



ST. ELIZABETH'S HOSPITAL
PATIENT GUIDE

IMPORTANT INFORMATION
FOR OUR PATIENTS AND VISITORS

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WELCOME

TO ST. ELIZABETH'S HOSPITAL

The mission of St. Elizabeth's Hospital is to minister to those in need of health care 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 health care 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, colleagues 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.

Patient Rights Guidelines:

The Hospital acknowledges that as a patient at the Hospital, the patient has the right to:

- i. Receive considerate, safe, and quality medical care without discrimination that is compassionate and respects personal dignity, values and beliefs.
- ii. 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.
- iii. Know by name all the physicians and staff that are caring for the patient.
- iv. Obtain from the physician complete, and current information concerning the patient's 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 the patient's behalf.
- v. Participate and make decisions about the patient's care and treatment. This includes the right to consent or refuse recommended treatments as morally and legally permitted and to be informed of the medical consequences of these choices.
- vi. Have the patient's pain assessed and managed on a regular basis by St. Elizabeth staff and physicians. The hospital will use methods to assess the patient's pain consistent with the patient's age, condition, and ability to understand.
- vii. Have the right to refuse medical treatment and care and to be informed by the health care team of any anticipated outcome of refusal.
- viii. Receive evaluation, services and/or referral as indicated by the urgency of the case. When medically permissible, the patient may be transferred to another facility, only after the patient have received complete information and explanation concerning the need and alternative to such a transfer.

- ix. Receive information about continuing the patient's health care at the end of the patient's visit.
- x. Receive information and formulate advance directives (such as a Living Will, Power of Attorney for Health care, 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.
- xi. Be given every consideration for privacy and confidentiality concerning the patient's own medical treatment. Case discussion, consultation, examination and treatment are confidential and will be conducted in a manner consistent with the law.
- xii. Protective and advocacy services and the right to be free from neglect, exploitation and abuse
- xiii. Be free from seclusion or restraints in any form unless medically required.
- xiv. Participate in or decline to participate in research. The patient may decline at any time without compromising the patient's access to care treatment and services.
- xv. Be informed of the hospital rules and regulations applicable to the patient's treatment and conduct as a patient; including information about hospital policies and procedures for the initiation, review and resolution of complaints.
- xvi. Examine and receive an explanation of the patient's hospital bill regardless of the source of payment.
- xvii. Access the patient's medical records in a reasonable time frame, to the extent permitted by law.
- xviii. To be informed about patient rights and responsibility regarding care, treatment and services. Additionally, to be notified of these rights and responsibilities as the situation and staff deems it necessary.

Patient Responsibilities Guidelines:

The Hospital believes that as a patient at the Hospital, the patient has the responsibility to:

- i. Ask questions when he/she does not understand what he/she has been told about their care or what they are expected to do.
- ii. To bring to the attention of the appropriate person at the hospital occasions when, in your opinion, these rights are not being respected.
- iii. To follow the hospital rules/regulations affecting your conduct.

- iv. To cooperate in the treatment program specified by your physician by answering questions honestly and completely. To tell those caring for the patient how the patient feels about the treatment and its effect on the patient.
- v. To provide complete and accurate information regarding the patient's health.
- vi. To provide the hospital with accurate and timely information concerning the patient's source of payment and ability to meet financial obligations.
- vii. To comply with instructions of the patient's physician and others caring for the patient to assure the continuity of the patient's care after being released from this hospital.
- viii. 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.

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 Health care Organizations.
 - St. Elizabeth's Hospital Health care Ethics Committee Guidelines. To speak to someone regarding an ethical issue, please call ext. 1091.
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St. Elizabeth's Hospital

RAPID RESPONSE TEAM

St. Elizabeth's Hospital is committed to providing quality, compassionate care to our patients.

St. Elizabeth's Hospital has implemented **Rapid Response Teams** - also known as Medical Emergency Teams or Clinical Assessment Teams - as another way we provide the best possible care. This team enables us to respond more quickly to changes in patients' condition - often before a medical emergency occurs. It is just like calling 911 from home.

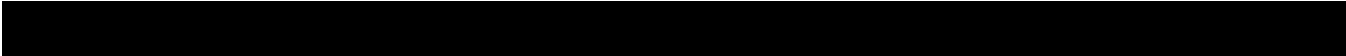
If you are concerned, so are we, and the Rapid Response Team is here to help. The St. Elizabeth's Rapid Response Team consists of highly trained staff and includes a critical care nurse, a respiratory therapist, and a medical doctor.

If you or a patient needs assistance, please **dial 55** and ask for the Rapid Response Team.

Situations where our Rapid Response Team should be called include:

- Sudden change in vital signs
- Sudden change in mental status: confusion, agitation, or difficult to awaken.
- Sudden onset of chest pain.
- Sudden shortness of breath
- Seizure activity

**Remember you are never alone;
Dial 55 for the Rapid Response Team.**



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 health care 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 should be 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.

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.

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.

PERSONAL BELONGINGS

Limit belongings to essential items, which you will be responsible to secure during your hospital stay. Valuable items and money should be sent home if possible, or secured by the hospital upon request. St. Elizabeth's Hospital will not be responsible for lost or damaged items.



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 7:30 a.m. to 8:30 p.m., Monday through Friday;

9 a.m. to 8:30 p.m. on weekends (holidays hours may vary).

For delivery service call the gift shop at ext. 1300.

OUTPATIENT PHARMACY

The Outpatient Pharmacy is located on the main floor (level two) 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.

Hours are 8:30 a.m. to 5:00 p.m.,

Monday through Friday; (closed daily 12:30-1p.m.).

PERSONAL BELONGINGS

Limit belongings to essential items, which you will be responsible to secure during your hospital stay. Valuable items and money should be sent home if possible, or secured by the hospital upon request. St. Elizabeth's Hospital will not be responsible for lost or damaged items.



PATIENT FINANCIAL POLICY

Financial Policy

Co-payments, Deductibles and Co-Insurance identified during the insurance verification process will be collected at the time of service. Unpaid prior balances may be discussed at the time of service. Financial assistance will be made available to uninsured patients.

Insurance Verification

The process during which St. Elizabeth's Hospital contacts your insurance plan to verify your eligibility, coverage and benefits.

Financial Counseling

The process during which St. Elizabeth's Hospital will talk with you about your insurance coverage and other financial matters related to your care. Our Financial Counselor will work with you to be sure that you receive the care you need and that you have a clear understanding of your financial responsibilities.

Private Pay

Payment in full is expected at the time of service unless other arrangements have been made.

Uninsured patients will have the opportunity to meet with our Financial Counselors prior to receiving care for the purpose of discussing financing matters. This may include applying for eligibility for charity care.

Forms of Payment Accepted

Cash Money Order/Cashier's Check
Credit/Debit Card (Visa, MasterCard, Discover)

St. Elizabeth's Hospital accepts Medicare and Medicaid. In addition, we are contracted with and included in the networks of several commercial payers (list available upon request). If your insurance is not contracted with St. Elizabeth's Hospital, all charges not covered by your plan will be your responsibility. Any co-pay or deductible amounts are expected to be paid at time of service.



St. Elizabeth's offers several options for our uninsured patients including:

- Self pay discount
- Deposit with payment plan options
- Interest free and interest bearing loans
- Assistance through Apollo Health Services in applying for Medical Assistance through the State of Illinois
- Christian Assistance

Payment Options

Payment in full is expected at time of service for uninsured patients unless other arrangements are made. St. Elizabeth's Hospital offers a charity program for patients who meet certain income guidelines. Patients may qualify for up to 100% discount of charges. A charity application may be obtained from any registration area or from one of our Financial Counselors or may be mailed to you. Patients will be asked to provide documentation to support information supplied in the application.

Self pay and uninsured patients must complete one of the listed options prior to scheduling their elective procedures.

Thank you for choosing St. Elizabeth's Hospital for your health care needs.

If you have questions about any of our financial programs, or need to make financial arrangements prior to your scheduled procedure, please call one of our Financial Counselors: 618.234.2120 ext. 2920 or 2936.

For billing questions, please contact our billing office at 618.234.8600.

The above information is designed to highlight important financial information for patients and is not a full description of all financial information related to St. Elizabeth's Hospital.

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.

Your Insurance

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

Upon your arrival 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.

CHRISTIAN ASSISTANCE PROGRAM

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**.

COMPLIMENT & 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. 1991

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.

HSHS VALUES LINE

We practice respect, care, competence and joy everyday in everything we do by doing the right thing. We encourage reporting of noncompliant and unethical behavior to the HSHS Values Line.

To access the Values Line,
call a toll-free telephone number **(866) 435-5777**
or visit an online reporting site:
hshsvalueline.ethicspoint.com.

Both are available 24 hours a day, 365 days a year, and are anonymous and confidential, if they wish.

Those making a “good faith” report using the Values Line are protected from retaliation by any HSHS colleague. All reports are kept confidential to the extent permitted by law.

