

Information for your stay with us

Who's who on your care team?
inside front cover

For your safety
inside back cover

Your TV channels
page 17



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!



CONTENTS

RIGHTS & RESPONSIBILITIES	2
WELCOME	6
ABOUT US.....	7
WORKING TO EXCEED YOUR EXPECTATIONS	9
PATIENT AND VISITOR SERVICES.....	11
VISITOR INFORMATION.....	16
TV CHANNEL GUIDE.....	17
ADVANCE DIRECTIVES.....	18
AFTER-HOSPITAL CARE.....	21
UNDERSTANDING YOUR BILL.....	23
GIVING BACK/DAISY AWARD.....	24
FOR YOUR SAFETY.....	Inside back cover

The information in this guide is for your educational use only.

It is not medical advice.

Talk to your doctor before making any lifestyle or treatment changes.

Your rights & responsibilities

You have the right to the best care

Please review the rights and responsibilities below to help us provide you with quality care.

Every patient has the right to:

- Reasonable access to care regardless of race, age, religion, sex, sexual orientation, gender identity, gender expression, disability, national origin, personal or cultural beliefs, values, preferences or payment sources.
- Care consistent with sound nursing and medical practices within Blessing Hospital's capacity and applicable laws and regulations.
- Effective communication by receiving information about their care in a language they can understand and access to a language interpreter and auxiliary aids/services when needed.
- Receive from their physician and caregivers detailed and understandable information concerning their diagnosis, treatment and prognosis.
- Participate in the development and implementation of their plan of care.
- Make informed decisions regarding their care, consent to treatment and being able to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of any refusal.
- Formulate advance directives concerning their healthcare decisions or designate a surrogate decision-maker with the expectation that we will honor the intent of that directive to the extent permitted by law and hospital policy.
- Have a family member or representative of their choice and their personal physician notified upon their admission to Blessing Hospital.
- Personal privacy.
- Receive visitors, who he or she designates, including, but not limited to, a spouse, a domestic partner, another family member or a friend, and the right to withdraw or deny such consent at any time.

- Have all visitors receive the same privileges regardless of race, color, national origin, religion, sex, gender identity, gender expression, sexual orientation or disability.
- Have a support individual of their choosing, unless the individual's presence infringes on others' rights or safety or is medically or therapeutically contraindicated.
- Be treated with respect and dignity.
- Receive care in a safe environment and be protected from abuse, neglect and harassment.
- Access protective and advocacy services such as guardianship, child or adult protective services, etc.
- Appropriate assessment and management of pain.
- Confidentiality of their medical records, except as otherwise provided by law.
- Obtain information contained in their medical records within a reasonable time period.
- Be free from any form of restraints and seclusion that are not medically necessary or used as a means of coercion, discipline, convenience or retaliation. A restraint or seclusion can be used only to ensure the immediate physical safety of the patient or others, to improve the patient's well-being, and when less restrictive alternatives have been determined to be ineffective.
- Know the names and roles of individuals providing care.
- Receive an itemized invoice and upon request, receive a reasonable explanation of their bill.
- Have issues related to care at the end of life addressed with sensitivity.
- Have access to religious and other spiritual services.
- Receive information regarding involvement in any experimental, research or investigational studies and clinical trials, and the right to consent to or refuse to participate.
- Participate in discharge planning and receive information about what to do after the patient leaves the hospital.
- Expect reasonable continuity of care and be informed of realistic options when hospital care is no longer appropriate.

Rights & responsibilities (cont.)

- Give or withhold informed consent to produce or use recordings, films or other images for purposes other than his or her care.
- Ask and be informed of business relationships among payers, healthcare providers, educational institutions or others that may influence the patient's care.
- Voice concerns regarding the care received without recrimination and to have those concerns promptly reviewed and resolved when possible. To be informed of Blessing Hospital's grievance procedure and/or how to access a state or regulatory agency.
- Be allowed to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.

Every patient has the responsibility to:

- Provide, to the best of their knowledge, accurate and complete information relating to their medical condition, including

present complaints, past health problems and hospitalizations, use of medications (prescription, over-the-counter, herbal), and any other relative information.

- Ask questions when they do not understand their care, treatment and services or what they are expected to do. Express any concerns about their ability to follow the proposed plan of care, treatment and services.
- Follow the agreed-upon treatment plan and report any changes in condition, medications or symptoms to their doctor.
- Accept responsibility if they refuse treatment or do not follow the care plan.
- Follow Blessing Hospital's rules, regulations and policies.
- Respect the property, privacy, dignity and confidentiality of other patients.
- Be considerate of hospital staff and others; help control noise.
- Provide correct and complete information about advance directives and provide a current copy if they have one.

- Provide correct and complete demographic information and information about their financial situation and promptly assume their financial obligations for services received.
- Adhere to the hospital's No Smoking policy.
- Protect personal items brought into the hospital as the hospital cannot assume responsibility for loss, theft or damage of these items.
- Cooperate in the discharge planning process.

Have a concern?

You may share concerns with your nurse, charge nurse, department manager or, if after hours, the house supervisor. You also may contact a representative of Administration in the Risk Management Department at 217-223-1200, ext. 7214, P.O. Box 7005, Quincy, IL 62305.

If you are unable to resolve your concerns in this manner, you may contact:

- the Illinois Department of Public Health, Division of Health Care Facilities and Programs at 800-252-4343 (TTY: 800-547-0466), 525 W. Jefferson St., Springfield, IL 62761-0001, or
- DNV GL Healthcare at 1-866-496-9647, or write to 400 Techne Center Drive, Suite 100, Milford, OH 45150, or email hospitalcomplaint@dnvgl.com.

For discrimination concerns, please contact the Risk Management Department at the number above or the Illinois Department of Human Rights.

You also may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at: U.S. Department of Health and Human Services, 200 Independence Ave. SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, TDD: 800-537-7697.

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.



Welcome

MISSION STATEMENT

The Blessing Health System'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.

Thank you for trusting us

We are pleased that you and your doctor selected us to provide your medical care. Quality care delivered with outstanding customer service is our promise to you.

Blessing Hospital is proud to be accredited by DNV GL Healthcare. We also are a nationally recognized Chest Pain Center, Stroke Center and an Institute for Healthcare Improvement National Mentor Hospital for our quality care in several areas. 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 we can make things right.

Sincerely,



Maureen A. Kahn, RN, MHA, MSN
President and CEO
Blessing Health System
blessinghealth.org



Why we are the right choice for your care

From a 19-room hospital opened on May 19, 1875, Blessing Hospital has become the largest, most sophisticated, trusted and respected healthcare provider in a 100-mile radius. We offer 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; pain management; sleep lab; hospice and palliative care; the Emergency Center, which is a state-designated Level II Trauma Center; nationally accredited inpatient physical rehabilitation and outpatient services; behavioral medicine; skilled nursing care and home care; and air ambulance service provided by Air Evac.

We offer healthcare career education through the Blessing-Rieman College of Nursing & Health Sciences; radiologic technologist and laboratory technician schools; and emergency medical technician and paramedic training courses. Blessing partners with the Southern Illinois University School of Medicine to sponsor the physician Family Medicine Residency Program.

Blessing Hospital is proud to be a not-for-profit, community-based hospital. No investor receives dividends. Any funds left after the bills are paid are reinvested by Blessing Hospital in buildings, equipment and personnel to increase the quality of healthcare available to the region's residents.



CONTACT US

Main Campus
Broadway at 11th Street
Quincy, IL 62301
217-223-1200

About us (cont.)

SIGN UP FOR BLESSING HOSPITAL BE WELL ONLINE

Blessing Hospital Be Well Online is a patient portal, offering 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.

Our Vision

Blessing will be the leader in quality patient- and family-centered healthcare. In partnership with our community, patients, staff, students, volunteers and physicians, we will create and support a culture of excellence and financial sustainability.

We will be recognized as the:

- Provider of choice for our patients
- Employer of choice for our staff
- Partner of choice for our physicians
- Healthcare educational provider of choice

Blessing Health System

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

- The Blessing Foundation
- Blessing Corporate Services
- Denman Services, Inc.
- Illini Community Hospital, Pittsfield, IL
- Blessing Physician Services
- Hannibal Clinic, Hannibal, MO

When you're ill or injured

When an appointment with your primary healthcare provider is not an option:

Emergency Center: Open 24 hours a day, seven days a week, to care for life-threatening illnesses and injuries.

Walk-In Clinic: On the 11th Street campus, this clinic provides care of non-life-threatening illnesses and injuries. Open seven days a week, including all holidays, from 6 am-10 pm.

Convenient Care: In the County Market in Canton, MO, and the Hy-Vee stores in Quincy for the treatment of minor illnesses and injuries.

Blessing Care on Demand: A virtual visit. Go to blessingcareondemand.com for information.

Working to exceed your expectations

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 the best quality care. To do so, we ask for feedback from patients like you.



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.

Hourly Rounding

Each hour, a Blessing Hospital staff member will stop by your room to ensure you are comfortable and have everything you need. By rounding on you hourly, we hope to meet your needs before they become urgent and you need to use the call button. Rounding will occur every two hours throughout the night when you are asleep.

The items on which we focus during hourly rounding include your need to use the bathroom, the status of your IV if you have one, your pain and your position in bed, and we check to ensure your room is clean.

Bedside Shift Report

In an effort to provide the best care possible, we conduct bedside shift report. Bedside shift report will happen at the following times every day:

7:00 a.m.

3:00 p.m. (if your caregiver changes)

7:00 p.m.

11:00 p.m. (if your caregiver changes)

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.

Exceeding expectations (cont)

Leader Rounding

You can expect a Blessing Hospital leader to visit with you daily about your care, 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 they are discharged, we have a team of registered nurses who make follow-up phone calls to inpatient and Emergency Center patients between 24 and 48 hours 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, the nurses will do what they can to assist the patient.

Survey phone call

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 telephone.

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

doctor and nurse communication

medicine and discharge
information

pain management and staff
responsiveness

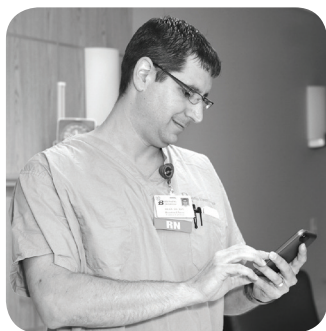
overall quality of the hospital
environment

If you're selected to receive a survey telephone call, please take the time to speak with the surveyor. The results will help us know what we're doing right and where we can improve.



Patient and visitor services

Why is my nurse on a cell phone?



To allow our nurses to be aware of your needs constantly, any monitors used in your care and the nurse call light at your bedside are 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 8:30 p.m. Anyone who needs to enter the building after 8:30 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 serving Starbucks coffee

Location:

Main lobby
near entrance



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: 8:30 am to 8 pm

Weekends: 8:30 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)

CaringBridge

During and after your stay, you might find it convenient to communicate to your family and friends on CaringBridge.

CaringBridge provides free, private websites that connect family and friends during a significant health challenge.

For more information, visit **caringbridge.org** or **blessinghealth.org/patients**.

Cell phones

Patients and their visitors may use cell phones. If interference with medical equipment becomes an issue, the user will be asked to turn off their cell phone.

Discharge Lounge

Most patients being discharged leave the hospital from the North entrance at Moorman Pavilion, 11th and College.



This location decreases congestion at the hospital's main entrance at 11th and Spring and makes discharge more comfortable for those patients who are waiting for a loved one to arrive to take

them home. Those patients who have completed the discharge process and are simply waiting for a loved one to arrive can wait in the comfort of the Discharge Lounge, just inside the North entrance, rather than their hospital room. The person picking them up can pull up to the North entrance and walk a short distance to the Discharge Lounge, which is through a door adjacent to the Information Desk. Use of the Discharge Lounge also allows patient rooms to be cleaned more quickly and ready for the next patient to use.

Not every patient will use the Discharge Lounge, depending on their physical condition and length of their discharge process. If you are picking up a discharged patient, please confirm with the patient or the nurse taking care of them if the patient will be waiting in the Discharge Lounge or their room.

Electrical appliances

The hospital encourages patients 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 while you are here (an alarm sounds during a fire drill),

Patient and visitor services (cont)

please remain in your room and do not become concerned. In the event of 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 11 for location and hours of operation.

Guest meals

The Blessing cafeteria is open daily for visitor dining. See page 11 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 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 Facility Support Services department, where they will be kept for 45 days. To inquire about lost items, please call ext. 6700.

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

Patient and visitor services (cont)

main floor. Visitors of all faiths are welcome to visit. A nondenominational service is held at 10 am Sundays.

A cross or a crucifix is available upon request to be hung in patient rooms. 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.

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 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.

Patient and visitor services (cont)

Wireless internet access

Blessing Hospital provides complimentary wireless internet access. Use the wireless network card in your laptop, PDA or other wireless-enabled device to connect. When you first connect, you'll notice "Terms and Conditions" for Blessing Health System'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 System 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 System facility.



Quincy Hospitality House

The Quincy Hospitality House, across the street from Blessing Hospital at 1129 Oak St., provides clean, comfortable lodging for outpatients and their loved ones and the loved ones of inpatients accessing healthcare in Quincy. Rooms are \$30 per night. Call 217-228-3022 or ask a Blessing Hospital staff member to help you contact the Hospitality House.

For those with children under 5 years old or who require handicap access, volunteer hosts can help you find alternative local accommodations.



**Quincy
Hospitality
House**

Open Doors ♥ Open Hearts

Visitor information

Visiting hours

8 am to 2 pm and 4 pm to 8:30 pm daily.

The hours between 2 pm and 4 pm are reserved for Quiet Time on all floors, when no visitors, except one primary support person, are allowed in the patient's room so they may get the rest they need.



Guidelines for friends and family

Having loved ones by your side can help with your healing and care. You 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). You also can choose a support person to be present throughout your stay, unless that person's presence affects your health or the rights or safety of other patients. If you have any questions about your visitation rights, talk to your nurse.

Visitor guidelines

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

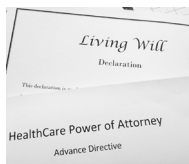
- If the patient you are visiting is in isolation, there will be a notice on his or her door. Please follow the educational sign posted on the door for the protection of the patient and yourself.
- Do not visit if you have a cold, sore throat, fever or other illness.
- One primary support person can stay in the room with a patient 24/7, even during Quiet Time.
- To protect our patients and visitors, we ask that all children under the age of 12 remain in the waiting room. Exceptions may be made by the charge nurse for children of the patient only.
- Knock before entering a room.
- Leave the room when asked by staff.
- Limit your visit to a reasonable period.
- Two visitors per patient at a time in a semiprivate room.
- Smoking is not allowed inside or outside the hospital.
- Avoid bringing food to a patient.

Maternity visitors - Visitors must be at least 12 years old. The baby's siblings of any age may visit. All visitors must be free of fever and cough for seven days before the visit.

TV channels

2 EPG	18 TNT	34 Lifetime
3 FOX	19 Comedy Central	35 Animal Planet
4 WGEM-NBC	20 EWTN	36 Freeform
5 WQEC	21 Syfy	37 TV Land
6 CW	22 A&E	38 Nickelodeon
7 KHQA-CBS	23 AMC	39 Disney
8 ABC	24 TCM	40 Disney Jr.
9 Weather Nation	25 Hallmark	41 CMT
10 CNN	26 TBN	42 VH1
11 MSNBC	27 WGN America	43 BET
12 HLN	28 History	44 MTV
13 RDF	29 Discovery	45 ESPN
14 Fox News	30 Food Network	46 ESPN2
15 FX	31 HGTV	47 Fox Sports 1
16 National Geographic	32 E!	48 Fox Sports Midwest
17 TBS	33 TLC	49 Inspiration Network

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. The DPOAHC takes affect when you can no longer express your wishes, or if you choose someone to make decisions for you now and to continue when you can no longer make your own decisions.

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 as well as things like consent to invasive procedures, surgery and dialysis.

Advance directives (cont)

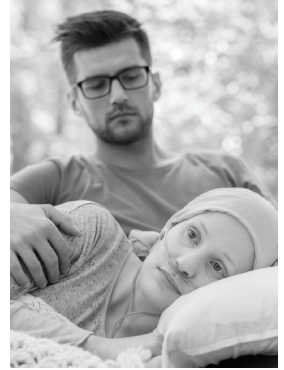
- You may give the agent specific instructions regarding certain issues, or you may choose to limit his or her authority.
- The DPOAHC is the preferred document for recording and communicating your care wishes.

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

Because the symptoms of a mental disorder might make you unable to express your true wishes about mental health treatment, you can specify in advance your preferences in a Declaration for Mental Health Treatment. The declaration allows you to name the specific symptoms for which you would want mental health treatment. Treatments covered by the declaration include psychotropic medication, electroconvulsive treatment (ECT) and admission to and retention in a mental health treatment facility. You also can appoint an individual to make decisions about your mental health treatment if you are unable to do so. Blessing Hospital makes these forms available on its website, blessinghealth.org, or you can ask your nurse for the forms if you want them.



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.

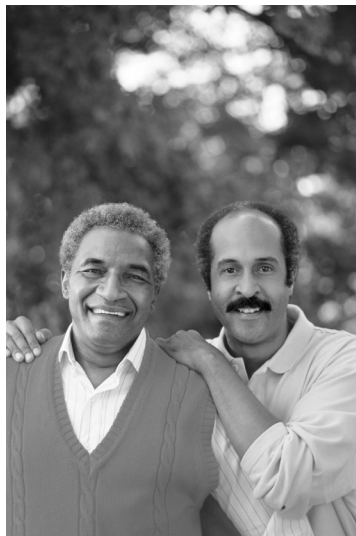
The POLST form is an advance directive in accordance with Illinois law. It is not intended to replace a durable power of attorney for health care (DPOAHC) form, but to be used in addition to this form.

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 allows a family member or other designated individual to make healthcare decisions on behalf of a patient who is not able to make decisions for himself/herself. 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. After-care 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.

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

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

After-hospital care (cont)

at the push of a button, help is available 24 hours a day, seven days a week. Whenever a Lifeline customer needs help, he or she just pushes the lightweight, waterproof help button to reach a Lifeline 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 Lifeline, family members have the peace of mind that their loved one is safe and secure in their home. Lifeline is available for a low monthly fee and no long-term commitment is required.

Denman Services, a Blessing Health System affiliate, is a Philips Lifeline Medical Alert Service 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, 121 N. Franklin St., Pittsfield, IL 217-285-4540
- Hannibal Medical Supplies, 5 Diamond Blvd. (inside County Market Pharmacy), Hannibal, MO 573-231-0556



Support groups: A variety of support groups are available to people with medical and social needs. For information on these groups go to **blessinghealth.org**. Under *Quick Links* select *For Patients* and then select *Support Groups*.

Understanding your bill

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.

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 can work with you and guide you to services that can help. 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, 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.



**Call Blessing Hospital
Patient Financial Services,
217-223-8400, ext. 4120,
Monday through Friday,
8:30 am-4:00 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 free, 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](https://www.blessinghealth.org)** and select *For Patients*.

Giving back

Blessing Hospital 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. Your gift also helps us enhance our services, programs and facilities to better care for the people of the communities we serve.

How to make a gift

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. Also, you may remember Blessing Hospital in your will and through life insurance, among other gift options.

For more information

Contact Ann Awerkamp Dickson, administrative director, The Blessing Foundation, 217-223-8400, ext. 4196, or visit **blessinghealth.org** and select *Donate* under *I WANT TO* on the upper right side of the homepage. Secure, online donations can be made through the website. Thank you in advance for your gift.

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 information desk, surgical, intensive care and cardiovascular unit waiting rooms, delivering mail and flowers, operating the Tea Room and escorting patients. For more information or to volunteer, call 217-223-8400, ext. 6821.

Want to thank a nurse in a special way?

You can nominate a Blessing Hospital nurse for a DAISY award for exceptional, compassionate nursing care. More than 1,900 healthcare providers worldwide participate in the DAISY award program. DAISY 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**. Select *For Patients* and then select *Recognize a Team Member* under the *Quick Links*.

Nominations may be completed by patients or their family members, visitors, doctors, hospital staff members and volunteers. The nominator is asked to describe a specific situation or story that clearly demonstrates how the nominated nurse made a meaningful difference.

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
- ▶ 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

Living Life: Inside

Now providing Lifeline
America's #1 Medical Alert Service

We have the equipment and supplies to help
you breathe easy.

COPAPURAP Home Oxygen Therapy

Four locations to serve you.
Ask your provider to send your prescription to



(217) 223-0104



(573) 231-0000



(217) 223-3154



(202) 827-8387

Illinois Home Lifeline is the State of Illinois' #100 Provider.



and out!

- Wheelchairs: power and manual
- Scooters and accessories
- Lifts and ramps for home, vehicle and industrial use
- Ceiling mounted patient transfer systems
- Standing frames, positioning devices and adapted sports equipment



1014 Main Street, Quincy IL 62301 • (217) 223-3121

NHTS Member • Licensed in the State of Illinois

AQHC Accredited • ATP, CRTS on staff

for more information email info@ams.com