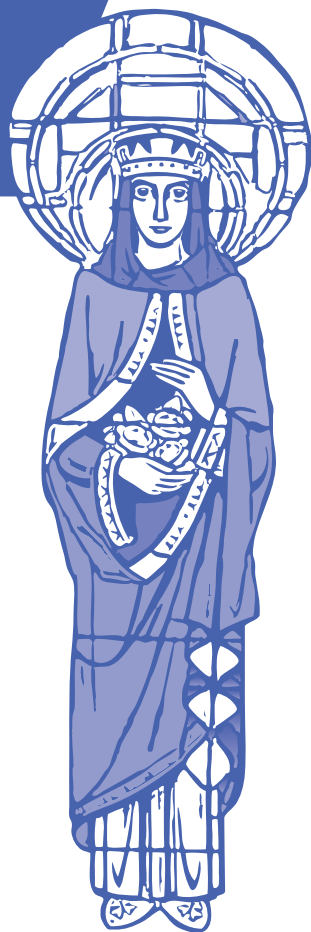


Patient Guide

*Information you might find
useful during your stay.*



St. Elizabeth's Hospital

An Affiliate of Hospital Sisters Health System

Mission Statement

The mission of St. Elizabeth's Hospital is to minister to those in need of healthcare in response to God's call to serve each other, especially the poor. In the performance of its mission, St. Elizabeth's Hospital will foster the values of respect, care, competence and joy. St. Elizabeth's Hospital is committed to performing its mission through cooperation with other healthcare providers and the community whenever possible.

Core Values:

Respect is the Franciscan respect for life from conception to death and for the dignity of each individual person. It is a commitment to freeing and empowering each person to develop to his or her full potential.

Care embodies the concern, compassion and sensitivity with which we care for patients as individuals on a one-to-one basis. It depicts our way of dealing with patients, clients, employees and co-workers. Many times it is thought of as a bedside behavior, but it also belongs in business offices, cafeterias and boardrooms.

Competence means that our service is performed by and managed with the highest level of skill and ability. We are committed to recruiting and developing people who are competent in their work and whose values reflect our own. Our values are an integral part of our system's strategic plan, which provides the overall framework for local activities.

Joy is the manner in which our employees and all who join us in our ministry seek to perform their work—a personal fulfillment of caring for others. It is an essential ingredient in bringing a sense of hope to those who suffer.

Patient Rights and Responsibilities

St. Elizabeth's staff strives to provide a quality of care that is concerned, personal and compassionate, whether it is directed to the patient as an individual, a family member or a member of the larger civic community.

In striving for this quality care, St. Elizabeth's believes that every patient has certain rights and responsibilities, as outlined below.

You Have a Right to:

1. Receive considerate, safe, and high quality medical care without discrimination that is compassionate and respects personal dignity, values and beliefs.
2. A reasonable response to requests and needs within legal, moral restraints and hospital capacity with the understanding that other patients may have more urgent requests or needs.
3. Know by name all the physicians and staff that are caring for you.
4. Obtain from the physician complete, and current information concerning your diagnosis, treatment and prognosis in terms and language that can be understood. This information should include risks, benefits and alternatives of proposed treatments. If it is not medically possible or advisable to give such information, the information will be given to an agent, legal guardian or surrogate on your behalf.
5. Participate and make decisions about your care and pain management. Including the right to consent or refuse recommended treatments as morally and legally permitted and to know the consequences of these choices.
6. Have your pain assessed and treated on a regular basis by St. Elizabeth staff and physicians. The pain will be treated no matter the cause or severity of the pain by medication and non-medication means.
7. Leave the hospital at any time against the advice of your physician. If you choose to do so, the hospital and doctors will not be responsible for any medical consequences which may occur.
8. Receive evaluation, services and/or referral as indicted by the urgency of the case. When medically permissible, you may be transferred to another facility, only after you have received complete information and explanation concerning the need and alternative to such a transfer.
9. Receive information about continuing your healthcare at the end of your visit.
10. Receive information and formulate advance directives (Living Will, Power of Attorney for Healthcare, Declaration for mental health Treatment and IDPH Uniform Do Not Resuscitate) and to have the advanced directives honored within hospital policy and to the extent that is morally or legally permitted.

11. Be given every consideration for privacy concerning your own medical treatment. Case discussion, consultation, examination and treatment are confidential and will be conducted discreetly within the limits of the law. Those not directly involved in your care must have permission to be present.
12. Protective and advocacy services and the right to be free from abuse.
13. Be free from seclusion or restraints in any form unless medically required.
14. Participate in or decline to participate in research. You may decline at any time without compromising your access to care treatment and services.
15. Be informed of the hospital rules and regulations applicable to your treatment and conduct as a patient. You are entitled to information about hospital policies and procedures for the initiation, review and resolution of complaints.
16. Examine and receive an explanation of your hospital bill regardless of the source of payment.
17. Access your medical records in a reasonable time frame, to the extent permitted by law.
18. Sign language or foreign language interpretation services if needed.

Your Responsibilities as a Patient:

1. To bring to the attention of the appropriate person at the hospital occasions when in your opinion these rights are not being respected.
2. To follow the hospital rules/regulations affecting your conduct.
3. To cooperate in the treatment program specified by your physician by answering questions honestly and completely. To tell those caring for you how you feel about the treatment and its effect on you.
4. To provide complete and accurate medical history.
5. To provide the hospital with accurate and timely information concerning your source of payment and ability to meet financial obligations.
6. To comply with instructions of your physician and others caring for you to assure the continuity of your care after being released from this hospital.
7. To be considerate of the rights and concerns of other patients, hospital personnel and hospital property.

If you have a question, concern or comment regarding the quality of your care, contact the unit's director or nurse/unit manager. They will initiate a review, and when possible, resolve the issue or ensure that the hospital's administration is notified. You have the right to expect quality, competent care. It is our responsibility to provide the best possible care.

Pastoral Care

The Pastoral Care Department is staffed with priests, ministers, sisters, and laypersons to meet you and your family's spiritual needs during hospitalization.

- Chaplains are available in house from 7:00AM to 8:00PM Monday through Friday and from 8:00AM until 1:00PM on weekends and holidays. At all other times a chaplain is on call. To reach a chaplain dial ext. 1091 during office hours or by dialing "0" and ask for the chaplain.
- Office hours are 8:00 a.m. - 4:00 p.m. Monday through Friday.
- The chapel is open daily from 6:00 a.m. - 8:00 p.m.
- Mass is celebrated in the chapel at noon on Monday, Wednesday, Friday, and Holy Days. Mass can be viewed on channel 7.
- Holy Communion, Sacraments of the Sick, Baptism, and Reconciliation are available.
- For more information see the Pastoral Care brochure.

Advanced Directives

St. Elizabeth's Hospital encourages every patient, whether inpatient or outpatient to have Advance Directives. Advance Directives allow individuals to have control over their healthcare and end-of-life decisions. St. Elizabeth's will honor your advanced directives to the extent provided by law and within the guidelines provided in the Ethical and Religious Directives of the Catholic Church. The absence or presence of an advanced directive will not determine your access to care, treatment or services.

- A Living Will is a document that deals with end-of-life care.
- A Durable Power of Attorney is a document that permits you to appoint a person, called an agent, to make decisions for you anytime you cannot make the decision yourself - even if death is not imminent.
- Illinois Uniform Do Not Resuscitate Form is a document that allows you, your agent or a surrogate decision maker to forgo CPR and other heroic measures in certain or all circumstances. This form must also be signed by your physician to be valid. This form is recognized in any hospital, long-term care facility and ambulance in Illinois.

For more information on Advance Directive documents, organ tissue donations, or ethical consultation, please contact the Pastoral Care Department, ext. 1091.

Code of Ethics

In maintaining an ethical environment for all, St. Elizabeth's Hospital is governed by:

- The Ethical and Religious Directives for Catholic Health Care Services.
- The American Hospital Association Patients Bill of Rights
- Numerous standards of the Joint Commission on Accreditation of Healthcare Organizations.
- St. Elizabeth's Hospital Healthcare Ethics Committee Guidelines.

To speak to someone regarding an ethical issue, please call ext. 1091.

Outpatient Pharmacy

The Outpatient Pharmacy is located on the main floor (level tow) next to the parking garage entrance.

New prescriptions written by your doctor may be filled at the Outpatient Pharmacy. Prior to being discharged from the hospital, ask your nurse to help make arrangements so that your prescriptions can be ready in advance. A selection of over-the-counter (OTC) items are available to purchase.

Payment may be made by cash, check, VISA or MASTERCARD. Most major insurance plans are accepted.

For more information please call the Outpatient Pharmacy at ext. 1566.

Smoking Policy

St. Elizabeth's Hospital campus and its affiliated medical buildings are **tobacco-free** and the use of tobacco products by employees, patients, medical staff, students, contracted personnel, auxiliaries, volunteers, visitors, vendors and tenants is prohibited.

This policy applies to all of St. Elizabeth's Hospital owned and managed buildings, properties and grounds.

Gift Shop

The gift shop is located off the main lobby of the hospital (level two). It offers a wide selection of personal care items, candies, magazines, newspapers, flowers and gift ideas.

Hours are 8 a.m. to 8 p.m., Monday through Friday; 9 a.m. to 8 p.m. on weekends (holidays hours may vary). For delivery service call the gift shop at ext. 1300.

Visitor Guidelines

1. Visiting hours are 8 a.m. to 8 p.m. Specialized service areas, such as Critical Care, Mother Child Center, Physical Rehabilitation and Behavioral Health Services, have specific visiting times. Please check with the appropriate department for specific visiting hours.
2. Due to space limitations, it is suggested that no more than two people visit at one time. Special arrangements for additional visitors may be made with the nurse.
3. An adult visitor may stay all night with a patient in a private room.
4. Children under the age of four (4) are discouraged from visiting in patient care areas.
5. Children under the age of 12 may not be left unattended and are restricted from isolation rooms and critical care.
6. Sibling visitation in Obstetrics is the only exception to the children visitor policy.
7. Visitors must be appropriately clothed (shirts, shoes, etc.) while on hospital property.

Local Hotel Accommodations

A list of local hotels in the area is available in the admitting office for individuals who would like to stay in the area while family or friends are in the hospital.

Personal Belongings

All personal items should be returned to or left at home to prevent loss. Limit belongings to essential items, which you will be responsible to secure during your hospital stay. Valuable items and money should be left at home or can be secured by the hospital upon request. St. Elizabeth's Hospital will not be responsible for lost or damaged items.

Patient Financial Policy

Your Insurance

It is important for St. Elizabeth's Hospital to maintain a secure financial operation in order to offer the highest quality of healthcare.

When you arrive at the hospital we ask you to present an insurance card and photo id, such as a driver's license, military ID, or government issued ID.

St. Elizabeth's Hospital is a participating hospital in most of the major insurance plans. However, you may want to make sure both your physician(s) and the hospital are listed as participating providers with your insurance plan. You may have a greater financial responsibility for services provided, if they are not participating providers with your insurance plan.

St. Elizabeth's Hospital will make every effort to notify your insurance company that you are a patient here and obtain authorizations, if necessary. Many insurance companies will require you to notify them prior to your stay in the hospital.

To find out what your insurance plan covers or any authorization requirements, we recommend that you or a family member contact your insurance company. Their phone number is usually listed on the insurance card.

Billing

As a service to our patients, St. Elizabeth's Hospital submits claims directly to insurance carriers for services rendered. If we are unable to obtain sufficient information regarding your insurance coverage, it is your responsibility to ensure that your insurance company processes your claim in a timely manner, and the appropriate benefits are paid.

As a patient receiving healthcare services at St. Elizabeth's Hospital, it is important to understand that your hospital services are billed separately from any associated professional physician charges. You may receive separate bills from Professional Service Providers involved in your care such as Emergency Room Physician, Anesthesiologist, Radiologist, etc. Should you have questions regarding a bill from a provider other than the hospital, we ask you to contact that provider.

Christian Assistance Program (Financial Assistance)

St. Elizabeth's Hospital has developed a financial assistance program to assist both the uninsured and patients with insurance.

Uninsured patients will receive a discount regardless of their level of income. The discount will be reflected on your bill.

Patients may also qualify for some level of charitable assistance for medically necessary services, if they meet certain financial criteria. The charitable care provided could range from the patient having no financial obligation for hospital charges, to a percentage of their hospital charges discounted. To apply for charitable care, please call the Patient Accounts Department at (618) 234-8600 for additional information.

Account Assistance

If at any time prior to, during, or after your stay, you have questions regarding hospital account or need assistance, please do not hesitate to contact the Patient Accounts Department at (618) 234-8600.

It is the policy of St. Elizabeth's Hospital to provide services to all persons without regard to race, color, national origin, religion, sex, age or disability. No person shall be excluded from participation in and/or be denied the benefits of any service, or be subjected to discrimination because of race, color, nationality, religion, sex, age or disability.

Compliment and Complaint Procedure

Complaints or compliments regarding the care received at St. Elizabeth's hospital may be directed to the hospital's management team, verbally or in writing. A member of the hospital management team will respond to your concern/issue after a thorough investigation.

St. Elizabeth's Hospital Administrator

211 South Third Street, Belleville, IL 62220
618-234-2120, ext. 1283

You may also file a written complaint with an external agency which must include your name, address, telephone number and a brief description of what occurred.

Illinois Department of Public Health

525 West Jefferson Street, Springfield, IL 62761
217-782-6553

or

The Joint Commission

Office of Quality Monitoring

One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Phone: 800-994-6610 8a.m. - 9p.m. weekdays

Fax: 630-792-5636

Website: www.jointcommission.org/GeneralPublic/Complaint/

E-mail: complaint@jointcommission.org

You will not be intimidated, harassed, threatened or suffer any penalty because you filed a complaint. Any penalty or reprisal against you or any other involved persons is prohibited by law.



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