding now to be an organ and tissue donor.

SHARE YOUR DECISION.

At the time of your death, your family will be asked about donation. Tell your family your decision and ask theirs as well. That way, you'll both know and there will be no questions later.

QUESTIONS AND ANSWERS ABOUT ORGAN AND TISSUE DONATION

What organs and tissues can I donate?

Organs you can donate include heart, kidneys, pancreas, lungs, liver, and intestines. Tissues you can donate include eyes, skin, bone, heart valves, veins, and tendons. One person can help 50 other people.

Are there any costs to my family for donation?

No. Donations cost nothing to the donor's family or estate.

Will my decision to become a donor affect the quality of my medical care?

No. Organ and tissue recovery happens only after every effort has been made to save your life and death has been declared.

Will donation disfigure my body? Can there be an open casket funeral?

Donation neither disfigures the body, nor rules out an open casket funeral.

What happens to my donated organs and tissues?

A national system is in place to distribute organs fairly. Factors such as race, gender, age, income, or celebrity status are not considered when determining who receives organs or tissues. Buying and selling organs, tissues, and eyes is illegal.

BECOMING A DONOR

Your decision to be an organ and tissue donor gives hope and life to many people. It can save the lives of up to nine people. And enhance the lives of hundreds more. It is simple and easy for people to designate their decisions. The online registration process takes just 30 seconds. It's an ordinary action that can produce extraordinary results.

To designate your decision or learn more about organ and tissue donations visit www.giftofhope.org and click on the "Become A Donor" button.

Or visit www.lifegoeson.com and become part of the First-Person Consent Organ/Tissue Donor Registry in Illinois by submitting the online form at www.lifegoeson.com or by calling 1-800-210-2106.

Advance Directives

Respect for life, support of individual dignity and pursuit of patient well-being is central to the mission of Riverside Medical Center. Material, human and spiritual resources are offered for the cure of illness, rehabilitation from injury and relief of suffering. Special assistance is offered to dying persons to enable them to live the end of their lives in a responsible, comfortable and dignified manner.

Riverside honors and complies with advance directives and the requirements of Illinois Law regarding an individual's right to make medical care decisions.

These legal documents give people the right to make decisions about the direction of their Healthcare if they are unable to make or communicate decisions for themselves. Everyone has the right to choose whether or not he or she wants to initiate an advance directive and it is recommended that if you are an adult, that you have these documents ready.

Advance directives give guidance to your Healthcare providers. From the directives (directions), they can more easily tell what medical treatment you would or would not want to receive. Having these documents ready can bring peace of mind to your family. If a situation arises, your family will know your exact wishes. If you have formulated these documents, please bring them with you to the hospital. If you haven't, we have staff that can help you complete these documents during your hospital stay.

- **Living Will:** You state what kind of care you want if you are too sick or hurt to say your wishes. A living will does not state who you want to act on your behalf.
- If you want to name a specific person to make decisions about your care, you will need a **Durable Power of Attorney (POA) for Healthcare**.
- **Five Wishes:** This combines choosing an agent and making Healthcare decisions exactly how you wish to be treated if you become seriously ill. It informs your family and physician of your personal, emotional, spiritual and medical wishes.
- The **Do Not Resuscitate (DNR)** order tells hospital staff you do not want your heart re-started if it stops beating. The staff will mark your chart so the care team knows this information.

The Physician Orders for Life-Sustaining Treatment (POLST) is a form that gives seriously-ill patients more control over their end-of-life care, including medical treatment, extraordinary measures (such as a ventilator or feeding tube) and CPR. Printed on bright pink paper, and signed by both a doctor and patient, POLST can prevent unwanted or ineffective treatments, reduce patient and family suffering, and ensure that a patient's wishes are honored.

Remember...advance directives go into effect only when you are unable to communicate decisions about the directions of your own Healthcare.

No one likes thinking about these decisions. Without these decisions being made with respect to your desires, your loved ones facing difficult decisions at your bedside.

If you have questions about advance directives, ask your nurse. If you want to develop a Living Will, Five Wishes or Healthcare Power of Attorney (POA) during your hospital stay, ask your nurse to page the Patient Liaison or dial **extension 4739**.

Patient Rights and Responsibilities

PATIENT'S RIGHTS

The patient or patient's representative (as allowed under state and federal law) has the following rights:

- To be given access to treatments and facilities regardless of race, religion, color, language, sex, sexual orientation, ethnic origin or ancestry, age, marital status, veteran status, ability to understand, physical or mental handicap/disability, or any other classification protected by any applicable law. If Riverside cannot provide the care needed, staff will inform you of your needs and the alternatives to care.
- To accommodate any special needs or disabilities including provision of interpretive assistance or assistive devices.
- To be respected as an individual deserving competent, private and compassionate care.
- To know the names of you physicians and your Healthcare team members.
- To receive pastoral care and/or spiritual guidance.
- To receive care and treatment consistent with sound nursing and medical practices in a safe setting free of abuse, neglect or harassment of any kind.
- To access protective and advocacy services.
- To be free from seclusion and restraints of any form that is not medically necessary
- To be informed of his/her health status, condition and proposed treatment, to be involved in care planning and treatment, and to make informed decisions regarding his/her care.

Continues next page

General Information *(Continued)*

- To be informed about the outcomes of care, treatment and services including unanticipated outcomes.
- To participate in the development and implementation of his/her plan of care.
- To privacy (visual and auditory), and that consultations involving your care will be discreet.
- To respect for your spiritual, cultural, psychosocial needs, beliefs and values.
- To an environment that preserves dignity and a positive self-image.
- To obtain information regarding the relationship of Riverside, your physician and other organizations as it relates to your care.
- To collaborate with your Healthcare staff to make informed decisions.
- To refuse to talk to or see anyone not officially connected with Riverside or your physician's office.
- To a reasonable response to your request for services.
- To formulate Advance Directives including appointing a surrogate to make Healthcare decisions on your behalf.
- To review clinical criteria used in utilization activities in the event you are notified that your stay is non-certified
- To pain management
- To require or refuse treatment to the extent permitted by law. The patient does not have the right to services deemed medically unnecessary or inappropriate.
- To request a consultation or second opinion from another physician as well as to change physicians, hospitals or outpatient centers.
- To have a family member or representative and the patient's physician notified of admission.
- To participate in research studies after receiving an explanation of the nature and possible consequences of the research before it is conducted and after giving informed consent.
- To consent to, or refuse to consent to, being filmed or recorded without such a decision affecting the Healthcare received.
- To request and participate in an ethics consultation.
- To know the approximate cost of hospital or outpatient services or whether a service is covered by Medicare or other insurer, before admission or treatment, and to examine and receive a reasonable explanation of the patient's bill for services rendered by his/her physician or Healthcare provider, including the itemized charges for specific services rendered.
- To have their end-of-life wishes honored by their caregivers, including the right to withhold resuscitative services or withdraw life-sustaining services.
- To have their organ donation wishes honored by their caregivers
- To personal privacy and to the confidentiality of his/her medical and information (to the extent provided by law)
- To inspect, copy and to request amendments to the patient's medical information and to have access to his/her medical record in the presence of a physician while hospitalized. After discharge, the patient may request a copy of his/her medical record.
- To request restrictions or limitations on the medical information that RMC discloses about the patient.
- To receive confidential communication (i.e. that RMC only contact the patient in a certain manner or at a certain location) from RMC.
- To an accounting of disclosures required by the Health Insurance Portability and Accountability Act's Privacy Rule.
- To receive a copy of RMC's Notice of Privacy Practices upon the patient's first visit to RMC.
- To know the identity and the role of the individuals involved in your care. Because this is a teaching hospital, there are many members of the health care team participating in your care and treatment. You may request that an individual not be assigned to your care and may expect that this request will be honored whenever this is possible without jeopardizing access to medical or psychiatric attention.
- To receive visitors or a support person of your choice while preserving patient safety or clinical needs. You can withdraw or deny visitation consent at any time.
- To receive a written statements at time of admission of the above rights if you are admitted to Riverside Medical Center or as soon thereafter as the condition of the patient permits.

PATIENT'S OR FAMILY MEMBER'S RESPONSIBILITIES

The patient or the patient's representative has the following responsibilities:

- To provide an accurate and complete information about your health to the best of your knowledge.

- To provide the information necessary for insurance processing and to provide timely payment for services provided.
- To ask questions if information is not fully understood.
- To follow the treatment plan and inform your physician or Healthcare staff member of any changes in your condition.
- To let us know if you do not understand the treatment plan or decisions about your care.
- For the outcomes if you do not follow the care, treatment and service plans provided by the staff.
- To follow the rules and regulations of Riverside Medical Center.
- To treat other patients, RMC staff and your physicians with consideration and respect, including their property.
- To inform the staff or your physician if you are dissatisfied with your care
- To tell us if you have a Living Will, Durable Power of Attorney for Healthcare, Legal Guardianship for the patient or are an organ donor.

COMPLAINT PROCESS

A patient grievance is a formal or informal, written or verbal complaint by a patient, or a patient's representative, regarding the patient's care or issues related to the hospital's compliance with Medicare rules or complaint related to billing.

For any concerns you have while a patient with Riverside, please contact our Patient Liaison by phone at 815-933-1671, extension 4739; or through e-mail at www.riversideHealthcare.org and selecting Contact Riverside; or through writing addressed to Patient Liaison, Riverside Medical Center, 350 North Wall Street, Kankakee, IL 60901.

Most grievances will be investigated and written response will be sent from Administration, the Patient Liaison or other designee from the hospital within 7 working days of the complaint if the complaint cannot be resolved quickly by someone present. This resolution will include the name of the hospital contact person, steps taken on your behalf to investigate the complaint, results of the process and date of completion of the complaint process. If it takes longer than 7 days to complete an investigation, a written response will be sent to the complainant informing them that hospital is still working to resolve the complaint and the hospital will send a written response within 30 days of the complaint.

Anonymous complaints will be investigated although written response will not occur.

You may also contact the Illinois Department of Public Health (IDPH) without first filing a grievance with the hospital. The address and phone number of IDPH is Illinois Department of Public Health, 525 West Jefferson, Springfield, Illinois, 62761, or phone 1-800-252-8903, 1-800-447-6404 (TTY), or Hotline 1-800-252-4343.

You may also contact the DNV (Det Norske Veritas) Healthcare Norske directly at (866) 523-6842 or at hospitalcomplaint@dnv.com without first filing a grievance with the hospital. Written correspondence can be sent to DNV Healthcare Corporate Office, Attn: Hospital Complaint DNV Healthcare Inc., 400 Techne Center Drive, Suite 100, Milford, OH 45150-2792.

The patient has the right to file a grievance with the hospital's Quality Improvement Organization (QIO) regarding a quality of care issue or premature discharge. The Medicare Consumer Rights Toll Free Help Line is 1-800-647-8089 and TTY is 1-877-486-2048.

Your Right To Privacy

Riverside Medical Center uses health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care you receive. Your health information is contained in a medical record that is the physical property of Riverside Medical Center.

We respect your right to privacy and make every effort to maintain confidentiality. According to the federal law named the "Health Insurance Portability and Accountability Act" (HIPAA), you have rights concerning the use of individually identifiable health information. Only individuals with a legitimate "need to know" may access, use or disclose patient information. You have a right:

- To receive a copy of Riverside's Notice of Privacy Practices upon the patient's first visit to Riverside Medical Center.
- To an accounting of disclosures required by HIPAA's Privacy Rule.
- To complain if the patient believes his/her privacy rights have been violated. For privacy related complaints, the patient should be referred to the Patient Liaison. The patient may also contact the Secretary of the Department of Health and Human Services, 200 Independence Ave., S.W., Washington, D.C. 20201. Telephone: 202-619-0257, Toll Free: 1-877-696-6775

Understanding Hospital Bills and Health Insurance Claims

Thank you for choosing the hospital and physicians of Riverside Medical Center as your provider. We understand that hospital bills and health insurance claims can be confusing. We will try to help you understand what our hospital billing associates can do to assist you, how you can assist us and your health plan and how we can help you with your application for qualifying for government or financial assistance programs. Please also visit our website at www.riversideHealthcare.org.

WHAT RIVERSIDE WILL DO FOR YOU:

- **Riverside will bill your health plan on your behalf**, including Medicare and Medicaid, for payment of hospital services. If you have more than one health plan, Riverside will bill additional carriers.
- **You will receive easy-to-read statements** showing the most current balance owed by your health plan or due from you. Riverside will send you a statement after your health plan has paid to notify you of any remaining balance owed.
- **You will have access to a representative** to answer billing questions or assist you with payment issues. Representatives can assist you or family members with questions concerning insurance benefits, hospital charges, payment options and applying for financial assistance programs.
- **A representative can also help you determine if you qualify for Riverside's own financial assistance program** which can help uninsured or under-insured patients, based on the federal poverty levels. For information on federal poverty levels go to www.hhs.gov.
- **You will have access to a representative who speaks your language.** If we cannot provide a representative who speaks your language on your request, we will be happy to arrange translation assistance.
- **You will be treated with dignity and respect.** At Riverside Medical Center all patients will be treated with dignity and respect, regardless of your ability to pay.

YOUR BILLING RESPONSIBILITIES—WHAT YOU CAN DO TO HELP US:

- **Riverside requests that you provide us with complete health insurance information upon registration.**

This includes presenting a photo ID, all insurance cards and authorization. If you have been at Riverside Medical Center before, please inform us if your personal information or insurance has changed since your last visit. We will ask you to authorize release of information and assign insurance benefits to the hospital.

- **Please understand and comply with the requirements of your health plan** by knowing your benefits, obtaining proper authorizations for services, submitting referral or claim forms or completing a coordination of benefits form as your health plan may require. If you are scheduled for outpatient services, please bring your physician's order and diagnosis with you, or be sure your physician has faxed it to the hospital prior to your arrival. (Medicare recipients see "Tips for Medicare Recipients".)
- **Please respond promptly to requests you receive from your health plan.** While we will attempt to provide all information and paperwork to your health plans, sometimes they require a response from you to resolve issues related to your account or insurance coverage. If your health plan has not made payment within a reasonable period of time (usually 30 days after billing) and has not responded to our attempts to resolve payment on your behalf, the balance owed may become your responsibility.
- **Please call us if you have any questions or concerns about a bill.** The best number to call is always the number on the bill you are inquiring about. Your physician may have ordered tests or procedures that your health plan does not cover. In these cases, check your health policy plan handbook or call the telephone number on your insurance card for more information.
- **Please make timely payments on your portions of the bill.** Payment of your hospital bill is ultimately your responsibility, with the exception of approved Medicare, Medicaid, CHAMPUS, PPO, and HMO services. You may be asked to pay at the time of service or prior to discharge if you have a deductible, co-insurance, co-pay or other non-covered amount due, or do not have insurance coverage

for your hospital services. For your convenience, Riverside Medical Center accepts: cash, personal check, debit card or money orders, Visa, MasterCard, American Express, and Discover credit cards. If your budget does not allow for you to pay in full, reasonable payment plans are available upon request.

■ **Please let us know if you anticipate problems paying your portion of the bill.** As a not-for-profit organization we are happy to assist those in need. If you are having financial difficulties, please let us know. A representative can discuss payment alternatives that may be available to you, including extended payments, government programs or charity care considerations. To apply for government or hospital financial assistance programs, certain personal and financial information is required. To reach a representative to learn more, call 1-815-935-7539 or visit our website at www.riversideHealthcare.org. From your hospital room, dial 3652.

■ **Please help us determine whether you qualify for third-party payment of all or a portion of your bill.** If you lack financial resources to pay all or a portion of your bill, you may be asked to assist Riverside in making an application for financial assistance to Illinois Medicaid, All Kids, or Family Care. If your hospitalization results from an accident for which a third-party bears responsibility, you may be asked to provide information about possible indemnity payments. Riverside asks for your cooperation in providing any information and other assistance requested to permit these resources to be used to pay your bill, as appropriate.

A WORD ABOUT DOCTOR'S BILLS:

Riverside's hospital bills **do not** include fees for any physician services, including but not limited to the Emergency Room Physician, Radiologist, Pathologist, Hospitalist, and Anesthesiologist. You may receive additional bills from physicians who helped with your care while you were a patient. Some of these physicians may not be participating providers in the same insurance plans and networks as the hospital, which may result in the patient having a greater financial responsibility for the services provided by these health care professionals. Questions about coverage or benefit levels should be directed to your insurance plan. If you have questions regarding any of your physician bills, please call the telephone number printed on the physician's bill.

TIPS FOR MEDICARE BENEFICIARIES:

If you are Medicare-eligible and are scheduled for outpatient services, please bring your physician's order and diagnosis with you, or be sure that your physician has faxed it to the hospital prior to your arrival. If Medicare does not cover the services ordered, you may be asked to sign a Medicare Advance Beneficiary Notice (ABN) to signify that you have been informed of your payment responsibility. There are items/services that Medicare never pays and an ABN may not be issued. Please refer to your Medicare handbook or contact us at the telephone number listed on your bill. From your hospital room, dial 3652.

FREQUENTLY ASKED QUESTIONS:

More frequently asked questions are available on our website at www.riversideHealthcare.org.

■ **How do I know if Riverside is contracted with my health plan?**

To receive full insurance benefits, some health plans require patients to receive at an "in-network" or "participating provider" hospital. Please call your health plan to verify its requirements and to be sure Riverside is in your network.

■ **What if Riverside is "out of network", can I still go there?**

In an emergency you should go to the closest hospital. Your health plan will generally cover these costs or transfer you to an "in network" hospital if it is safe to do so. If you elect to go to an "out of network" hospital in a non-emergency, you may be required to pay a larger deductible or a greater portion of your bill. Be sure you understand your "out of network" options with your health plan.

■ **How can I be sure my health plan will pay my hospital bills?**

Some health plans require a patient to pre-certify certain services, or to notify them within a certain period of time after becoming hospitalized. If your hospitalization is not an emergency, we encourage you to review and understand your insurance card and benefit documents your health plan or employer has provided you. (On elective procedures you should talk to your doctor's office and your health plan about coverage.) Please discuss any insurance eligibility or payment concerns with a Riverside associate at the time of registration, or with a representative as soon as possible. From your hospital room, dial 3652. Outside of Riverside, call 1-815-935-7539.

Continues next page

Understanding Hospital Bill and Health Insurance Claims *(Continued)*

■ **How will I know how much I owe?**

Your health plan will send you and “explanation of Benefits” (EOB) notice which provides the amount it has paid, any non-covered or denial amounts and the remaining balance that you owe. Please review this carefully and call your health plan or the hospital immediately if you have questions or concerns. The hospital will also send you a bill for any remaining amount due (co-insurance, deductible, non-covered charges). Many health plans have an out of pocket or deductible amount that the patient must pay. You may be asked to pay a deposit at registration or discharge from the hospital. This helps us reduce our costs and saves you the trouble of paying us later.

■ **What if I don’t have health insurance?**

Be assured that emergency service will never be delayed or withheld on the basis of a patient’s ability to pay. If you do not have health insurance, please call a hospital representative at 1-815-935-7539 or from your room dial 3652. The representative will review payment and funding options that may be available to you. These could include applying for Illinois Medicaid, All Kids or Family Care programs, Illinois Crime Victims Funds, payment plans and charity care consideration. Should you need further assistance, please contact a representative at the telephone number listed above or visit our website at www.riversideHealthcare.org.

RESPONSIBILITY OF BILLS FOR CHILDREN OF DIVORCED OR SEPARATED PARENTS:

Under federal and state laws, both father and mother are responsible for the medical necessities of their dependent children, regardless of any separation or divorce agreements. Therefore, Riverside Medical Center observes the following guidelines:

- The parent who requests the service for a child will be considered financially responsible for services rendered, regardless of any separation or divorce agreement.
- If someone other than the child’s parent requests the service for a child, the parent who has custody will be considered financially responsible for payment of services provided.

- As a courtesy to both parents, when requested, Riverside will bill insurance plans of either or both parents. If signatures or additional insurance information is required, the parent considered financially responsible for payment for services will be required to obtain and furnish the needed information.
- We will assist you in filing insurance claims and providing duplicate copies of invoices, as needed.
- Riverside will not act as an arbitrator for a separation or divorce settlement with respect to determining responsibility for payment of hospital bills.

Riverside Medical Center complies with the Hospital Uninsured Patient Discount Act (Public Act 095-0965) and the Fair Patient Billing Act (Public Act 094-0885)

[illegible]

TV CHANNEL LISTINGS

2 CBS	22 DISCOVERY	42 WE	62 NICKELODEON
3 ESPN 2	23 ANIMAL PLANET	43 CNN	63 BRAVO
4 ESPN	24 HISTORY	44 FOX BUSINESS	64 TCM
5 NBC	25 NATIONAL GEOGRAPHIC	45 CNBC	65 SPORTSMAN
6 GOLF	26 RIVERSIDE CHANNEL	46 HALLMARK	66 REELZ
7 ABC	27 TLC	47 GAME SHOW NETWORK	67 NHL
8 WPWR	28 COOKING NETWORK	48 COMEDY	68 MLB
9 WGN	29 SCIENCE	49 FX	69 NFL
10 WCIU	30 BIOGRAPHY	50 USA	70 COMCAST SPORTS
11 WTTW	31 LIFETIME	51 SPIKE	71 NAT GEO WILD
12 FOX	32 LIFETIME MOVIE	52 E!	72 BIG TEN NETWORK
13 WCHU (Espanol)	33 A&E	53 TV LAND	73 NBCSN
14 WSNS (Espanol)	34 TNT	54 CLOO	74 EWTN (Religious)
15 WGBO	35 TO BE ANNOUNCED	55 CMT	75 WYIN
16 WYCC	36 OXYGEN	56 WEATHER CHANNEL	76 COMING SOON
17 ME TV	37 AMC	57 MTV	77 COMING SOON
18 HGTV	38 ABC FAMILY	58 VH1	78 COMING SOON
19 LC SHOP	39 TBS	59 BET	79 COMING SOON
20 TRAVEL CHANNEL	40 FOX MOVIE CHANNEL	60 CARTOON NETWORK	
21 FOOD NETWORK	41 FOX NEWS	61 DISNEY CHANNEL	

PLEASE BE SURE TO TELL US ABOUT YOUR EXPERIENCE

You may be receiving a survey in the mail or via email after you stay with us. We take that feedback seriously, using it to improve care and also to recognize and reward our staff and physicians.