

Information for your stay with us

**Need a new prescription filled before you go home?
We can help!**



See page 11

Also inside:

**Patient and visitor services,
*page 7***

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*page 19***

**For your safety,
*inside the back cover***



Our colors tell you how we can help you



Our nurses and technologists designed a uniform system that gives you visual cues to the role they fill in your care.

As you can see in the photo, each type of caregiver at Blessing Hospital wears a different color:

1. Unit secretaries wear hunter green.
2. If you are looking for a nurse, look for a team member dressed in black scrubs.
3. Are you expecting your respiratory therapist? Just look for the dark turquoise blue scrubs.
4. If you are having a diagnostic test, such as an x-ray, your radiology tech will be in light gray scrubs.
5. Certified Nursing Assistants (CNAs) and Patient Care Assistants (PCAs) wear burgundy.
6. If you are having your blood drawn, the laboratory phlebotomist will be in royal blue and white scrubs.

We hope you find this system of identifying your caregivers helpful!

Blessing Hospital: Providing you the nation's best nursing care



Blessing Hospital holds Magnet recognition from the American Nurses Credentialing Center (ANCC), the highest national honor awarded for nursing excellence.

At the time Blessing earned the honor, only 591 of the country's more than 6,300 hospitals — or 9.4% — held Magnet recognition.

Why is this important to you? Research shows that, when compared with other providers, nursing teams of Magnet-recognized hospitals provide specific benefits including higher patient satisfaction with nursing care received and better ability of nursing staff to rapidly identify and treat complications when they occur.

Welcome

MISSION STATEMENT

The Blessing Health's mission is to improve the health of our communities.

Non-Discrimination Statement

Discrimination is against the law. Blessing Hospital complies with applicable federal civil rights laws and state laws.

Blessing does not discriminate against, exclude or treat people differently because of race, color, national origin, age, disability, sex, sexual orientation or gender identity.

For more information, go to blessinghealth.org.

CONTACT US

Broadway at 11th Street
Quincy, IL 62301
217-223-1200
or online at
blessinghealth.org/contactus

Thank you for trusting us

We are pleased that you and your doctor selected us to provide your medical care. An exceptional experience, featuring quality care delivered with outstanding customer service, is our promise to you.



Blessing Hospital is proud to be accredited by DNV Healthcare. In addition to being Magnet-recognized, we are a nationally recognized Chest Pain Center, Primary Stroke Center and a state-designated Level II Trauma Center. Many of our departments and services individually hold national certifications for care quality.

We understand that hospitalization never is an entirely pleasant experience, and we will do our best to make you as comfortable as possible through exceptional customer service delivered with compassion and respect. If you have any questions or feel you are not being treated in a fair and concerned manner, please don't hesitate to talk to any Blessing Hospital employee providing your care, or ask to speak to the manager or the department director. Our staff wants to know immediately when your expectations are not being met so they can make things right, right away.

Sincerely,

A handwritten signature in black ink that reads "B. Canfield". The signature is fluid and cursive.

Brian Canfield
President, Blessing Hospital
Chief Operating Officer, Blessing Health

Why we are the exceptional choice for your care

Blessing Hospital is the region's medical hub for hospital care. We are the largest, most sophisticated, trusted and respected hospital care provider in a 100-mile radius.

We offer inpatient and outpatient general medical and surgical services and specialized care, including the Heart & Vascular Center featuring nationally recognized cardiac catheterization, cardiac electrophysiology (EP) and open heart surgery; the Cancer Center's nationally accredited radiation therapy, medical oncology and supportive services; the Breast Center's digital mammography and bone density testing; the Wound Center's hyperbaric oxygen therapy; sleep lab; hospice and palliative care; home care; a state-designated Level II Trauma Center; nationally accredited inpatient physical rehabilitation; and behavioral medicine.

Our outpatient surgical care is delivered from the state-of-the-art Blessing Surgery Center, located on the 11th Street campus in Quincy.

Our providers see patients in clinics throughout western Illinois, northeast Missouri and in southeast Iowa, making access convenient.

As the needs of the region evolve, we add new services and new physician specialists to offer our patients more choice of advanced care close to home.

We are also committed to reducing costs and passing savings on to our patients.

At Blessing, healing is a passion, not a business. We are proud to be a not-for-profit, community-based hospital. There are no investors who receive dividends from Blessing. Any funds left after the bills are paid are reinvested by Blessing into buildings, equipment and staff to increase access to and quality of healthcare available to the region's residents.



About us (cont.)

SIGN UP FOR THE PATIENT PORTAL

The Blessing FollowMyHealth patient portal offers you secure, 24/7 access from any computer, smartphone or tablet to the following information about your hospital stay:

- Hospital visit summary and discharge instructions
- Test results
- Medication list
- Other medical record information

All we need is your email address. Ask your nurse for more information or email blessinghealth.org/patientportal

Our Vision

Blessing Health System will be exceptional

- in providing a safe, high-quality healthcare experience;
- in being the best place for providers to practice;
- in being a place where employees want to work and students want to learn; and
- in partnering with our communities.

Blessing Health

Blessing Hospital is part of a larger healthcare organization known as Blessing Health. Other system members are:

- Blessing Corporate Services
- Illini Community Hospital, Pittsfield, IL
- The Blessing Foundation
- Denman Services, Inc.

When you're ill or injured

When an appointment with your primary healthcare provider is not an option, consider the following:

Emergency Center, *on hospital campus*

Walk-In Clinic, *on hospital campus*

Blessing Express Clinic, *drive-thru care at 420 N. 34th Street, Quincy, IL*

Go to blessinghealth.org/knowwheretogo for more information.

Blessing Resource Center

The Blessing Resource Center is a convenient way to manage your health. The staff provides answers to questions about care available and cost of services, and can help a person establish care with a provider, schedule appointments, and handle medical records requests.

Stop by 420 N. 30th St., Quincy, or call 217-277-5000 to see how the staff can help you.

ILLINOIS REPORT CARD ACT

Inquire about Blessing Hospital's staff levels and staff competence by notifying the charge nurse of the unit in question. Inquiries will be answered in accordance with the Illinois Hospital Report Card Act.



MAKING A DIFFICULT HEALTHCARE DECISION?

Sometimes a healthcare choice can involve an ethical concern, such as a wish to refuse life-saving treatment or a disagreement over advance directives. For help, contact Inpatient Care Coordination at 217-223-8400, ext. 7900.

Your satisfaction matters to us

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide exceptional care and service. To do so, we ask for your feedback.

Rounding

A Blessing Hospital staff member will stop by your room often each day to ensure you are comfortable and have everything you need. This is called rounding. Our goal is to round on an hourly basis to meet your needs before they become urgent and you need to use the call button. Rounding will occur throughout the night as you sleep.

The items on which we focus during rounding include your need to use the bathroom, if you are in pain and your position in bed. We also check to ensure your room is clean and your belongings are in reach.

Bedside Shift Report

In an effort to provide patients the opportunity to participate in their care, we conduct bedside shift report.

Bedside shift report is when a nurse ending their shift meets with the nurse beginning their shift at the patient's bedside to discuss the patient's current condition.

As a patient and/or family member, you are encouraged to participate in this process.

Share any information or fill in any gaps in your story.

Ask questions regarding your plan of care.

Ask questions about something you do not understand.

Exceptional care and service (cont)

Leader Rounding

You can expect a Blessing Hospital leader to visit with you throughout your stay to ensure your expectations are being met and to ask if there is anyone to recognize for exceeding your expectations.

After Your Stay

Once you leave our care, we will continue to seek your feedback:

Discharge phone call

In addition to select departments that make phone calls to their patients after discharge, we have a team that makes follow-up phone calls to inpatient and Emergency Center patients after they leave Blessing Hospital.

The purpose of the call is to check in with our patients to make sure they are feeling well and have everything they need, including prescribed medications and follow-up appointments. If not, discharge call team members will do what they can to assist the patient.

Patient experience survey

As do all hospitals across the country, Blessing participates in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. Patients are randomly selected to be surveyed by mail, text or email.

The HCAHPS survey measures and reports patient satisfaction through answers to multiple-choice questions on key care topics including:

doctor and nurse communication

medicine and discharge information

pain management and staff responsiveness

overall quality of the hospital environment

likelihood to recommend the hospital to others

If you're selected to be surveyed, please participate. The results will help us know what we're doing right and where we can improve.



Why is my nurse on a cell phone?



To allow our nurses to be aware of your needs constantly, the nurse call light at your bedside is linked directly to special cell phones they carry.

These phones also provide a direct link between your doctor, other providers involved in your care and your nurse via phone calls and text messages, making communication about your care among team members more efficient and effective.

An A-Z guide to some common questions

After-hours building access

The main entrance to Blessing Hospital is locked after 8 p.m. Anyone who needs to enter the building after 8 p.m. must enter through the Emergency Center off Broadway and stop at the Security desk in the waiting area.

ATM

Mercantile Bank offers an ATM in the main hospital lobby. First Bankers Trust has an ATM in the lobby of Blessing Health Center, next door to the hospital at 927 Broadway, accessible Monday through Friday, 8 am to 4:30 pm.

Cafés

BH Java serves Starbucks coffee, but cannot accept Starbucks gift cards.

Location:
Main lobby
near entrance



BH Java hours:

Closed holidays
Weekdays: 6:30 am to 7:30 pm
Weekends: 8:30 am to 2 pm

Tea Room Restaurant and Gift Shop

Location: First floor across from Patient Access

Hours:

Weekdays: 7 am to 8 pm
Weekends: 7 am to 3 pm

Cafeteria

Location: Basement level

Hours:

Breakfast: 6:30 am to 10 am
Lunch: 11:00 am to 1:30 pm
Dinner: 4:30 pm to 6:30 pm

Calling your nurse

A button to call your nurse is located at your bedside.

Patient and visitor services (cont)

Violent, threatening, disruptive or aggressive behavior will not be tolerated and will likely result in removal from this facility.

Physical assaults will be reported to law enforcement.

CaringBridge

CaringBridge provides free, private websites that connect family and friends during a significant health challenge. Visit [blessinghealth.org/patients](https://www.blessinghealth.org/patients) and go to Quick Links on that page to find a link to CaringBridge.

Cell phones

Patients and visitors may use cell phones. If interference with equipment occurs, the user will be asked to turn off their device.

Electrical appliances

Patients are encouraged to leave electrical devices at home.

Fire safety

For your protection, staff regularly conducts emergency preparedness drills, including fire and disaster drills. If a drill occurs (an alarm sounds during a fire drill), please remain in your room and do not become concerned. In an actual emergency, hospital staff will notify you.

Flowers

Our volunteers deliver flowers sent by friends and loved ones to your room. These deliveries generally are made in the afternoon. Live flowers and plants are not allowed in the Intensive Care Unit (ICU), Cardiovascular Unit (CVU) and certain other patient care areas due to the special risks faced by patients of those departments. Latex balloons are not allowed on Blessing Hospital property to protect those with latex allergies.

Gift shop

Operated by the Blessing Volunteers in Partnership organization, the Tea Room is a full-service restaurant and gift shop. Meals may be enjoyed in the Tea Room or purchased for carryout. See page 7 for location and hours of operation.

Guest meals

The Blessing cafeteria is open daily for visitor dining. See page 7 for details. Guest meal trays also are available to be purchased and delivered with the patient meal to the room.

To place an order for a guest tray, call ext. 3300 and tell the operator you need to order a guest tray. The operator will request your credit or debit card information, so please have your information ready. Guests who want to pay with cash may

Patient and visitor services (cont)

make a payment in the Blessing cafeteria. Please have your receipt available when the host arrives at the patient room with the guest tray.

Housekeeping

Patient rooms are cleaned daily by members of our housekeeping team.

Each day your gown, pillowcase, washcloth and bath towel will be changed. Complete bed linen changes take place on Tuesdays and Fridays, or upon your request. If you have questions about linen changes, please talk with your nurse.

Lost and Found

Unclaimed articles are turned in to the Security department. To inquire about lost items, please call ext. 6535.

Pastoral care

A chaplain is available 24 hours a day. To request a chaplain, dial the hospital operator by pressing 0 on any hospital phone or ask your nurse for assistance.

The chapel is open 24 hours a day and is located on the main floor. Visitors and staff of all faiths are welcome. A nondenominational service is held at 10 am Sundays.

A cross or a crucifix is available upon request for placement in a patient's room. Ask the nurse for assistance. Bibles and other devotional literature are available upon request.

Patient meals

You can order your meals from a Room Service menu anytime between 6:30 am and 6:30 pm

**Dial
ext. 3300
on the
phone in
your room
to place an
order.**



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 protect.** If that is not possible, ask your nurse about use of the hospital safe. Blessing Hospital cannot be responsible for replacing personal belongings.

Patient and visitor services (cont)

Photography and video/audio recording

Photography and video/audio recording are not permitted without consent. Contact a member of your health care team if you have questions.

Rapid Response

If a patient's condition appears to be worsening quickly, call ext. 5555 from a hospital phone and ask the hospital operator to call the Rapid Response Team. The Rapid Response Team is a specially trained nurse and respiratory therapist who respond within minutes of being called, 24 hours a day, seven days a week, to help assess a patient's condition.

Smoking

Patients, visitors and staff are prohibited from smoking and using tobacco or electronic cigarettes/vaping anywhere in the hospital or on hospital grounds.

Telephone

A patient should notify a nurse if he or she needs a TTD and/or telephone speaker amplifiers.

Local calls may be made anytime from a Blessing Hospital patient room by dialing 9, then the telephone number.

Long-distance calls cannot be directly dialed from a patient room or charged to a patient room.

Wireless internet access

Blessing Hospital provides complimentary wireless internet access. Use the wireless network card in your laptop, or other wireless-enabled device to connect to BHSQUEST.

When you first connect, you'll notice "Terms and Conditions" for Blessing Health's Guest Network. When you click "Accept," you'll automatically be granted access. Guests with laptops and other wireless devices must have experience in connecting to wireless networks.

Assistance and technical support is available by calling the Blessing Information Systems Help Desk at ext. 6750.

Blessing Health is not responsible for any personal information that is compromised or for any damage caused to your hardware or software while at any Blessing Health facility.



Patient and visitor services (cont)

Leaving the hospital and need medication before you get home? We've got it!

To save you from having to make a stop on your way home, Blessing Hospital operates a retail pharmacy on the first floor of the hospital from which you can purchase prescription medications your doctor ordered for you as a result of your hospital stay.

The costs at the pharmacy are the same as others in the community and region. It accepts all forms of insurance, and takes credit or debit cards, check or cash for any copayment that might be due.

The Blessing Retail Pharmacy is open Monday through Friday, 8:30 am to 5 pm. If you want to use the Blessing Retail Pharmacy, please let your nurse know.



A note to those who will pick up a patient after their stay

From where in the hospital a patient is discharged after their stay depends on a number of factors. Please confirm with the patient or the nurse taking care of them about where the patient will be brought to leave the building.

Teresa Adams House

The Teresa Adams House, across from the hospital's Moorman Pavilion/North Entrance at 630 N. 11th St., is wheelchair accessible and provides safe, clean and comfortable lodging (*one of eight available rooms is pictured here*) for outpatients and their loved ones, and the loved ones of inpatients.



Room rates are \$40 per night, with financial assistance available to those in need.

Call 217-228-3022, or ask a Blessing Hospital staff member to help you contact staff at the Teresa Adams House if you would like to stay there.

Visitor information



Blessing Hospital reserves the right to change visiting guidelines at any time for the safety of patients, staff and visitors/public. The latest visiting guidelines are posted at blessinghealth.org/visitor-information.

Normal visiting hours

Normal visiting hours are 7 am to 8 pm daily with two visitors at a time, ages 12 and above, in a patient's room on most, but not all medical units. *Exceptions are* the Emergency Center, Blessed Beginnings: The Birth Center of Blessing Hospital, behavioral health units and the cardiovascular unit. Please talk with a staff member on those units for visiting guidelines, or go to blessinghealth.org/visitor-information. Each visitor must check-in using the computerized system at the information desk of the main entrances, and wear the badge generated during their entire stay, returning the badge to information desk staff at the end of the visit.

Visitor guidelines

To provide a restful and safe environment, we ask visitors follow these guidelines:

- Generally, visitors under age 18 are not allowed for the visitor's safety and that of the patient.
- Sanitize your hands before entering and upon leaving the patient's room. Hand sanitizer is located on the wall outside the patient's room.
- If a patient is in isolation, there will be a notice on their door. Please follow the instructions posted before entering the room.
- Do not visit if you have a cold, sore throat, fever or other illness.
- Knock before entering a room and please leave when asked by staff.
- Limit your visit to a reasonable period.
- Smoking is not allowed inside or outside the hospital.
- Avoid bringing food to a patient.

Patients have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person).

TV channels

2 Channel Guide	20 EWTN	38 Nickelodeon
3 FOX	21 Soundscapes <small>(music)</small>	41 CMT
4 WGEM-NBC	21.1 Soundscapes at Night*	42 VH1
5 WQEC-PBS	22 A&E	43 BET
6 CW	23 AMC	44 MTV
7 KHQA-CBS	24 TCM	45 ESPN
8 ABC	25 Hallmark	46 ESPN2
9 Accuweather	26 TBN	47 Fox Sports 1
10 CNN	27 NewsNation	48 Bally Sports Midwest
11 MSNBC	28 History	49 Inspiration Network
12 HLN	29 Discovery	50 Baby First TV
13 Nature Sounds <small>(music)</small>	30 Food Network	51 Cartoon Network
13.1 Nature Sounds at Night*	31 HGTV	52 Disney XD
14 Fox News	32 E!	53 Nick Jr
15 FX	33 TLC	54 Teen Nick
16 National Geographic	34 Lifetime	55 80s Music
17 TBS	35 Animal Planet	55.1 80s Music at Night*
18 TNT	36 Freeform	56 Toddler Tunes
19 Comedy Central	37 TV Land	56.1 Toddler Tunes at Night*

(at Night* channels broadcast the same content as the channel listed above it, but have a 90% tint on the screen to allow patients to enjoy music at night without a bright screen.)

Advance directives



FILL OUT YOUR FORMS

If you've filed an advance directive with the hospital, but changed it since the last time you were here, please make sure we have the latest copy so we have your most current information 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.

A simple and smart way to take charge of your care

If you are unable to make decisions for yourself because of an accident or illness, would the people caring for you know how to treat you? Would your family and doctors know how you would want decisions made about your care?

A Durable Power of Attorney for Healthcare (DPOAHC) is a document that names a person you want to make healthcare decisions for you anytime you are not able to speak for yourself.

A living will is a written document in which you can outline the kind of treatment you want for yourself at the end of your life.

You do not need both documents. However, if you decide only to do one, the DPOAHC is preferred because the authority you grant your agent to act on your behalf is greater, and you do not have to be terminally ill or dying for it to be active.

Durable Power of Attorney for Healthcare (DPOAHC):

- In addition to providing a way to record specific wishes you may have about medical treatments, this document allows you to name another person (proxy or agent) who can speak for you and make healthcare decisions for you at a time you choose and if you are unable to speak for yourself.
- The agent has the authority to speak for you and decide on your behalf regarding any healthcare decisions that might need to be made. This includes decisions about life-support equipment and treatments, consent to invasive procedures, code status, feeding tubes, surgery and dialysis.

Advance directives (cont)

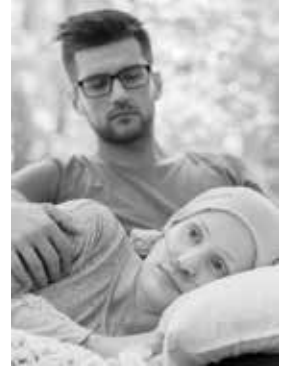
- You may give the agent specific instructions regarding certain issues, or you may choose to limit his or her authority.
- The DPOAHC is the preferred document for recording and communicating your care wishes.

Living Will

- A living will is a way of writing down which medical treatments you do or do not want at the end of your life.
- A living will takes effect only if your physician(s) have determined that you suffer from a terminal or incurable, irreversible condition and death is imminent.
- A living will generally applies only to treatments that are considered life support, or life prolonging or death delaying, such as the use of a breathing machine.

Declaration for Mental Health Treatment

Symptoms of a mental health disorder may make you unable to express your wishes about mental health treatment. You can specify your preferences in advance by completing a Declaration for Mental Health Treatment. Treatments covered by the declaration include medications, behavioral health procedures and admission to a mental health treatment facility. You may also appoint an individual to make decisions about your mental health treatment when you're unable to do so.



Each adult patient will be asked if he or she has signed an advance directive.

The patient's response will be documented. Blessing Hospital will provide educational resources upon request.

The hospital does not require a patient to have an advance directive and will not discriminate against people without an advance directive.

Advance directives (cont)

IDPH Uniform Practitioner Order for Life Sustaining Treatment (POLST) Form

The IDPH Uniform Practitioner Order for Life-Sustaining Treatment (POLST) form allows you and your practitioner to discuss, choose and document the type of treatment you would want when you are seriously ill or have a life-limiting illness. The POLST form is a signed medical order that is followed in all settings of care (hospital, nursing home, assisted living facility, etc.). Part of completing a POLST is making a choice regarding the cardiopulmonary resuscitation (CPR) you want attempted if your heart and breathing stop. The POLST form allows you to choose no resuscitation while continuing to receive other treatments to promote your comfort and dignity. You also may choose to receive CPR in addition to other treatments. A discussion with your practitioner can help you decide what decision is right for you.

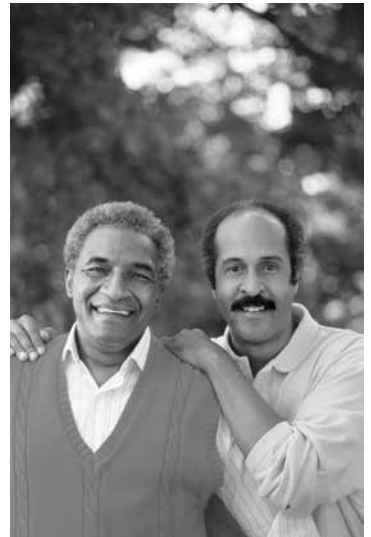
The POLST form is an advance directive in accordance with Illinois law. It is not intended to replace a durable power of attorney for health care (DPOAHC) form, but to be used in addition to this form.

Additional information about the POLST form and other advance directives is available at **www.polstil.org** or by calling Inpatient Care Coordination at 217-223-8400, ext. 7900.

The Illinois Health Care Surrogate Act

When there is no durable power of attorney for healthcare, this law assigns a family member or other designated individual to make healthcare decisions on behalf of a patient who is not able to make decisions for themselves. The act outlines a formal order in which people may serve as surrogate decision-makers. It also describes the particular circumstances that must exist for making different types of treatment decisions.

Advance directives take effect when you can no longer express your wishes yourself. If you have questions regarding advance directives, contact Inpatient Care Coordination at 217-223-8400, ext. 7900.



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.

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. Blessing Health options include:

Home healthcare: Care provided by professionals in your home to help maintain or restore health. Blessing Home Care offers a range of skilled healthcare services delivered by registered nurses; physical, occupational and speech therapists; and certified nursing assistants. Call ext. 4910 to learn more.

Hospice: Care and support for terminally ill patients and families in contracted facilities or private homes in west central Illinois. Blessing Hospice provides 24-hour help with pain control, symptom management and emotional or spiritual support. Call ext. 5521 to learn more.

Palliative Care: Palliative care is a medical specialty that adds to the care or treatments a person is already receiving. Our palliative care team includes doctors, nurses, social workers and chaplains. We work with your doctor and the hospital staff to provide aggressive symptom management and supportive care.

Palliative Care and Hospice are not the same thing. Palliative care may be more ongoing and can be provided to any age and at any stage of a disease or illness. Call ext. 5533 to learn more.

Personal medical alert response service: A personal medical alert response service gives people the confidence and freedom to live on their own—

After-hospital care (cont)

knowing at the push of a button, help is available 24 hours a day, seven days a week. Whenever a personal medical alert response service customer needs help, he or she just pushes the lightweight, waterproof help button to reach an operator. The operator will call a friend, neighbor or relative who can come to the home. If emergency or professional medical help is needed, the operator will call for it immediately.

With a personal medical alert response service, family members have the peace of mind that their loved one is safe and secure in their home. This service is available for a low monthly fee and no long-term commitment is required.

Denman Services, a Blessing Health affiliate, is a personal medical alert response service system provider. Learn more about the system at any of the following Denman stores:

- Denman Medical Equipment & Supply, 1020 Broadway, Quincy, IL 217-224-9164
- Macomb Medical Equipment & Supply, 531 E. Grant St., Macomb, IL 309-837-6161
- Illini Health Services, 321 N. Monroe St., Pittsfield, IL 217-285-1914
- Hannibal Medical Supplies, 6464 Interstate Court, Hannibal, MO 573-231-0556
- Keokuk Area Medical Equipment & Supplies, 420 North 17th St, Keokuk, IA 319.524.6356

or email info@denserv.com.



Support groups

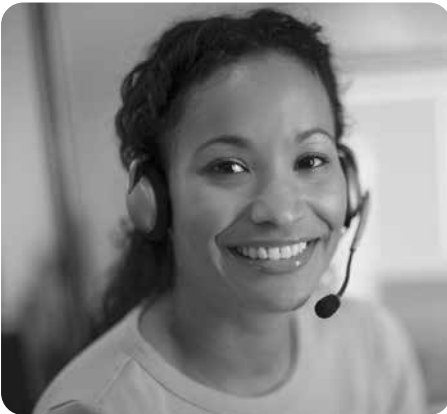
A variety of support groups is available to people with medical and social needs. For information on these groups go to blessinghealth.org/patients and select “support groups” from Quick Links options.

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, 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.

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A Financial Account Specialist (FAS) can work with you and guide you to services that can help. Blessing offers financial assistance to patients who are uninsured or underinsured and qualify for assistance. The FAS team can also help patients with the Illinois and Missouri Medicaid application processes.

Communicate with the Blessing Patient Financial Services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, 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.



**Call Blessing Hospital
Patient Financial Services,
217-223-8400, ext. 4120,
Monday through Friday,
8 am - 5 pm,
with questions about your
hospital bill.**

Online bill pay

Blessing Hospital offers online bill pay services using Visa, MasterCard, Discover, American Express and most debit cards. Online bill pay is secure and convenient. Patients pay bills online by simply entering the billing account number and the payment amount. To use online bill pay, go to [blessinghealth.org/billpay](https://www.blessinghealth.org/billpay).

Giving back

Blessing Health is committed to providing quality healthcare regardless of the patient's ability to pay. You can help us help others by making a contribution to the Blessing Foundation. To see how donations change patient and donor lives, go to **blessingfoundationconnects.com**.

How to make a gift

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. One-hundred percent of all gifts go directly to the cause identified by the donor. Also, you may remember Blessing Health in your will and through life insurance, among other gift options.

Visit **blessinghealth.org** and select *Giving* on the top menu bar on the homepage. Secure, online donations can be made through the website by clicking the orange box that says, ***DONATE TODAY***. Thank you in advance for your gift.

For more information

Contact the administrative director, Blessing Foundation, 217-223-8400, ext. 4800, or email blessingfoundation@blessinghealth.org.

Want to volunteer?

Volunteers give thousands of hours each year to enhance the care of patients and their families. They provide support throughout the hospital, including staffing the surgical and ICU waiting rooms, delivering mail and flowers, assisting office staff with clerical projects, transporting patients and so much more! Volunteer groups also provide spiritual care, operate the Tea Room and the Teresa Adams House. For more information or to volunteer please go to **blessinghealth.org/volunteer**, or call 217-223-8400 ext. 6821.

Want to thank a caregiver in a special way?

You can nominate a nurse for an international DAISY award for exceptional, compassionate nursing care; a support staff member for a Blessing Honey Bee award; or either type of caregiver for a Who's Your Angel Award.

Nomination forms are located on all nursing units throughout Blessing Hospital, other locations on the 11th Street campus *and* on the internet at **blessinghealth.org/recognize**.

For your safety

- **Please speak up:** You have the right to ask questions of your doctor and other caregivers about your care and to get answers that you can understand. We want to hear from you.
- **Your ID bracelet:** Many people will care for you while you are here. For your safety, any time a staff enters your room to give you medicine, transport you or perform procedures or treatments, they will check your ID bracelet **and** ask your name and birthdate.
- **Clean hands:** For your safety, caregivers should clean their hands before entering and after leaving your room. You have the right to ask them if they've cleaned their hands before they touch you.
- **Preventing falls:** Due to your condition, you may feel dizzy or weak. For your safety, if your caregivers are concerned you may fall, an alarm may be used to alert staff when you attempt to get out of bed.
- **Preventing blood clots:** Hospitalization can increase the risk of developing blood clots. Tell your nurse or doctor immediately if you have leg pain, swelling and redness, shortness of breath and/or sharp chest pain.

Here are ways to lower your risk for blood clots:

- ▶ If you are given leg squeezers, wear them while you are in bed and/or in the chair.
- ▶ If you are given blood thinners, don't miss any doses.
- ▶ Get out of bed and walk as much as you can tolerate, at least several times a day if your health care team says you're ready. Be sure to ask for help.
- ▶ Avoid crossing your legs

Blood clot risk factors include:

- ▶ Over 40 years old
- ▶ Major surgery
- ▶ Have had blood clots before
- ▶ Family history of blood clots
- ▶ Pregnancy
- ▶ Cancer
- ▶ Taking birth control pills
- ▶ Severe injuries
- ▶ Not as active as normal

Denman Services Inc.

Helping YOU Live Life: *Inside...*

- Home Oxygen Therapy
- CPAP/BiPAP
- Medical Equipment/Supplies
- Medical Alert System



**Illini Health
Services**

Medical Equipment Supply



...and Out!

- Wheelchairs & Scooters
- Permanent/Portable Ramps
 - Chair/Stair Lifts
- Ceiling Mounted Patient Transfer System



NRRTS Member • ATP, CRTS on staff

Licensed in the State of Illinois • ACHC Accredited



- Items are sold direct (no insurance) to allow lowest price possible!
- Check out our retail store at 4800 Maine (Quincy) or our website at DenmanDirect.com

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