

# PATIENT GUIDE

Key Information For Your Stay



LITTLE COMPANY OF MARY

HOSPITAL AND HEALTH CARE CENTERS

*The Technology to Heal, the Mission to Care*

Brought to you by:

PatientPoint. 



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## Take Charge of Your Care

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# Welcome



## Thank You for Trusting Us

Welcome to Little Company of Mary Hospital and Health Care Centers. We know you have many options when it comes to your health care, and we are grateful for the opportunity to serve you. For nearly 90 years, Little Company of Mary has earned a reputation for delivering trusted, compassionate care. Little Company of Mary has earned many top awards and accreditations, which validate our commitment to the Southland community.

The West Pavilion is a spacious, state-of-the-art patient tower with 123 private rooms and baths, as well as a healing rooftop garden. In addition, the West Pavilion houses the Women's Center for Life and Health, the first women's center of its kind in the area. The Center is home to our nationally accredited Comprehensive Breast Health Center and Family Birth Center. The entrance to the Women's Center for Life and Health offers a calm and serene landscaped area and includes our Maternal Heart of Mary statue, which welcomes patients and staff every day.

Our staff of dedicated professionals is committed to your physical, emotional and spiritual health. During your stay, you will come in contact with many of our caregivers. Because we value your opinion, you may receive a patient experience survey via mail or email asking you to rate the care and services you received at our hospital. Your opinions and experiences are very important to us, and sharing them can help us improve our future service.

On behalf of our Sisters, board of directors, physicians, caregivers and administrative staff of Little Company of Mary, thank you for your support. We are energized about our future and strive to provide an enhanced patient experience for you. If there is anything we can do for you, please let us know.

Sincerely,

John Hanlon, M.D., MMM  
President and CEO

### AWARDS AND ACCREDITATIONS



# About Us

## Why We Are the Right Choice for Your Care

Little Company of Mary Hospital and Health Care Centers is a Catholic, not-for-profit hospital providing the latest surgical, inpatient and outpatient facilities. For nearly 90 years, Little Company of Mary has delivered compassionate care to Chicago's southwest area. Guided by the Ethical and Religious Directives for Catholic Health Care Services, we will provide care that is consistent with our faith-based values, Catholic identity and concern for the whole person—body, mind and spirit.

Little Company of Mary's compassion for the sick is deep rooted. Little Company of Mary's foundress, Venerable Mary Potter, fought a personal battle with cancer. From minimally invasive techniques that fight cancer with a faster recovery to a caring approach with better patient communication and convenient access, our team of experts is constantly enhancing the patient experience. Whether it's new ways of making you more comfortable or bringing the latest technology right to your neighborhood, we're always moving forward.

At the height of the Great Depression in 1930, the Sisters of Little Company of Mary opened the doors of Little Company of Mary Hospital because they recognized a need in the community for medical assistance and ongoing care. Today, the Sisters and Little Company of Mary Hospital continue to live their mission and ministry of compassionate care and serve our ever-evolving community's needs.

With a defined purpose of caring for the most vulnerable among us, the Little Company family of mission-driven services pushes past the walls of our campus to serve the under-served with respect and dignity. For mothers to be without adequate insurance, our Healthy Start Clinic provides health care services throughout pregnancy, birth and into the newborn's first year of life. Our Mobile Medicine program allows frail and homebound patients to receive health care by regular visits of medical personnel to their homes for routine services. When tragedy strikes, children may be at a loss for proper support to guide them through grieving the death of a loved one. The Heart Connection program offers support to bereaved children and their families to guide them through such difficult times.



### CONTACT US

2800 W. 95th St. • Evergreen Park, IL 60805  
708.422.6200 • [www.LCMH.org](http://www.LCMH.org)

## **The Patient Experience**

Our mission states that we are entrusted to serve the community through our ministry of Catholic Health Care. We strongly believe that anything less than the highest quality of care and service is a betrayal of that mission.

## **Professionalism**

This core value expresses our commitment to deliver quality, respectful care with personal pride. This gives individuals the opportunity to demonstrate Little Company of Mary's standards of excellence through their appearance, attitude and actions.

- I will reject rudeness
- I will smile and make eye contact
- I will take pride in my appearance
- I am the FACE of Little Company of Mary

## **Compassion**

This core value states our commitment to create an environment with respect for all. We show this through listening to our patients, assisting their families, encouraging our coworkers and supporting our physicians and leaders.

- I will listen openly
- I will respect the dignity of those I serve
- I will show empathy and concern in my words and actions
- I am the HEART of Little Company of Mary

## **Quality**

This core value states our commitment to meet or exceed our standards of service, promoting the

highest level of safety throughout our organization. We demonstrate this through performance improvement activities and our strong commitment to "spirited service."

- I will actively participate in continued process improvements
- I will practice proper hand hygiene
- I will act on situations that may compromise the safety of others
- I am the HANDS of Little Company of Mary

## **Responsibility**

This core value states our commitment to stewardship. We show this by wisely caring for and sharing human, environmental and financial resources held in our trust.

- I will respect our resources, both human and material
- I will protect confidential information
- I will be a part of the solution, not the problem
- I am the SOUL of Little Company of Mary

## **Safety**

This core value states our commitment to protect our patients and our employees from harm. We recognize that caring for the sick is a complex process, and we strive to minimize the risks for all people involved. A blame-free approach to encourage all to participate in reporting any potential safety risks will create a positive culture of safety.

- I will practice proper hand hygiene
- I will act on situations that compromise the safety of others
- I will speak up about any safety concern regardless of position
- I am the Voice of Little Company of Mary

# Family Birth Center

## Learn About Our Baby-Friendly Hospital

Every baby born at Little Company of Mary is a part of our baby alumni and shares in the prayers offered by the Little Company of Mary Sisters. The Auxiliary records all baby alumni who are enrolled by a parent or guardian. All new moms and dads also can have their newborns photographed, after which they are given information needed to purchase their baby's first photo.

### **Baby-Friendly Hospital**

The Baby-Friendly Hospital Initiative (BFHI) is a global program that was launched by the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) in 1991 to encourage and recognize hospitals and birthing centers that

offer an optimal level of care for infant feeding and mother/baby bonding. It recognizes and awards birthing facilities that successfully implement the Ten Steps to Successful Breastfeeding and the International Code of Marketing of Breast-Milk Substitutes.

The BFHI assists hospitals in giving all mothers the information, confidence and skills necessary to successfully initiate and continue breastfeeding their babies or feeding formula safely, and gives special recognition to hospitals that have done so. Little Company of Mary Hospital also offers new moms free instructional and informative step-by-step breastfeeding videos on its website. Simply visit <https://www.lcmh.org/index.cfm?pageID=168>.

### **10 Steps to Successful Breastfeeding**

1. Have a written breastfeeding policy that is routinely communicated to all health care staff.
2. Train all health care staff in skills necessary to implement this policy.
3. Inform all pregnant women about the benefits and management of breastfeeding.
4. Help mothers initiate breastfeeding within one hour of birth.
5. Show mothers how to breastfeed and how to maintain lactation, even if they are separated from their infants.
6. Give newborn infants no food or drink other than breast-milk, unless medically indicated.
7. Practice rooming in—allow mothers and infants to remain together 24 hours a day.
8. Encourage breastfeeding on demand.
9. Give no pacifiers or artificial nipples to breastfeeding infants.
10. Foster breastfeeding support groups and refer mothers to them on discharge from the hospital or clinic.

# Uniform Colors

## Identify Your Caregiver and Support Team

While at Little Company of Mary, you may see a variety of uniformed health care professionals. Below is a color-coded chart to help identify your caregivers and support members.

### **Nursing**

*Navy Blue*

Registered Nurse (RN)

Licensed Practical Nurse (LPN)

### **Nursing Support Services**

*Burgundy*

Care Partner

Unlicensed Technician

Medical Assistant

### **Secretarial Services**

*Dark Brown*

Unit Coordinator

Visitor Reception (Brown Blazers)

### **Emergency Room Support**

*Gray*

Emergency Room Technician

### **Patient Transport**

*Forest Green*

Employees who provide you with safe, comfortable transportation to and from medical tests or procedures.

### **Laboratory Services**

*Black*

Employees who draw blood for testing and examination in the laboratory.

### **Imaging and Cardiology Services**

*Light Brown*

Employees who provide diagnostic imaging, EKGs and other testing as ordered by your physician.

### **Patient Support Services**

*Purple*

Employees who provide respiratory care, radiation therapy and other testing/services as order by your physician.

### **Surgical Services**

*Sea Foam*

Employees who provide care to the patient in the surgical suite and in the Post-Anesthesia Care Unit (PACU).

### **Rehabilitation Services**

*Aqua*

Physical Therapist

Occupational Therapist

Speech and Swallowing Therapist

# Phone Directory

## Key Numbers

**Main:** 866.540.LCMH (toll-free) or 708.422.6200 | **Billing:** 708.499.8500

**Cafeteria:** 708.229.3599 | **Discharge:** 708.229.5700 | **Gift Shop:** 708.229.5088

**Patient Action Line:** 708.229.6043 | **Patient Information/Lobby:** 708.229.5962

## OTHER HOSPITAL SERVICES

Admitting	708.229.5030	Nutrition Service	708.229.5906
Behavioral Health Services	708.422.0110	Occupational Therapy	708.229.5645
The Cancer Center	708.229.6020	Pastoral Care	708.229.5480
Central Scheduling	708.499.8550	Patient Information	708.422.6200
Craft and Library Cart	708.229.5280	Physical Therapy	708.229.5525
Diabetes Counseling Service	708.229.5629	Physician Match	708.423.3070
Directions to Hospital	708.422.6200	Pre-Admission Testing	708.229.5744
Emergency Department	708.229.5600	Preregistration	708.229.6424
Environmental Services	708.229.5270	Public Safety	708.229.5313
Financial Counselor	708.229.6152	Radiology/ Diagnostic Imaging	708.229.5678
Foundation	708.229.5067	Room Temperature	708.229.5235
Gift Shop	708.229.5088	Social Services/ Case Management	708.229.5700
Health Education Centers	708.423.5774	Speech Pathology	708.229.5285
Home-Based Services/Hospice	708.229.4663	Support Groups	708.229.5480
Medical Records	708.229.5204	Telephone Repair	708.229.5605
Mobile Medical Care	708.229.6985	Volunteer Resources	708.229.5280

# Rapid Response Team

## Special Support to Prevent Emergencies



During your stay, you have access to a special service called the Family-Activated Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

### **WHEN** to Call Family-Activated Rapid Response Team

#### **Call for help if you notice:**

- change in heart rate or blood pressure
- change in respiratory (breathing) rate or oxygen levels
- change in urine output (much more or less urine)
- change in mental status or level of consciousness
- any time you are worried something might be wrong
- any change in the patient's condition that needs immediate attention and the health care team is not responding, or if you continue to have serious concerns after speaking with the health care team



### **HOW** to Call Family-Activated Rapid Response Team

#### **Step 1:**

Dial 5960 on the bedside phone.

#### **Step 2:**

Tell the operator: your name, room number, patient's name and your concern.

#### **Step 3:**

The Family-Activated Rapid Response Team will be sent to your room.

# Fast Facts About Your Stay

## An A-Z Guide to the Most Frequently Asked Questions

### **ATM**

For your convenience, a First Midwest Bank ATM is located on the main floor of the hospital across from Café 95.

### **Café 95**

Location: First floor of the West Pavilion

#### **Hours:**

Monday through Friday:  
6:30 a.m. to 7:00 p.m.  
Saturday and Sunday:  
11:00 a.m. to 6:30 p.m.

Visitors are welcome to dine in the cafeteria. Café 95 accepts Discover, Mastercard, Visa, American Express and debit cards. Food and beverage vending machines are available 24 hours a day.

### **Calling Your Nurse**

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the NURSE call button located within easy reach of your bed. If you have any questions on how to use the call button, ask a staff member to show you.

### **Electrical Appliances**

Only battery-operated devices are allowed in patient rooms. Do not use electric hairdryers, curling

irons, razors, heating pads, portable heaters, VCRs/DVRs, computers or other electric devices.

### **Evergreen Pharmacy**

Location: Mary Potter Physicians Pavilion, 2850 W. 95th St.

Phone Number: 708.423.4700

#### **Hours:**

Monday through Friday:  
9:00 a.m. to 7:30 p.m.  
Saturday: 9:00 a.m. to 3:00 p.m.

### **Fire Safety**

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

### **Flowers and Balloons**

Volunteers bring florist deliveries to patient rooms. Please note that flowers are not allowed in intensive care units. For the safety of patients and caregivers, latex balloons are not allowed anywhere in the hospital. Balloons are not allowed in infant rooms.

### **Gift Shop**

Location: First floor of the West Pavilion near the cafeteria

#### **Hours:**

Monday through Friday:  
9:00 a.m. to 8:00 p.m.  
Saturday and Sunday:  
10:00 a.m. to 7:00 p.m.

The 2800 Gift Shop is managed by Lori's Gifts. Items can be delivered to patient rooms upon request. The gift shop can be reached at ext. 5088.

### Hourly Rounding

A nurse will visit you every hour during the day and every two hours at night to check on your comfort, help you change positions in bed, assist with trips to the bathroom, and make sure you can reach your phone, call light and personal items easily.

### Internet

To connect to Wi-Fi, you must agree to the LCMH terms and conditions in three easy steps.

1. Look for the Wi-Fi network named "LCMH\_Guest" and connect.
2. Launch your browser. The terms and conditions will automatically appear as soon as it tries to open a webpage.
3. Choose "Agree" and you will be connected.

### Interpreters

Free sign language, interpreting services and other auxiliary aids are available for hearing- and speech-impaired patients as well as those for whom English is not their primary language. Just ask your caregiver for assistance to request these services.

## Health Education Center

As a patient of Little Company of Mary Hospital, the Health Education Center is certainly interested in your health and wellness. We offer a variety of programs to assist you in reaching your personal health goals.

### Lifestyle Programs

- Bladder Control/Pelvic Floor Strengthening
- Health and Wellness Lecture Series
- C.H.E.E.R. - Positive Approach for Living with Chronic Disease
- Smoking Cessation - "Courage to Quit"

### Health Screenings

- Blood Pressure
- Foot Screenings
- Healthy Heart Risk Profile
- Hemoglobin A1C

- Hernia Screenings
- Lung Cancer Screenings
- Orthopedic Screenings (Knee, Hip, Shoulder, Hand/Wrist)
- Skin Cancer Screening
- Thyroid Screening
- Vitamin D Screening
- Wake-Up Call Cardiovascular Assessment

### Life Enhancement Programs

- Foot Detox and Reflexology
- Weight Control/Exercise
- Table and Chair Massage/Tai Chi

### Children's Programs

- Babysitting Classes

For information, call 708.423.5774 or visit [www.LCMH.org](http://www.LCMH.org) and select Classes & Events on the right-hand side of the page.

## Linen Policy

In our efforts to protect the environment, we will provide you the linen you need and remove all used linen from your room. For your and your family's health safety, please allow the staff to handle all your linen needs. Please do not remove linen from the hospital, and remember that all linen is reusable and should not be put in the garbage.

## Mail

Mail and packages will be delivered to you by a hospital volunteer. Mail received after you leave the hospital will be forwarded to your home. You may take outgoing mail to the nursing station or give it to your attending nurse. Postage stamps are available in the gift shop.

## Parking

Parking is available for visitors in the hospital lots located at the northeast corner of 95th Street and California Avenue, on the west side of California at 94th Street and on the west side of Francisco Avenue. Parking in the North lot along the fence on the west side of California and in any of the green striped spaces just north of the North Pavilion entrance is restricted for outpatient services patients.

Valet parking is available:

- Mary Potter Physicians Pavilion: Monday through Friday from 8:30 a.m. to 5:00 p.m. Free.
- Main Entrance: Monday through Friday from 7:00 a.m. to 5:30 p.m. Cost is \$3.
- North Pavilion: Monday through Friday from 8:00 a.m. to 4:30 p.m. Cost is \$3.

## Pastoral Care

Chaplains are available 24 hours a day to provide healing of the mind, body and spirit. Chaplains will provide information on advance directives and end-of-life care and choices, and will work with you and the health care team if difficult decisions arise during your stay. We welcome clergy from your denomination to visit you, with your approval. Dial 0 and ask the operator to connect you to the chaplain on duty or dial ext. 5480 from your room phone.

## Personal Belongings and Valuables

Personal care items, such as contact lenses, eyeglasses, hearing aids and dentures, can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend to watch over. Little Company of Mary Hospital cannot be responsible for replacing personal belongings. To store valuables in the hospital's safe, call the Public Safety Department at ext. 5313.

## Smoking

Little Company of Mary maintains a tobacco-free environment. Smoking is prohibited anywhere in the hospital or on hospital grounds. Why not quit smoking while you're in the hospital? We can help you. Talk to your doctor for a quitting plan. Some of the medical therapies we offer are:

- Nicotine Patch/Nicotine Gum
- Bupropion, a non-nicotine-containing drug

- Call Little Company of Mary Health Center at 708.423.5774 for the smoking cessation program Smoking by Group Hypnosis.

### Telephone

All patient rooms are equipped with a telephone for incoming and outgoing calls. Local calls within an eight-mile radius of the hospital are free of charge. For 708 area codes, dial 9 + seven-digit number. Dial 9 + 1 + 773 + seven-digit number for most Chicago area numbers. For calls outside the radius, dial 0 to contact the hospital operator who will connect you to the number you are calling.

To contact you from outside the hospital, your family and friends must dial 708.422.6200 and a hospital operator will connect them to your room.

### TV

Televisions are provided in each patient room. Please be considerate of others and keep the TV volume down. Patient rooms are equipped with television service free of charge. All network channels are available. To turn off your television, hold down the large TV button on the control near your bedside. After it skips through the next three to four channels, it will turn off.

### Patient TV Network

If you have questions about the programs you see on Little Company of Mary's Patient TV Network, please talk to your nurse or doctor.

Your Patient TV Network Schedule is located in your admitting folder. If you can't find it, please ask your nurse for a copy.

### Visiting Hours

The hospital has adopted an open visitation philosophy, limited only by the circumstances relating to the patient's safety. Only two visitors per patient at any time. Children under age 12 are not allowed in patient areas unless approved by the patient's nurse. For the safety of our patients, please do not visit if you are ill.

#### ■ **General Hours:**

11:00 a.m. to 8:00 p.m.

- **Family Birth Center:** Sibling visits must be approved by the patient's nurse.

#### ■ **Behavioral Health Units:**

Tuesday and Thursday,  
6:00 p.m. to 8:00 p.m.  
Saturday and Sunday,  
2:00 p.m. to 6:00 p.m.

- **Hemodialysis:** Visitation is limited because hemodialysis patients are at high risk for infections. Please ask your nurse for more information.

- **Flu Season:** Visitor restrictions will be implemented during the peak of flu season each year. Restrictions may vary for each unit.

### Visitor Passes

When you visit, please pick up a pass at the visitor information desk in the main lobby. Passes must be visible at all times in all areas of the hospital and returned when you leave.

## TV CHANNELS

<b>1</b> Channel Guide	<b>19</b> CNBC	<b>37</b> VH1
<b>2</b> WBBM (CBS)	<b>20</b> CNN	<b>38</b> BET
<b>3</b> WPWR (CW)	<b>21</b> EWTN	<b>39</b> TV Land
<b>4</b> In-House - Chapel Channel	<b>22</b> FOX News	<b>40</b> Light Classical
<b>5</b> WMAQ (NBC)	<b>23</b> MSNBC	<b>41</b> Gospel
<b>6</b> WFLD (FOX)	<b>24</b> HLN	<b>42</b> Soundscapes
<b>7</b> WLS (ABC)	<b>25</b> Discovery Channel	<b>43</b> Easy Listening
<b>8</b> Univision	<b>26</b> Food Network	<b>44</b> NBC Sports Chicago
<b>9</b> WGN (IND)	<b>27</b> Lifetime	<b>45</b> Hallmark Channel
<b>10</b> AccuWeather	<b>28</b> Bravo	<b>46</b> AMC
<b>11</b> WTTW (PBS)	<b>29</b> E!	<b>47</b> National Geographic Channel
<b>12</b> Freeform	<b>30</b> FX	<b>48</b> Comedy Central
<b>13</b> Disney Jr.	<b>31</b> A&E	<b>49</b> HGTV
<b>14</b> Disney Channel	<b>32</b> truTV	<b>50</b> In-House - Patient Education Channel
<b>15</b> Nickelodeon	<b>33</b> TBS	<b>51</b> In-House - Newborn Channel English
<b>16</b> Animal Planet	<b>34</b> TNT	<b>52</b> In-House - Newborn Channel Spanish
<b>17</b> History Channel	<b>35</b> USA Network	
<b>18</b> The Learning Channel	<b>36</b> MTV	

# Daily Patient Menu

## Plan Your Meals at the Hospital

It would be our pleasure to assist you with meal planning. If you have questions or want to change or add to your menu, call ext. 5906.

	BREAKFAST	LUNCH	DINNER
<b>Sunday</b>	grilled pancakes, turkey sausage, tropical fruit cup	manicotti with marinara sauce, garlic toast, garden salad with ranch dressing, vanilla ice cream	fresh roast turkey, homemade bread stuffing, baby carrots, dinner roll, chocolate pudding
<b>Monday</b>	fresh scrambled eggs, breakfast ham slice, hash browns	grilled cheese sandwich on wheat bread, homemade tomato soup, garden salad with French dressing, diced peaches	homestyle Salisbury steak, whipped potatoes, peas, dinner roll, crushed pineapple
<b>Tuesday</b>	oatmeal, fresh-baked warm cinnamon roll, strawberry yogurt, turkey sausage patty	roasted pork loin, sweet potatoes, garden salad with ranch dressing, dinner roll, applesauce	homemade chicken noodle casserole, green beans, flaky biscuit, pound cake with strawberry topping
<b>Wednesday</b>	grilled pancakes, turkey sausage, chilled orange juice	homemade pepper steak served over white rice, baby carrots, dinner roll, chilled diced peaches	mostaccioli with meat sauce, garlic toast, garden salad with French dressing, vanilla ice cream
<b>Thursday</b>	fresh scrambled eggs, hash brown potatoes, turkey sausage patty, chilled apple juice	chicken breast with gravy, cheesy mac and cheese, green beans, strawberry ice cream	Swedish meatballs served on noodles, peas and carrots, mixed fruit
<b>Friday</b>	French toast, turkey sausage, chilled cranberry juice	homemade meatloaf, whipped potatoes, baby carrots, tropical fruit cup	grilled boneless skinless chicken breast, parmesan noodles, French cut green beans, dinner roll, homemade brownie
<b>Saturday</b>	fresh scrambled eggs, breakfast ham slice, hash browns, chilled apple juice	grilled hamburger on bakery bun, shoe string French fries, mandarin orange slices	roast chicken quarter, seasoned rice vegetable medley, hot peach cobbler



# Take Charge of Your Care

You are the center of your health care team. Let this special guide help you get the best results from your hospital stay.

**Speak Up!** If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you. To help, share your answers to these questions with hospital staff.

What language would you prefer to speak?

Do you need glasses, hearing aids or other devices to help you communicate with hospital staff?

Do you prefer to hear, see or read health information?

Do you have any cultural, ethnic or religious-based special needs?

Who will be your support person who communicates with hospital staff about your health care wishes?

## Your Opinion Is Important!

To support our efforts to provide for an excellent patient experience, you may receive a survey asking how your experience was during your stay. We appreciate your feedback as it helps us improve the care we deliver. We have engaged an independent patient experience company called Press Ganey of South Bend, IN. For more than 25 years, Press Ganey has been the industry's recognized leader in health care patient satisfaction. Press Ganey works with more than 10,000 health care organizations nationwide, including 50 percent of all U.S. hospitals. We thank you in advance for taking the survey so we can continue to enhance our patient and family experience.

## 7 Key Ways TO TAKE CHARGE OF YOUR CARE

**SPEAK UP.** Ask questions and voice concerns. It's your body, and you have the right to know.

**PAY ATTENTION.** Always double-check that you are getting the right treatments and medicines from the right hospital staff.

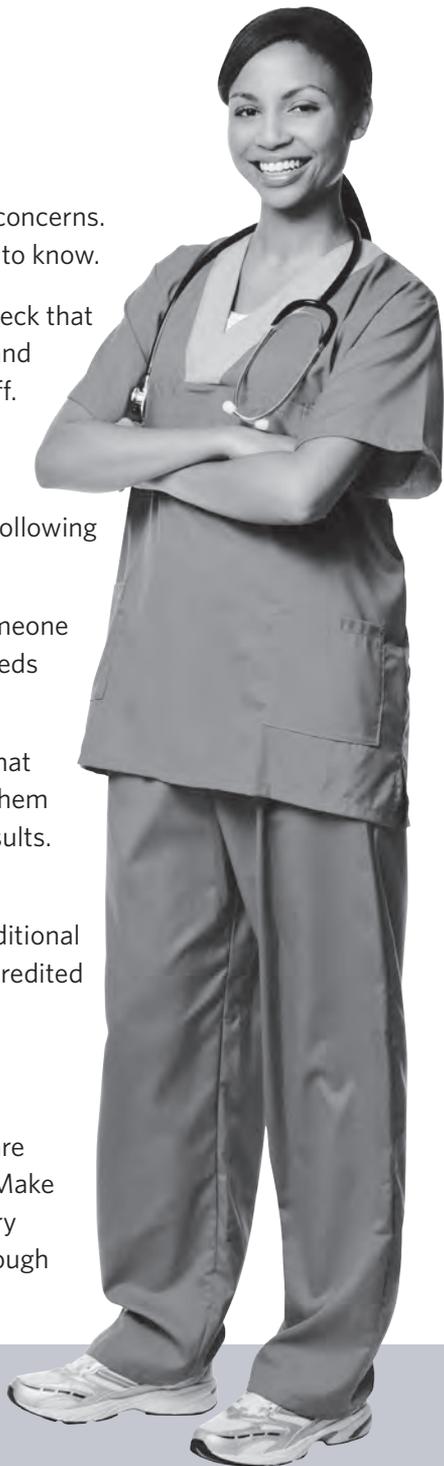
**EDUCATE YOURSELF.** Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.

**FIND A SUPPORT PERSON.** Pick someone to help speak up for your care and needs during your stay.

**KNOW YOUR MEDS.** Understand what your medicines treat, why you need them and how to take them for the best results.

**CHECK BEFORE YOU GO.** Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards. Go to [www.qualitycheck.org](http://www.qualitycheck.org) to learn more.

**PARTICIPATE IN YOUR CARE.** You are the center of your health care team. Make sure you know what's happening every step of the way—from admission through discharge.



Source: The content within the "Take Charge of Your Care" section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.

# Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your health care advocate. If you become stressed or your ability to communicate changes, this person can stand in for you—and stand up for your care.

## A support person can:

- ask questions you might not think of and write down information
- double-check your medicines and treatments
- watch for signs your condition is getting worse and ask for help



**Don't forget to tell the staff who you've picked to be your support person.**

# Check IDs

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

**Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you.** If you do not see an ID badge, contact your nurse immediately.

**Speak up if hospital staff does not check your ID.** Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

**Always double-check your name with staff to avoid errors.**

This may seem repetitive at times, but it helps ensure you receive the correct care.

## 5 Ways to Fight Infections

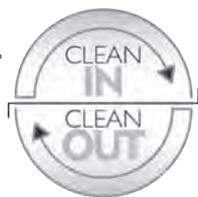
The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

### 1 Clean your hands.

- after touching hospital objects or surfaces
- before eating
- after using the restroom

### 2 Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you and when entering ("clean in") and exiting ("clean out") your room. Ask visitors to clean their hands too!



**3 Cover if you are sick.** If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do—like wear a surgical mask—to prevent the spread of germs.

**4 Keep an eye on bandages or dressings.** If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

**5 Keep your vaccinations up-to-date.** Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Tell friends and family not to visit if they are sick. And make sure all your guests clean their hands when they enter your room.

# Don't Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

## Ask yourself, then share with your nurse.

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things—like sleeping, dressing, eating?

## Which words describe your pain?

- |   |                                   |                                    |                                    |
|---|-----------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> aching         | <input type="checkbox"/> cramping | <input type="checkbox"/> pressure  | <input type="checkbox"/> shooting  |
| <input type="checkbox"/> bloating       | <input type="checkbox"/> cutting  | <input type="checkbox"/> pulling   | <input type="checkbox"/> soreness  |
| <input type="checkbox"/> burning        | <input type="checkbox"/> dull     | <input type="checkbox"/> radiating | <input type="checkbox"/> stabbing  |
| <input type="checkbox"/> comes and goes | <input type="checkbox"/> numbing  | <input type="checkbox"/> searing   | <input type="checkbox"/> throbbing |
| <input type="checkbox"/> constant       | <input type="checkbox"/> pressing | <input type="checkbox"/> sharp     | <input type="checkbox"/> tightness |

## How bad is it on this pain scale?

### Wong-Baker FACES® Pain Rating Scale



Copyright 1983, Wong-Baker FACES® Foundation, [www.WongBakerFACES.org](http://www.WongBakerFACES.org). Used with permission.

## You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more of the current pain medicine you are on or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

## Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.



Patients of all ages are at risk for falls. It's better to be extra careful than risk another medical problem.

## Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- **your name**
- **the type of surgery you are having**
- **the body part to be operated on**—In fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.



**Ask your surgeon to take a "time out" to check: you're the right person, getting the right surgery, on the right body part.**

# Manage Your Medications

Whether you take one medicine or five, it's important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

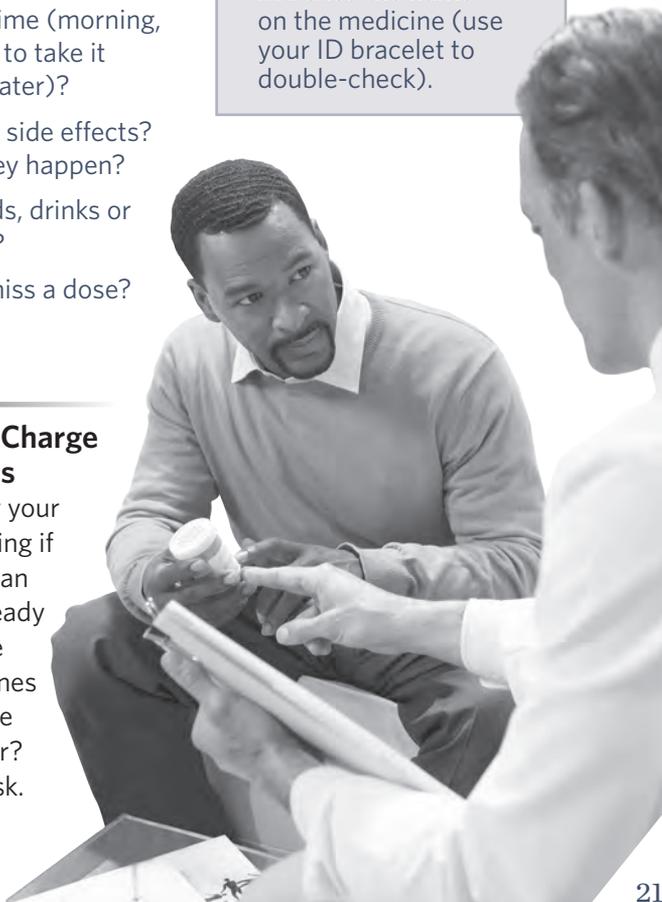
## Remember, Take Charge of Your Medicines

Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

### Prevent Medicine Errors

#### Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine (use your ID bracelet to double-check).



# Rights & Responsibilities

## You Have the Right to the Best Care

In respecting patient's rights, we pledge to provide care consistent with our Core Values: Professionalism, Compassion, Quality, Responsibility and Safety. These embrace openness to sensitive interactions, enhanced communication, accountability and promotion of increased awareness and respect for our diversity.

These values are expressed by all of our staff in a competent, confidential, compassionate and consistent manner, while striving toward greater excellence in meeting professional standards of care, and in respect for the dignity of each person.

We are committed to being a healing presence, providing quality care and spirited service. All patients at Little Company of Mary Hospital and Health Care Centers have the following rights and responsibilities regardless of age, level of comprehension, language, disability, race or religion. It is our goal to protect and promote the following patient rights and responsibilities:

### Patient Rights

As a patient at Little Company of Mary, the parent or guardian of a patient who is a minor, or the guardian of an adult patient, you have the right to:

- ▶ Considerate and respectful care at all times.
- ▶ Be well-informed about one's possible treatments and likely outcomes; to be involved in care planning, treatment and health care decisions.
- ▶ Participate in physical, mental, spiritual, emotional and cultural assessments of needs and interventions.
- ▶ An environment where the use of restraints is reduced whenever possible, and in which the dignity and rights of patients are maintained at all times. Based upon assessment of the patient, use of restraints always will be the least amount and least restrictive.
- ▶ Participate in appropriate assessment and management of pain by providers of patient care.

### Concerns?

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact our patient advocate directly through the Patient Action Line (PAL) at 708.229.6043 or dial ext. 6043 from your hospital phone. Please do not hesitate to call the PAL line if you have a comment, complaint or compliment.

- ▶ Receive impartial access to treatment and accommodations without regard to race, gender, national origin, religion, physical handicap, sexual orientation or ability to pay for care.
- ▶ Complete and current information concerning diagnosis, treatment and prognosis, as well as the proposed treatment, the risks and benefits involved, and the medically reasonable alternatives and their accompanying risks and benefits. If you refuse a recommended treatment, you will receive other needed and available care. Your religious beliefs and cultural practices will be respected as they affect medical treatments. Informed consent, autonomy and the right to self-determination are the basis for decisions.
- ▶ Consent or refuse to take part in experimental treatment and research affecting care.
- ▶ Privacy during the course of examination, treatment or procedure.
- ▶ Confidentiality of information and medical records and case conferences will be respected, unless one has given permission to release information or reporting is required by law.
- ▶ Have information regarding advance directives concerning treatment or a designated surrogate decision-maker.
- ▶ Be involved in end-of-life decisions, participate in case conferences, ethical decisions and organ donation. A designated agent can exercise these rights on your behalf, or surrogate decision-maker if the patient lacks decision-making capacity, is legally incompetent or is a minor.
- ▶ Prompt notification of your hospitalization to a family member or representative, as well as your personal physician.
- ▶ Know the names and roles of the people providing treatment and care.
- ▶ Access and review medical records within a reasonable time frame and have information explained, except when restricted by law.
- ▶ Receive care in a safe setting and be free from all forms of abuse and harassment. Seclusion or restraint will not occur unless clinically indicated.
- ▶ Receive effective patient and family education, which promotes optimal health outcomes and healthy behaviors.
- ▶ Upon request, obtain information about staff assignments and staff training from the nursing unit supervisor.
- ▶ Communication with people both in and outside of the hospital, verbally and in writing. Access to an interpreter will be provided or made available by asking your nurse.
- ▶ Spiritual care that is available 24 hours a day. It is respectful of your dignity, values, philosophy and cultural needs. It is sensitive to preferences and informed choices in health care.
- ▶ Upon request, receive an itemized explanation of patient

bill for hospital services. Be informed of rules and practices that affect treatments, charges and payment methods. Financial counselors also are available.

- ▶ Expect Little Company of Mary Hospital and Health Care Centers to provide the necessary health services to the best of its ability; treatment, referral or transfer may be recommended or requested, and the patient will be informed of the risks, benefits and alternatives.
- ▶ Information regarding continuity of care after discharge.
- ▶ File a complaint or formal grievance on issues relating to patient rights without fear of retribution. Initial concerns/complaints are addressed by the employee or manager. If not resolved, they are referred to the nursing supervisor or vice president over the area where the complaint originated. In addition, patients are welcome to send a complaint letter to Administration at 2800 W. 95th St., Evergreen Park, IL 60805. Complaints may be directed to the nursing supervisor and the Illinois Department of Public Health Hotline at 1.800.252.4343 or TTY 1.800.547.0466. Patients also have the right to file a formal complaint with The Joint Commission. The public may contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a

Joint Commission-accredited health care organization by mail at 1 Renaissance Blvd., Oakbrook Terrace, IL 60181, by fax at 630-792-5636 or online at [www.jointcommission.org](http://www.jointcommission.org), then click "Report a Patient Safety Event."

### Patient Responsibilities

You are responsible for:

- ▶ Providing information about your health, including past illnesses, hospitalizations, and use of medicines including herbs or over-the-counter drugs.
- ▶ Asking questions or clarifications when information and instructions are unclear.
- ▶ Following your treatment plan recommended by the physician.
- ▶ Participating in ongoing assessment of rating your pain intensity.
- ▶ Being considerate of the rights of other patients and respectful of their property.
- ▶ Providing accurate insurance information and/or working with financial counselors to arrange for appropriate payment for services provided.
- ▶ Recognizing the effect of lifestyle on your personal health.
- ▶ Participating in promoting a safe, clean environment.
- ▶ Following hospital rules and regulations affecting patient care and conduct as set forth in this guide.

# Sus Derechos y Responsabilidades

Nosotros respetamos los derechos de los pacientes y prometemos proporcionar atención médica de acuerdo con nuestros valores, que son: profesionalismo, compasión, calidad, responsabilidad y seguridad. Estos valores abarcan: la sensibilidad a acciones recíprocas, la comunicación compleja, responsabilidad y promoción de conciencia, y respeto a nuestra diversidad.

Nuestros valores son expresados por todos nuestros empleados, demostrando conciencia, cortesía, confidencialidad, compasión, y consistencia, y con deseo de superar nuestros estándares profesionales de cuidados y de brindar respeto a la dignidad de cada persona.

Nos comprometemos a ser una presencia sanativa, proporcionando cuidado de calidad y servicios espirituales. En Little Company of Mary Hospital and Health Care Centers, todos los pacientes tienen los siguientes derechos y responsabilidades sin importar su edad, su nivel de entendimiento, invalidez, idioma, raza o religión. Nuestra meta es proteger los siguientes derechos y responsabilidades de los pacientes:

## Derechos del Paciente

Como paciente, padre o guardián de un paciente menor de edad o un paciente adulto en Little Company of Mary Hospital and Health Care Centers, usted tiene el derecho de:

- ▶ Recibir cuidado considerado y respetuoso.
- ▶ Estar bien informado acerca de su posible tratamiento y de las posibles consecuencias; estar involucrado en el planeamiento de cuidados, tratamientos y decisiones de salud.
- ▶ Participar en evaluaciones físicas, espirituales, mentales, emocionales, culturales, y acerca de sus necesidades intervencionales.
- ▶ Un lugar donde el uso de modos de contención es reducido cuando posible. La dignidad y derechos de el paciente serán mantenidos siempre. Si al atender el paciente, y es indicado que necesita modos de contención, lo mínimo y el modo menos restrictivo será usado.
- ▶ Participar en evaluaciones por proveedores del cuidado del paciente acerca del manejo de dolor.
- ▶ Recibir acceso imparcial a tratamiento y alojamiento sin importar su raza, nacionalidad, religión, sexo o habilidad de pagar por los ellos.
- ▶ Información completa y al corriente en lo que se refiere a su diagnóstico, tratamiento y pronóstico, así como tratamiento propuesto, los riesgos y beneficios involucrados, las alternativas médicas

- razonables con sus respectivos riesgos y beneficios.
- ▶ Poder rehusar o dar su consentimiento para participar en tratamientos experimentales o investigaciones que puedan afectar su cuidado.
  - ▶ Privacidad durante el curso de la examinación, tratamiento o procedimiento.
  - ▶ La información confidencial de su expediente médico y la conferencia de su caso serán respetadas, a menos que usted haya dado permiso para que demos de alta la información, o si el reportaje de esta es requerido por la ley.
  - ▶ Recibir información relacionada con instrucciones acerca del tratamiento por adelantado, o designar a una persona para que la reciba y tome la decisión.
  - ▶ Poder hacer decisiones acerca de terminar la vida y de donar órganos, así como tomar decisiones éticas y participar en conferencias del caso médico. Estos derechos pueden ser llevados a cabo a favor de uno por un agente designado o por un sustituto a favor del paciente si el paciente no tiene la capacidad de hacer una decisión, es legalmente incompetente o es un menor de edad.
  - ▶ Notificación inmediata de su hospitalización a un miembro de su familia o representante, incluyendo a su doctor personal.
  - ▶ Saber los nombres y la capacidad de las personas que le proveen su tratamiento y cuidados.
  - ▶ Tener acceso a su expediente médico y poder revisarlo en un período razonable de tiempo, y tener el derecho de recibir explicaciones acerca de él, excepto cuando ésta información sea limitada por la ley.
  - ▶ Recibir cuidados médicos en un área segura y libre de todas formas de hostilidad y abuso. Seclusión o refrenamiento no ocurrirán al menos que sean indicados clínicamente.
  - ▶ Usted y su familia tienen derecho a recibir educación que promueva el mejor resultado de salud y de conducta saludable.
  - ▶ A petición, obtenga información sobre las tareas del personal y la capacitación del personal del gerente de la unidad de enfermería.
  - ▶ Atención espiritual está disponible 24 horas al día y se ofrece con respeto a su dignidad, valores, filosofía, y necesidades culturales. La atención se brinda con sensibilidad a sus preferencias y de acuerdo con la elección de cuidados médicos.
  - ▶ Cuando sea pedido por usted, recibirá una explicación detallada de su factura del paciente por servicios provistos/ recibidos en el hospital. Usted será informado de las regulaciones y prácticas que afectan el tratamiento, cargos, y métodos de pago.

Consejeros de finanza están a su disposición en el hospital.

- ▶ Little Company of Mary Hospital and Health Care Centers le proporcionará los servicios de salud necesarios a lo mejor de sus habilidades. Tratamientos, referencias o transferimientos pueden ser recomendados o pedidos, y el paciente será informado de los riesgos, beneficios o alternativas.
- ▶ Recibir información acerca de la continuidad de cuidados después de salir del hospital.
- ▶ Como registrar una queja/preocupación en relación a los derechos del paciente.
- ▶ Las quejas pueden ser dirigidas a la Supervisora de Enfermería del hospital y el Departamento de Salud Pública de Illinois a la línea 1.800.252.4343 o TTY 1.800.547.0466. Si su queja no es resuelta deberá ser referida al supervisor de enfermería o al Vicepresidente del área donde se origina la queja. Además, los pacientes son libre de mandar una carta de la queja al Administración en 2800 W. 95th Street, Evergreen Park, IL 60805.
- ▶ Los pacientes también pueden registrar su queja formal con la Comisión Adjunta de Acreditación de organizaciones de cuidado de salud. El público pueden ponerse en contacto con la oficina de Control de Calidad de la Comisión Adjunta para reportar o registrar una queja acerca de organizaciones acreditadas de cuidado de salud al llamando

al número 800.994.6610 o por correo electrónico a [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org).

## Responsabilidades del Paciente

Usted tiene la responsabilidad de:

- ▶ Proveer información acerca de su salud, incluyendo enfermedades pasadas, hospitalizaciones, y uso de medicamentos incluyendo remedios de hierbas, o remedios vendidos al por mayor.
- ▶ Hacer preguntas o pedir clarificaciones cuando la información o instrucciones no están claras.
- ▶ Seguir las instrucciones de su cuidado recomendadas por el doctor.
- ▶ Participar en evaluaciones regulares acerca de la intensidad de su dolor.
- ▶ Tener consideración de los derechos de otros pacientes y respetar sus artículos personales.
- ▶ Proveer información correcta acerca de su aseguración, así como trabajar con consejeros de finanza del hospital para coordinar pago de los servicios provistos de manera apropiada.
- ▶ Reconocer los efectos que el estilo de vida tiene en la salud de uno.
- ▶ Participar en promover un medio ambiente sano y limpio.
- ▶ Obedecer las reglas y regulaciones del hospital que afectan el cuidado de los pacientes que proporcionamos en esta guía.

# Your Privacy Matters

## Privacy and Health Information

You have privacy rights under a federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

### Who must follow this law?

- ▶ Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers and their vendors
- ▶ Health insurance companies, HMOs and most employer group health plans
- ▶ Certain government programs that pay for health care, such as Medicare and Medicaid

### Right to Complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider, health insurer or the U.S. government at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

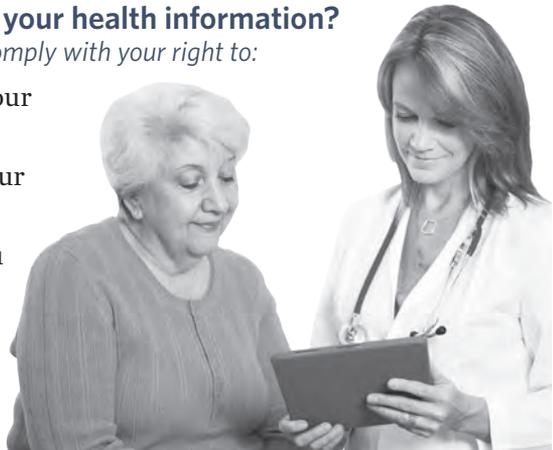
### What information is protected?

- ▶ Information your doctors, nurses and other health care providers put in your medical records
- ▶ Conversations your doctor has with nurses and others regarding your care or treatment
- ▶ Information about you in your health insurer's computer system
- ▶ Billing information about you at your clinic
- ▶ Most other health information about you held by those who must follow this law

### What rights do you have over your health information?

*Providers and health insurers must comply with your right to:*

- ▶ Ask to see and get a copy of your health records
- ▶ Have corrections added to your health information
- ▶ Receive a notice that tells you how your health information may be used and shared
- ▶ Decide if you want to give your permission before



your health information can be used or shared for certain purposes, such as for marketing

- ▶ Get a report on when and why your health information was shared for certain purposes
- ▶ File a complaint

## What are the rules and limits on who can see and receive your health information?

*To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:*

- ▶ For your treatment and care coordination
- ▶ To pay doctors and hospitals for your health care and help run their businesses
- ▶ With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object
- ▶ To make sure doctors give good care and nursing homes are clean and safe
- ▶ To protect the public's health, such as by reporting when the flu is in your area
- ▶ To make required reports to the police, such as reporting gunshot wounds

**Contact the Medical Records Department at 708.229.5204 for copies of medical records.**

*Without your written permission, your provider cannot:*

- ▶ Give your health information to your employer
- ▶ Use or share your health information for marketing or advertising purposes
- ▶ Share private notes about your mental health counseling sessions



Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [www.samhsa.gov](http://www.samhsa.gov).

# Advance Directives



## A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Different states have different laws about advance directives. Check with your Admissions department or nurse if you have any questions. Directives can include:

### Living Will

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

### Durable Power of Attorney

**For health care:** This is a legal document that names your health care proxy—someone who can make medical decisions for you if you're unable to do so. An official health care proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.

**For finances:** You also have the right to appoint someone or the same person to help manage your finances if you cannot.

### FILL OUT YOUR FORMS

Make sure you submit advance directives each time you go to the hospital so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and to obtain the forms you need, contact your nurse, or call 708.229.5480.

### Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want. Go to [www.lcmh.org/yourchoice](http://www.lcmh.org/yourchoice) to download a form.

## The Illinois Do-Not-Resuscitate (DNR) Order

Little Company of Mary offers patients and families a way to communicate their do-not-resuscitate (DNR) intentions. A Provider Order for Life-Sustaining Treatment (POLST) DNR form will be given to you upon request from our Pastoral Care department for this purpose. For us to be able to respect your wishes, especially during transportation to and from the hospital, you will need to discuss your desire for a DNR order with your physician. At that point, you and your physician can complete the form. Then give the form to your nurse to be included in your medical records.

## The Health Care Surrogate Act

This Act does not apply when the patient has a valid living will or durable power of attorney for health care and the patient's condition falls within the coverage of those documents.

This Act allows a surrogate decision-maker such as a guardian, spouse, adult son or daughter, parent or friend to make health care decisions for those patients who have a qualifying condition, such as an inability to make decisions or understand the consequences of a decision. Specific guidelines apply to those cases, and two physicians must determine that the patient lacks the decision-making capacity. If you want more information about this Act, please call Pastoral Care at ext. 5480.

## Advance Directives for Mental Health

For guidance, information and forms on advance directives for mental health, contact the Illinois Guardianship and Advocacy Commission's website at [www.gac.state.il.us](http://www.gac.state.il.us) or toll-free statewide at 866.274.8023.

## Care Conference

If any concerns arise between family members or other caregivers concerning your wishes regarding life-sustaining treatment, or other issues in connection with your advance directive, our staff can arrange and facilitate a care conference with you, your physician and any family member you would like.



# Support for Caregivers

## How to Play a Role in Your Loved One's Recovery

We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person, or just one of many people caring and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

### What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- **What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?** Help your loved one arrange the details to make this happen—financial plan, transportation, scheduling, etc.
- **What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- **What health warning signs do I need to watch for and what do I do if they happen?** Help your loved one by writing these symptoms down as well as the name and contact number to call.

### Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here.

#### RESOURCES

- National Alliance for Caregiving  
[www.caregiving.org](http://www.caregiving.org)
- Family Caregiver Alliance  
[www.caregiver.org](http://www.caregiver.org)
- Caregiver Action Network  
[www.caregiveraction.org](http://www.caregiveraction.org)



# Before You Leave the Hospital



A successful recovery after your stay starts with a solid plan before you go.

**Plan Early** to reduce your chances of being readmitted and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

To begin, ask to speak with your discharge planner, and review the following:

- your discharge summary and discharge plan
- your complete medicine list and instructions
- your upcoming appointments
- what to do if you don't feel well

## A Reason to Plan Early

If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- [www.qualitycheck.org](http://www.qualitycheck.org)
- [www.medicare.gov/nursinghomecompare/search.html](http://www.medicare.gov/nursinghomecompare/search.html)
- [www.medicare.gov/homehealthcompare/search.html](http://www.medicare.gov/homehealthcompare/search.html)



# Checklist for Discharge

Make sure you have the following information before you leave the hospital.

**Discharge summary.**

This includes why you were in the hospital, who cared for you, your procedures and medicines.

**Medicine list.**

This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one.

**Prescriptions.** Check that your pharmacy has your new prescriptions and you have a plan to get them filled.

**Follow-up care instructions.** Beyond medicine, this can include:

- foods or activities to avoid
- tests or appointments
- how to care for incisions or use equipment
- warning signs to watch for
- daily living adjustments (like how to get into bed)
- who to call with questions

**After-hospital services.** Know how much support you'll need in these areas:

- **Personal care:** bathing, eating, dressing, toileting
- **Home care:** cooking, cleaning, laundry, shopping
- **Health care:** taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment

**Local resources.** Ask your discharge planner for help finding local after-care services or other support groups.

## Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.



Try the teach-back method. Repeat back what you hear the discharge planner say to make sure you understand the details correctly.



# After-Hospital Care

## Quick Guide to Recovery Options for After Your Stay

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

**Home Health Care**—Care provided by professionals in your home to help maintain or restore health. Can include: *home care* services such as housekeeping and meal preparation; *personal care* services such as bathing, dressing or eating; and *health care* services such as physical therapy or skilled nursing.

**Independent Living**—Communities with individual, private apartments or homes. Includes: meals, housekeeping, maintenance, social activities and possibly transportation. Health care services like skilled nursing usually are not standard.

**Assisted Living**—Individual units or apartments, usually in a long-term care facility. Includes: home and personal care services, as well as help managing health conditions and medicine routines—plus social activities and transportation. Medical staff is on-site 24 hours.

**Nursing Home**—Long-term care facility for those who don't need a hospital, but can't be cared for at home. Includes: all daily living and personal care services, 24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

**Hospice**—Care program that provides support for terminally ill patients and families in hospitals, facilities or homes. Includes: 24-hour help with pain control, symptom management and emotional or spiritual support.

**To get started evaluating or finding after-hospital care resources in your area, visit:**

- [Eldercare Locator  
eldercare.acl.gov](http://eldercare.acl.gov)
- [National Respite Network and  
Resource Center  
www.archrespite.org](http://www.archrespite.org)

You also can talk to your case manager or social worker for help finding the right after-hospital care.



Contact your health insurance, Medicare or Medicaid to find out what care and services are covered for you, and to get help with costs.

# Understanding Your Bill



## KEEPING TRACK

One of the key ways to feel well-informed and less overwhelmed about the hospital billing process is to stay organized. Keep all of your statements and bills together and review each one as it arrives.

## Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

### Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. This ensures that Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- the amount your doctor(s) charged
- the amount Medicare approved and paid
- the amount you owe
- your current deductible status

If you have questions, call the customer service number listed on your statement.

## Commonly Confused Terms

- **Deductible:** The amount you owe each year before your insurance begins making payments.
- **Co-payment:** A flat fee you pay for a specific service, usually due at the time of service.
- **Coinsurance:** The portion of your medical expenses that you're personally responsible for paying. For example, your insurance may cover 80 percent of a bill, while you have to pay the remaining 20 percent.



## Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- the amount billed by your doctor or hospital
- how much of that cost is covered by your insurance
- how much you owe

**Review this and all other bill-related documents carefully.** If you have questions, contact your doctor or the customer service number listed on the statement.

## Self-Pay Patients and Payment Arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. When the first bill arrives, call the hospital's financial services department to set up a payment plan.

Communicate with the financial services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

### Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, contact the Patient Financial Services department at 708.499.8500. A patient representative can work with you and guide you to services that can help.



## Financial Assistance

Little Company of Mary Hospital and Health Care Centers ensures that all patients receive high-quality, compassionate health care without regard for an individual's ability to pay. Full or partial assistance in accordance with our Charity Care Policy may be available based on your financial condition.

Financial counselors are available to discuss your insurance benefits and may visit during your stay to obtain additional insurance information and explain our financial options in detail. If you would like to discuss anything with them, please feel free to contact one of our financial counselors at 708.229.6152 or 708.229.6153.

For your convenience, we accept all major credit/debit cards and personal checks (with a valid driver's license or state ID), cash, money order or cashier's check. Copies of our Charity Care Policy and other financial assistance options also can be found at [www.lcmh.org/financialassistance](http://www.lcmh.org/financialassistance).

### Pay Your Bills Online

You can pay bills online by visiting [www.lcmh.org](http://www.lcmh.org) then selecting "pay a bill."

## Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.



## Comprehensive Bereavement Service Program

Includes several grief support groups for adults and children. Services also are available for Spanish-speaking families. For more grief support services and programs, please call 708.229.5484 or visit <https://www.lcmh.org/index.cfm?pageID=203>.

## Immunization Registry

Little Company of Mary Hospital (LCMH) participates in the Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE). It is a web-based immunization tool developed by the Illinois Department of Public Health (IDPH).

I-CARE is designed to help health care providers record, track and report their patients' immunizations and share immunization records of Illinois residents with other providers statewide. Protecting the privacy of patients and the security of the data contained in the I-CARE Registry is a high priority for IDPH.

Your immunization information will be electronically transmitted to the I-CARE Registry whenever you are given an immunization at LCMH. Patient participation is voluntary. If you choose not to participate in the I-CARE Registry, you may opt out by signing the Opt Out Registry form during your stay.

You can get this form from your health care provider.

## My LCMH Health Patient Portal

The Patient Portal is an interactive web portal that empowers all Little Company of Mary patients and their families to take a more active role in their care by providing easy and secure access to health information.

All of the information in My LCMH Health comes from your Little Company of Mary Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information.

My LCMH Health allows you to:

- View laboratory and imaging results within 36 hours of your discharge
- View your allergies
- Pay a bill

Parents and health care proxies with authorized consent can access the records of those individuals for whom they care. Little Company of Mary Hospital believes that My LCMH Health is a valuable tool for patients and their families to actively participate in their care, which contributes to better health.

To access the portal, please visit [LCMH.org/MyLCMHHealth](https://www.lcmh.org/MyLCMHHealth).

# Giving Back

As a nonprofit organization, Little Company of Mary is committed to providing quality health care regardless of the patient's ability to pay. You can help us help others by making a contribution to Little Company of Mary Hospital Foundation. Your gift also will help enhance our services, programs and facilities to better care for our community.

## **Recognize Your Guardian Angel:**

You can recognize the physician, nurse or caregiver who made a difference in you or your loved one's visit or stay with a Guardian Angel gift.

**Honor a Loved One:** Memorial and Tribute gifts serve to honor someone in your life, celebrate a

birth or remember a loved one who is no longer with you.

## **Leave a Legacy With the Heritage Society:**

Remembering Little Company of Mary in your estate plans or making a life-income gift allows you to make a meaningful investment in the future of LCMH.

## **Make Your Gift Today**

Tax-deductible gifts can be made in the form of cash, check, credit card or securities. To learn more about all of these wonderful opportunities to give back to Little Company of Mary or to make a gift, visit us at [www.lcmh.org/foundation](http://www.lcmh.org/foundation) or call 708.229.5067.

Thank you in advance for your gift.

## **Our Mission to Serve**

At the height of the Great Depression in 1930, the Sisters of Little Company of Mary opened the doors of Little Company of Mary Hospital because they recognized a need in the community for medical assistance and ongoing care. Nearly 90 years later, the Sisters and Little Company of Mary Hospital continue to live their mission and ministry of compassionate care and serve our ever-evolving community's needs.

With a defined purpose of caring for the most vulnerable among us, the Little Company family of mission-driven services pushes past the walls of our campus to serve the underserved with respect and dignity. For mothers to be without adequate insurance, our Healthy Start Clinic provides health care services throughout pregnancy, birth and into the newborn's first year of life. Our Mobile Medicine program allows frail and homebound patients to receive health care by regular visits of medical personnel to their homes for routine services. When tragedy strikes, children may be at a loss for proper support to guide them through grieving the death of a loved one. The Heart Connection program offers support to bereaved children and their families to guide them through such difficult times.

# Directions to the Hospital

## How to Get to Little Company of Mary

Little Company of Mary Hospital and Health Care Centers is located at 2800 W. 95th St. in Evergreen Park, IL. The hospital can be found at the northwest corner of 95th Street and California Avenue.

Valet parking is available at the main hospital, North Pavilion Mary Potter entrances of the hospital. Free patient and visitor parking is available at the northeast corner of 95th Street and California Avenue, north of the hospital, west of California Avenue and east of Francisco Avenue.

### Public Transportation

The PACE bus runs east and west on 95th Street from 88th Avenue to the CTA Red Line station at the Dan Ryan Expressway and stops at 95th and California, in front of the hospital. Call 836.7000 from

any local area code or visit [www.pacebus.com](http://www.pacebus.com) for transit schedules.

### Driving from the Northwest or Southwest

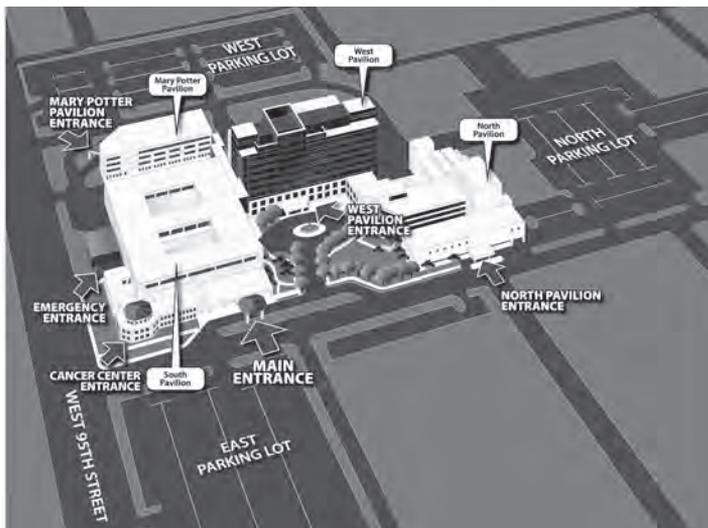
Exit the Tri-State Tollroad (I-294) at 95th Street East. Take 95th Street east to 95th and California (2800 west).

### Driving from Downtown or Near Southeast Side

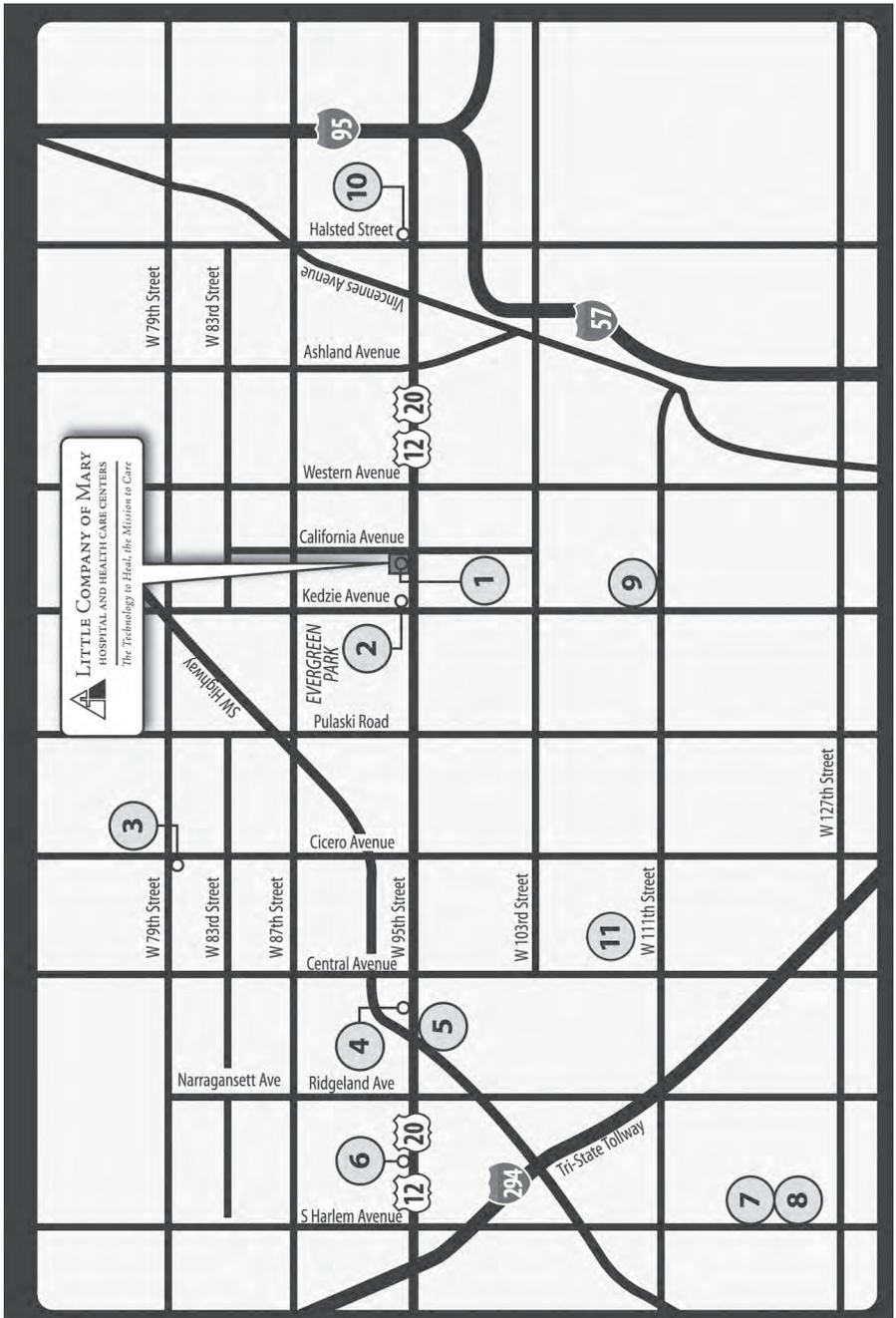
Exit the Dan Ryan Expressway South (I-94) at 95th Street West. Take 95th Street west to 95th and California (2800 west).

### Driving from the Far South and Southeast Side

Take the Bishop Ford Freeway (I-94) or I-57 north to merge with Dan Ryan Expressway (I-94). Exit 95th Street West. Take 95th Street west to 95th and California (2800 west).



# Map



# Little Company of Mary Hospital and Satellite Locations Map

- 1. Little Company of Mary Hospital**  
 2800 West 95th Street, Evergreen Park, IL 60805  
 708.422.6200

**Little Company of Mary Health Education Center**  
 708.229.5830  
*Wellness education and health care information*
- 2. Mary Potter Physicians Pavilion**  
 2850 West 95th Street, Evergreen Park, IL 60805  
*Physician offices, outpatient laboratory, EKG and X-ray, speech and swallowing*
- 3. Burbank Medical Center**  
 4901 West 79th Street, Burbank, IL 60459  
 708.422.0300  
*Physician offices, lab, EKG*
- 4. Oak Lawn Care Station (East)**  
 5660 West 95th Street, Oak Lawn, IL 60453  
 708.499.2273  
*Walk-in care, laboratory, radiology, and occupational medicine; physician offices*
- 5. Little Company of Mary Home-Based Services**  
 9800 Southwest Highway, Oak Lawn, IL 60453  
 708.229.4663  
*Home health care, hospice and mobile medical care*
- 6. Outpatient Care Center**  
 6700 West 95th Street, Oak Lawn, IL 60453  
 708.974.7600  
*Care Station/Urgent Care*

  - Walk-In Care
  - Occupational Medicine
  - Lab
  - X-Ray
  - EKG

*Imaging*

  - X-Ray
  - CT
  - Mammography
  - MRI
  - Ultrasound
  - Echo
  - PET/CT

*Physician offices  
Physical Therapy*
- 7. Diagnostic Center**  
 12432 South Harlem Ave., Palos Heights, IL 60463  
 708.361.8003  
*Laboratory, radiology, ultrasound and cardiac testing; specialist offices*
- 8. Palos Medical Center**  
 12450 South Harlem Avenue, Palos Heights, IL 60463  
 708.448.1207  
*Physician offices*
- 9. Mt. Greenwood Medical Center**  
 10961 South Kedzie Avenue, Chicago, IL 60655  
 773.239.9100  
*Physician offices*
- 10. Halsted Medical Center**  
 736 West 95th Street, Chicago, IL 60620  
 773.487.9500  
*Laboratory, radiology, EKG and adult and adolescent primary care physician offices*

Please access the Hospital via the Emergency Room's "Walk-in Entrance." Exit the Mary Potter Physicians Pavilion MAIN entrance (south / facing 95th Street) and travel east to the Emergency Department entrance.

You can reach the Little Company of Mary telephone operator at 708.422.6200. The operator will connect you with any phone number within the hospital including help with directions.
- 11. Southwest Medical Center**  
 5550 111th Street  
 Oak Lawn, IL 60453

# Staff Awards

## Nominate Someone for the DAISY Award or Healing Hands Award



The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Little Company of Mary Hospital is proud to be a DAISY Award partner, recognizing one of our nurses with this special honor every month.

### How Can You Nominate an Extraordinary Nurse?

Patients or visitors may nominate a deserving nurse by filling out the nomination form found on our website at [www.LCMH.org/Daisy](http://www.LCMH.org/Daisy). If you are at the hospital, ask a Little Company of Mary front desk staff member or nurse to provide you a copy. You can mail the form to 2800 W. 95th St., Evergreen Park, IL 60805, ATTN: Nursing Administration, or drop off the form at the main or 94th Street entrance of the hospital.

### Healing Hands Award

Little Company of Mary Hospital and Health Care Centers is blessed to have many wonderful physicians. The Healing Hands

Award is presented quarterly to one physician on the Little Company of Mary medical staff. Physician nominees should exemplify our core values of professionalism, compassion, quality and responsibility.

All patients, staff and fellow medical professionals are invited to take this opportunity to nominate a physician for our Healing Hands Award.

### How Can You Nominate a Physician?

Nominate a physician for our Healing Hands Award by one of the following methods:

- **Mail:** Give your completed form to your caregiver, drop it off at the main entrance information desk or mail it once you return home using the postage paid reply envelope.
- **Fax:** Send your completed form via interoffice mail to the Medical Staff Office or fax it to 708.422.2042.
- **Online:** Forms can be completed and submitted electronically by visiting [www.lcmh.org/healinghands](http://www.lcmh.org/healinghands).

