

“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

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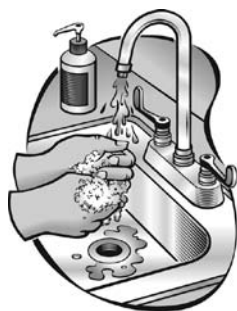
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Speak Up

Take charge of your care.



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Stay Safe

You can contribute to health care safety.



OUR ADDRESS

1800 East Lake Shore Drive
Decatur, Illinois 62521



**St. Mary's
Hospital**

EXCEPTIONAL.



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Don't Leave Until...

6 things you should know before you walk out the door.



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Your role as patient advocate.



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Welcome to St. Mary's Hospital

Welcome and thank you for choosing St. Mary's Hospital! We are honored to be invited into your life.

At St. Mary's, our greatest priority is providing you with exceptional healthcare. The St. Mary's staff is dedicated to achieving excellence in service and quality in care. With a spirit of compassion, our action-oriented team will anticipate and accommodate your needs and help you heal as quickly as possible.

As a faith-based hospital, we are concerned with all aspects of your well being—including your physical, emotional, and spiritual care. We will involve you in every element of your care, answer your questions, acknowledge your feelings, and respect your dignity.

If you have question or comments about the care you are receiving at any time, please contact Administration at 217.464.2473.

On behalf of the St. Mary's staff, I wish you a comfortable stay and rapid recovery.

Sincerely,

Kevin Kast
President and CEO



Kevin Kast
President and CEO





About Us

Our Address

1800 E. Lake Shore Drive
Decatur, IL 62521

In October 1875, twenty-one Hospital Sisters of the Third Order of St. Francis set sail for New York from Muenster, Germany. Sponsored by Bishop Baltes of Alton, the Sisters arrived in Illinois in November, and at the Bishop's request, divided into groups and went to Springfield, Effingham, Litchfield, Belleville, and East St. Louis to care for the sick. On November 19, 1878, three Sisters arrived in Decatur.

Two days later, the Hospital Sisters opened their doors in a small frame home on the corner of Wood and Webster Streets, their mission to care for the sick, especially the poor who could not afford medical aid. The first St. Mary's contained just six beds. During its first year, the hospital admitted 25 patients whose condition was serious enough to require constant care. During the same year, the Sisters provided home nursing for more than 600 Decatur residents.

By 1944, St. Mary's had outgrown its building despite several additions. The Sisters bought 14 acres of property on East Lake Shore Drive near Lake Decatur. In 1953, the Sisters purchased another 7 acres, bringing the hospital's campus to 21 acres.

Today, over 130 years after its founding, St. Mary's is a fully accredited, modern healthcare center. In technology and appearance, St. Mary's has made remarkable progress in its history. But one thing remains unchanged: our commitment to the mission of our founding Hospital Sisters to serve the needs of the sick and the poor with dignity respect, compassion, and joy.





Mission, Vision & Values

Mission

The mission of St. Mary's Hospital is to participate in the health care ministry of the Church. We commit our valuable resources to provide a family-centered approach in meeting the health care needs of all people in the community and surrounding area regardless of ability to pay, and to foster the values of respect, care, joy and competence.

Vision

Proclaiming God's healing Presence Through Our Exceptional Healthcare Services.

Values

Respect: This includes respect for life and for the dignity of each individual person. It is a commitment to freeing and empowering each person to grow and develop to his or her full potential.

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

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

Competence: Our work is performed and our institutions are managed at the highest levels of skills and ability possible. We are committed to recruiting and developing competent people whose personal values reflect our own.

Your Opinion Counts

Soon after your discharge, you may be contacted by our patient satisfaction research firm. The brief survey will include a variety of questions about your stay at St. Mary's and the care you received. Your comments and cooperation with this process are greatly appreciated. Your feedback will enable St. Mary's Hospital to continue improving the care and services they provide.





Telephone Directory

MAIN NUMBER

217.464.2966

General hours of operation are weekdays, 8:00 am to 4:30 pm.

Information Desk/

Lobby

217.464.2966

Billing

217.464.2964

Gift Shop

217.464.2101

Cafeteria

217.464.2003

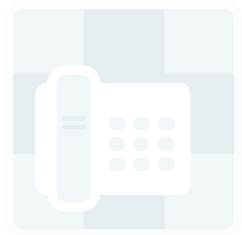
Room Service

217.464.1212

Administration	217.464.2473
Admitting/Registration	217.464.2168
Advanced Rehabilitation Center (ARC)	217.464.1100
Case Management	217.464.2129
Convenient Testing	217.464.2371
Diagnostic Scheduling	217.464.2976
Gift & Flower Shop	217.464.2101
Home Health	217.464.3800
Lifeline Services	217.464.2344
Medical Records	217.464.2130
Nutrition Services	217.464.2004
Pain Medicine Center	217.464.7458
Pastoral Care	217.464.2045
Patient Accounts	217.464.2191
Physician Referral Service	217.464.1234
Room Service	217.464.1212
Skilled Care	217.464.7000

For toll free in Illinois, please dial 800.292.3771.
Please visit us at www.stmarysdecatur.com

Calling a Department WITHIN the Hospital?
Dial the last four digits of the number.





During Your Stay

■ We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Visitor Precautions

Children under the age of 18 must be accompanied by an adult at all times.

For obvious reasons, we ask that those with colds or other illnesses refrain from visiting any patient care unit. Those who are experiencing symptoms of respiratory illness should ask for a facial mask at the lobby information desk or at any nurses' station.

The definition of family is different for everyone, and we respect the patient's right to define their family.

Surgery Waiting

Family members accompanying patients undergoing surgery are asked to wait in the Surgery Waiting Room on the second floor, unless otherwise instructed by the surgeon or hospital staff. All communication will take place in that area immediately following surgery, so it is important that a family representative remain in Surgery Waiting throughout the procedure.

Parking

Valet parking services are available Monday through Friday, 7:00 a.m. – 3:30 p.m. Any car that has not been picked up by valet closing at 3:30 p.m. will be moved to the physician parking lot, and the keys can be picked up at the lobby information desk.

After 2:00 p.m., visitors may park in the physician parking lot.

Cell phones

Cell phone usage is permissible anywhere on campus.

VISITING HOURS

General

5:00 a.m. to 9:00 p.m.

Exceptions may include Intensive Care, Behavioral Health, Obstetrics, and Pediatrics. Please ask nursing personnel about extended visiting hours in these departments.

At 9:00 p.m., the front doors of the hospital lobby are locked. To enter or leave the hospital after 9:00 p.m. or before 5 a.m., visitors must use the Emergency entrance on the hospital's northwest side.





During Your Stay

Gift Shop

Located on the first floor of the hospital just off of the main lobby, St. Mary's gift shop offers a wide variety of items, including magazines, flowers, postage stamps, candy, and gifts. Auxiliary members staff the shop and are pleased to assist clients in search of a special gift item or in need of a quick snack. Hours are as follows*:

Monday – Friday

9:00 a.m. – 7:00 p.m.

Saturday

11:00 a.m. – 7:00 p.m.

Sunday

11:00 a.m. – 3:00 p.m.

*Hours may vary. Consult the schedule on the *gift shop* door for current hours.



Internet

Wireless (WiFi) connectivity is available throughout the building. Patients and visitors may access the Internet through their own WiFi capable laptop or PDA by selecting the wireless network connection called "SMDGuest". A guest computer with Internet availability is located in the visitors' lobby for your convenience.

Newspapers

Single copy newspapers are available for purchase in the lobby. Newspapers are delivered daily to all nurses' stations. You should ask your nurse if you would like a newspaper, and visitors can pick up a newspaper at the nurses' station.

Smoking

In compliance with Illinois State Law, St. Mary's Hospital is a non-smoking facility. Smoking is strictly prohibited on any part of St. Mary's campus, including the grounds, building, and parking lots.

Public Restrooms

Public restrooms are located on each level of the hospital.

Vending

Vending machines with beverages and snacks are located on the ground floor, in the Intensive Care waiting room, and in the Emergency Department waiting room.

ATM

For your convenience, an automated teller machine (ATM) Cash Station is located on the first floor next access from Registration.

Pastoral Care

Recognizing the importance of the spiritual dimension in healthcare, the St. Mary's Pastoral Care staff is available 24 hours per day to offer patients and family members



spiritual and emotional care and counsel. Chaplains are available to assist with ethical issues, sacramental need and faith concerns. Members of all faiths are welcome at St. Mary's and are encouraged to speak with chaplains. Chaplains are also available to help patients draft advance directives. If you would like to speak with a chaplain, please call 217.464.2045 or ask a member of your patient care team to page the chaplain.

Chapel

The hospital's chapel is located on the first floor. The chapel is open 24 hours per day, 7 days per week, and is open to all for prayer and meditation. Mass is celebrated on the first and third Tuesdays of the month at 11:30 a.m.

Paperwork

When you arrive at the hospital, you will be asked to sign consent and release forms to authorize staff to provide services your physician has ordered for you. Please bring along any paperwork given to you by your doctor, copies of your advance directives, and any other information you would like to have placed in your medical record. Please also bring your insurance cards at this time. All information will be kept confidential.

Medications

While you are in the hospital, nursing staff will administer medicines ordered for you by your doctor. Please leave over-the-counter medicines, vitamins and herbal products at home. We request your cooperation in this matter, since some drugs and herbal products can interfere with medicines prescribed by your doctor, seriously affecting your treatment. Your nurse will request a list of medicines and herbal products you are currently taking.

Calling Your Nurse

If you need assistance at any time, press the nurse call button on the handheld control located near your bed.

"No Information" Status

Your right to privacy is important to us. You may request a "No Information" status upon admission or at anytime during your stay by informing a member of your healthcare team.

"No Information" means we will not confirm to callers and visitors that you are being treated at the hospital. Callers and visitors requesting information will not be given your room or phone number. However, you may choose to share this information with friends and family as you see fit. In order to receive flowers, mail or other deliveries, items must be addressed to your correct room number, as your name will not be listed in the hospital's patient information directory. If you have questions, please ask a member of your patient care team.



During Your Stay

AT YOUR SERVICE: Valet Parking

Hours:

Monday--Friday
7:00 a.m. –3:30 p.m.

Valets are stationed outside of the visitor entrance. This free service is designed to make your experience at St. Mary's more enjoyable. If you have not picked up your car by 3:30 p.m., your car will be moved to the physician parking lot, and your keys will be available at the lobby information desk.

Your call will be answered as promptly as possible. Signal cords are located in each patient bathroom for emergencies. Do not hesitate to pull the cord if you need assistance.

Discharge Planning

St. Mary's Case managers are available 24 hours a day to assist you and your family in making a smooth transition to the next level of care, whether it be at home, the hospital's Skilled Care Unit, or a nursing home. Your discharge planning needs are assessed upon admission and are routinely updated throughout your stay. Case managers work with your health care team to identify services you may need, such as financial aid, community agencies, medical equipment, home health care, nursing home placement, hospice, or counseling. Please ask your nurse and contact your case manager if you have questions about any of these issues.

Interpreting Services

The hospital provides services for patients requiring language assistance. Patients who need interpretive services should notify a staff member of this need.

Language Line is available 24 hours/day, 7 days a week for those who have difficulty communicating in the English language.

Hearing impaired (TTY) phones are located in the Emergency Department, Rehabilitation Department, Information, and the Switchboard. Additional TTY phones may be accessed through the hospital operator. Interpreters for hearing impaired persons will be arranged upon request.

You may also choose to use a family member or friend to interpret.

Phone Usage

The hospital telephone number is 217. 464.2966. Family and friends may call directly to patient rooms by dialing the following: 217.464.3 + room number. (If you are staying in Skilled Care, you may have 2





phones in your room. Ask your nurse to verify the phone number that will dial directly to your phone.) All incoming calls between 10:00 p.m. and 6:30 a.m. are answered by the hospital operator. If you are in a private room and do not wish to receive telephone calls, please notify your nurse or the operator (0).

- To place a local outside call, dial 9 + the number.
- To make a long-distance call, dial 9 and then follow the instructions on your calling card.
- You may also dial 9 + 00 to reach a long-distance operator who can bill the call to your home phone or credit card.

Long distance calls may not be billed to your room.

Personal Items/Valuables

For your stay at St. Mary's, you need only bring a few personal items, such as toiletries, bathrobe, slippers, and a toothbrush. Please limit additional items to those things you need for daily use such as eyeglasses, contact lenses, dentures, or hearing aids. St. Mary's Hospital cannot be responsible for lost or stolen items. Please store credit cards, cash, or jewelry with a family member, or ask your nurse to put them in a hospital safe.

Fire & Disaster Safety

State and local laws require that we periodically conduct fire drills and disaster drills. If a drill occurs, stay where you are, and a staff member will inform you of any necessary procedures. Although these drills may cause some inconvenience, be assured that they are necessary to ensure your safety in the event of a real emergency. Hospital staff has been trained to respond appropriately in the event of a fire, tornado, or other disaster. In the event of an actual emergency, please follow the directions of hospital staff.

Flowers & Mail

Flowers or mail sent to you at the hospital will be delivered as quickly as possible. If you are a "No Information" patient, meaning that your name is



Keep Your Valuables Safe

If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please don't put them on your bed or food tray—they may be damaged or lost.

St. Mary's cannot be responsible for replacement of personal belongings.





During Your Stay

Hungry?

Check out your options.

Room Service

Room Service is available from 6:30 a.m. to 6:30 p.m. for both patients and guests. Room Service menus are located in patient rooms. Call Ext. 1212 to make your order.

Cafeteria

The Cafeteria is located on the ground floor.

Vending

Vending machines are located on the ground floor, the Intensive Care Unit, the Emergency Room, and the Third Floor OB/GYN Unit.

If you have questions or concerns regarding your meal service, please call Ext. 2004 or notify your nurse. A dietitian is available to answer questions or provide further assistance.

not listed in the patient information directory, your correct room number must accompany all deliveries. Please note that flowers cannot be delivered to the Intensive Care Unit. Mail received after your discharge will be forwarded to your home address.

Cafeteria

Meals and snacks are available in the hospital cafeteria, located on the ground floor. The cafeteria features a full menu of hot and cold items that changes daily including a full salad bar and an espresso bar. We accept cash, debit and credit cards.

HOURS:

Breakfast	7:00 - 10:30 a.m.
Lunch	10:30 a.m. – 1:30 p.m.
Dinner	4:30 p.m. - 6:30 p.m.

Meals & Room Service

Proper nutrition is an important part of your treatment and recovery. St. Mary's makes every effort to provide nourishing meals, prepared to meet the guidelines of your physician-ordered diet.

Room Service is available from 6:30 a.m. to 6:30 p.m. and is used for all patients who can make decisions about what and when they desire to eat. When you are ready to order food, call Room Service at ext. 1212, or nurses can assist in calling. Patients can choose from a wide variety of cooked-to-order items that comply with any diet restrictions. Room Service menus are in each patient room. Patients who cannot make decisions about what and when to eat will have a balanced "house" menu automatically sent at breakfast, lunch, and supper.

For safety reasons, you should notify nursing staff if family members bring in food prepared outside the hospital for your consumption.

Guest trays are also available for a \$5.00 charge per tray, payable with cash upon delivery. Guests can order from the Room Service Menu by calling Ext. 1212 and the tray can be delivered to the patient's room.



For pediatric patients, we will send one complimentary tray per meal for the patient's caretaker.

Coughing and Sneezing

Please cover your mouth and nose with a tissue with a tissue when you cough or sneeze. You can also cough or sneeze into your upper sleeve, but never into your hands. After you cough or sneeze, please wash your hands.

Isolation

if you are contagious, you may be put in isolation. the most common way you will be isolated is through contact, which will prevent spreading infection by touch. If you need to be in isolation, there will be signs posted about what should be done. Our staff will follow the directions, and you and your visitors should too.

Surgery Specifics

If you will be having a surgical operation, a doctor will use a marker to mark on your body the correct site of the surgical procedure before you enter the procedure room.

Immediately before the procedure begins, your surgical care team will confirm everything is correct. This includes your name, the intended procedure, the correct site of the procedure, and all preoperative medications and equipment.

Identification Bands

You will be required to wear an identification band at all times during your stay to ensure you receive proper treatment and medications. If you have allergies you will also be given a red band to alert nursing staff of your allergies. Please do not remove these bands for any reason until after your discharge from the hospital.



During Your Stay

Television Channels

Televisions are provided in each patient room. Please be considerate of others and keep the TV volume down. A handheld remote control is located in each patient room. Channel listings are below. All televisions have closed captioning available for the hearing impaired.

2	WICS (ABC)	38	TBS
3	WCIA (CBS)	39	CNBC
4	Cable Marketplace	40	MSNBC
6	WBIU (CW)	41	Toon Disney
7	WRSP (FOX)	42	Lifetime
9	WGN	43	Disney Channel
10	WAND (NBC)	44	The Weather Channel
11	HSN	46	Animal Planet
12	WILL (PBS)	47	Cartoon Network
13	QVC	48	Food Channel
15	CSPAN	49	CMT
16	TV Guide Network	50	Fox News Channel
17	Local Weather	51	Hallmark Channel
18	Government Access	52	TLC
19	WCFN (MNT)	53	E!
22	Educational Access	54	FX
23	Shop Network	55	MTV
24	VH1	56	FSN Midwest
25	Nickelodeon	57	HGTV
26	CNN	58	Oxygen
27	ESPN	59	ABC Family
28	ESPN2	60	The History Channel
29	BET	62	Travel Channel
30	USA Network	63	truTV
31	Discovery Channel	64	Comcast SportsNet
32	AMC	65	Style
33	Spike TV	67	Sci-Fi Channel
34	TNT	68	Speed Channel
35	Bravo	71	The Golf Channel
36	Headline News	72	TV Land
37	A&E	96	Patient Channel

“Boldness be my friend.”

Speak Up!

Take charge of your care.

During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

This patient guide will help you make the most of your hospital stay—how to stay safe, get the information you need, ask the right questions, and interact effectively with your doctors, nurses and hospital staff, but it is up to you to play an active role in your care.



STAT NOTE

- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the medications they prescribe

Rx

See *My Medications* to keep track of what you are given in the hospital.

STEP UP & SPEAK UP SPEAK UP

Ask questions and voice concerns. It's your body and you have a right to know.

PAY ATTENTION

Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF

Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE

Pick a trusted family member or friend to be your advocate.

WHAT MEDS & WHY

Know what medicines you take and why you take them.

CHECK BEFORE YOU GO

Use a hospital, clinic, surgery center or other type of health care organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE

You are the center of the health care team.

Courtesy of The Joint Commission.



Patient Rights & Responsibilities

Concerns?

If you have concerns about the care you or your family member received, we encourage you to speak with your physician or with the nursing supervisor. You may also voice your concerns by contacting Administration at 217.464.2473 or by calling St. Mary's Safety Hotline at 217.464.SAFE (7233).

If you are unable to resolve your complaint in this manner, contact the **Illinois Department of Public Health** Division of Health Care Facilities and Programs 525 W. Jefferson Street Springfield, IL 62761 Fax: 217.782.0382 24-hour toll free Central Complaint Registry: 800.252.4343 or 800.547.0466 (hearing impaired use only)

If you are still unsatisfied with the way your concern was handled, contact:

The Joint Commission
800.994.6610 or www.jointcommission.org

■ We are partners in your healthcare. When you are well informed, participate in treatment decisions, and communicated openly with your doctor and other healthcare professionals, you help make your care as effective as possible. St. Mary's Hospital encourages respect for the personal preferences and values of each individual.

You Have the Right to:

- ✓ Considerate and respectful care in a safe and secure environment, regardless of your sex, race, religion, age, national origin, personal or cultural beliefs or the source of payment for your care.
- ✓ Information about hospital policies, rules, and regulations governing your conduct as a patient.
- ✓ Be involved in the development and implementation of your plan of care.
- ✓ Know the names and roles of health care professionals providing service to you.
- ✓ To be informed of the medical consequences of your refusal.
- ✓ Freedom from restraint or seclusion unless it is the only means to protect your safety.
- ✓ Prompt, effective and continuous assessment and treatment of pain.
- ✓ Be advised if any portion of your care or treatment is a part of an experimental or research program and to decline participation in such program if you so choose.
- ✓ Formulate an advance directive, such as living will or durable power of attorney for health care, and have hospital staff or comply with your directives.
- ✓ Personal dignity and privacy.
- ✓ Expect that your treatment records are confidential, unless you have given permission to release such information or reporting is required or permitted by law.
- ✓ Access your clinical records within a reasonable time period.
- ✓ Request and receive a printed copy of your hospital charges and have them explained to you.



- ✓ Have an ethics consultation without charge to review the plan of care and discuss your rights or to attempt to settle ethical disagreements of conflicts with your health professionals.
- ✓ Express complaints and grievances and expect that they will be investigated within a reasonable time frame.
- ✓ Know what alternatives exist for your care and treatment when hospital care is no longer appropriate.
- ✓ To the extent permitted by law, to leave the hospital against your doctor's advice. Should you do so, however, neither your physician nor the hospital will be responsible for whatever harm such action may cause you or others.

You have the responsibility to:

- ✓ Provide information about illnesses, hospitalizations, medications and other matters related to your health, both past and present.
- ✓ Report any perceived risks in your care or changes in your condition.
- ✓ Accept the consequences of refusing treatment or failing to follow your established care, service, or treatment plan.
- ✓ Abide by hospital rules, regulations and policies during your stay.
- ✓ Respect the rights of other patients, hospital personnel, and others you may come in contact with.
- ✓ Ask questions if you do not understand directions given to you by your health care team.
- ✓ Pay your hospital bills promptly and provide information necessary for insurance processing.
- ✓ Express to hospital management complaints about any aspect of your care if you feel your rights have been violated.

Ethics Committee

In the event of a disagreement between family members or other caregivers concerning your wishes regarding treatment, the Ethics Committee is available to assist you. Ask your nurse to contact the House Supervisor or contact Ethics Committee Chairman Steve Rathnow at 217.464.2408.

Rapid Response Team

St. Mary's has a Rapid Response Team in place if critical care expertise is needed at a patient's bedside. The goal of the Rapid Response Team is to intervene before a potentially devastating event occurs. If you experience any deterioration in your condition, you or your caregiver should contact the Rapid Response Team at Ext. 5111. This will ensure that your needs are taken care of immediately.



Advance Directives

What Are Advance Directives?

Illinois law allows for three types of Advance Directives: 1) health care power of attorney; 2) living will; and 3) mental health treatment preference declaration. You can also ask your physician about preparing a do not resuscitate order (DNR order). Advance Directives are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete Advance Directives.

■ You have the right to make decisions about the health care you receive now and in the future. An Advance Directive is a written statement you prepare about how you want your medical decisions to be made in the future if you are unable to make them yourself. It is important for you to make your wishes known in advance. St. Mary's chaplains are available to help you draft your Advance Directive. Here is a brief description of each kind of directive:

Living Will

A living will tells your doctor you do not want death-delaying procedures used if you have a terminal condition. A living will, unlike a healthcare power of attorney, only applies if you have a terminal condition. A terminal condition means an incurable and irreversible condition such that death is imminent and the application of any death-delaying procedures serves only to prolong the dying process.

Health Care Power of Attorney

Health Care Power of attorney allows you to appoint someone to make your medical decisions if you are unable to do so. You are called the "principal" and the person you choose to make decisions is called your "agent." Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming them as your agent. Remember that an agent may have to use their judgment in the event of a medical decision for which your wishes aren't known.

Do-Not-Resuscitate Order

A Do-Not-Resuscitate order (DNR order) is a medical order stating that cardiopulmonary resuscitation (CPR) will not be started if your heart or breathing stops. You may sign a document directing that, should your heart or breathing stop, efforts to resuscitate you will not be started. If a DNR order is entered into your medical record, appropriate medical treatment other than CPR will be given to you.





Mental Health Treatment Preference Declaration

A mental health treatment preference declaration allows you to express your wishes for the types of mental health treatment you would like to receive if you have a mental illness and are unable to make these decisions for yourself. Such treatments include psychotropic medicine, electroconvulsive treatment, or admission to the hospital. You can write your wishes or choose someone to make your mental health decisions for you.

For more information about Advance Directives or to obtain forms, please speak with your nurse or call Pastoral Care at 217.464.2045



“Fear is the father of courage
and the mother of safety.”

R

Ask the staff if they
have washed their hands
BEFORE they touch you.



YOU'RE IN CHARGE

Errors can occur during your hospital stay. They can involve medications, procedures or paperwork—for example, being given salt with a meal when you're on a salt-free diet, or receiving someone else's medical forms.

You can help prevent errors by taking charge of your care. Be sure to:

- stay informed about your medical condition
- know the details of your treatment plan
- understand the tests and procedures you will undergo

Your doctor can answer these questions. Take notes when you speak with your doctor, or have a trusted friend or family member take notes for you, so you can refer to them later. Also ask for any written information your doctor may be able to provide about your condition and/or treatments. Remember—you're in charge.

Stay Safe

You can contribute to health care safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.

Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff don't ask to check your ID.
- Ask if the person has washed their hands before they touch you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen, and how long it will be before you get the results.

Hand Washing

While you're in the hospital to get well, you should know that there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—wash their hands, too.

You, your family and friends should wash hands:

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It is also important that your healthcare providers wash their hands with either soap and water or with an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

Preventing Medication Errors

By taking part in your own care, you can help the members of your health care team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check. Remember--you play an important role in helping to reduce medication errors.



Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs.

To use, apply the cleaner to the palm of your hand and rub your hands together.

Keep rubbing over all the surfaces of your fingers and hands until they are dry.



Patients of **all ages are at risk of falls** because of medications that may make them **dizzy, weak, or unsteady**.

Know Your Meds

While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking?
How often, and for how long?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

USE THE MEDICATION TRACKER ON PAGE 36 TO HELP YOU MONITOR YOUR MEDICATIONS.

Preventing Falls

Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures, or because they've been sitting or lying down for too long. For your safety, please:

- Always call for assistance before getting out of bed.
- Keep the call button within easy reach.
- Have necessary items within reach, such as your glasses, tissues, the telephone, and anything else you need.
- Keep the side rails on your bed up.
Do not lean against the side rails.
- When you get assistance, rise slowly from your bed or chair to prevent dizziness.
- Walk close to the wall and hold onto the handrail while in the bathroom.
- Wear slippers with firm nonskid soles.
- Never use an IV pole or anything with wheels to support you.

DVT:

LOWER YOUR RISK

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following warning signs:

A leg cramp or charley horse that gets worse

Swelling and discoloration in your leg, upper arm or neck

Unexplained shortness of breath

Chest discomfort that gets worse when you breathe deeply or cough

Light-headedness or blacking out



Your Privacy & Information

Confidentiality

■ St. Mary's Hospital staff is obligated to protect the confidentiality of your personal health information. You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look and receive your health information.

No Information Status

Your right to privacy is important to us. You may request a "No Information" status upon admission or at anytime during your stay by informing a member of your healthcare team.

"No Information" means we will not confirm to callers and visitors that you are being treated at the hospital. Callers and visitors requesting information will not be given your room or phone number. However, you may choose to share this information with friends and family as you see fit. In order to receive flowers, mail or other deliveries, items must be addressed to your correct room number, as your name will not be listed in the hospital's patient information directory. If you have questions, please ask a member of your patient care team.

What information is protected?

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

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov





Your Privacy & Information

How do I get copies of my medical records?

To obtain copies of your medical records, you can visit Medical Records, located on the first floor, or call 217.464.2130.

Allow a reasonable amount of time for processing your request. Be prepared to present state-issued identification to verify your identity.



You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

Your information can be used and shared:

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

Without your written permission, your provider cannot:

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

Adapted from U.S. Department of Health & Human Services Office for Civil Rights



Do You Have Pain?

Pain Management

You are the expert about how you are feeling. If you are in pain, take steps to get relief. Talk to your doctor or nurse about your pain as soon as it begins. Be sure to tell them:

- When the pain began
- Where you feel pain
- How the pain feels—sharp, dull, throbbing, burning, tingling
- If the pain is constant, or if it comes and goes
- What makes the pain feel better
- What makes the pain feel worse
- How much relief you receive from medicines you are currently taking

Ask them:

- What medicines can relieve my pain?
- How long will the medicine relieve my pain?
- Are there any side effects of the medication?
- Will non-drug methods ease my pain?

Use the Pain Rating Scale to tell your doctor or nurse how severe your pain is.

Pain Rating Scale



0 No Hurt



2 Hurts Little Bit



4 Hurts Little More



6 Hurts Even More



8 Hurts Whole Lot



10 Hurts Worst

“In the field of observation,
chance favors only the prepared mind.”

Also see *Preparing for Discharge*
on page 29.

Don't Leave Until...

6 things to know before you walk out that hospital door.

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need



If You Disagree

You or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, at left).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker or administrator, or may have some other title.

You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

Don't Leave Until... *continued*

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

1. Discharge summary. This is an overview of why you were in the hospital, which health care professionals saw you, what procedures were done, and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage, and who prescribed them. (You'll already have this if you use the My Medications form on page 36 to keep track while you're in the hospital.) But also having a list prepared by the hospital is a good way to double-check the information.

3. Rx. A prescription for any medications you need, and a supply of medications for several days to give you time to get the prescription(s) filled.

4. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for

- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure speak with your nurse or physician to get all the details you need before you leave.

6. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care, and agencies that can help with patient care and respite care.

Home Health Care

Part-time health care provided by medical professionals in a patient's home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning and meal preparation. Medicare defines home health care as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment (DME)

Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs and hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.

Independent Living

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance and social outings and events are provided.

Assisted Living

An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted-living facilities provide assistance with medications, meals

in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to doctors' appointments, shopping, etc.

Nursing Home

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and are also called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

Hospice

A licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility or within a hospital. Also referred to as "palliative" care, hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial, and legal needs of the patient and his or her family.



Respite Care provides a temporary break for caregivers.

Patients spend time in programs such as adult daycare or in week-long or month-long stays in a care facility.



Preparing for Discharge

Going Home

■ When your doctor feels that you are ready to leave the hospital he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital. (See Don't Leave Until... on page 26 for more discharge advice.)
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

Lifeline

St. Mary's offers Lifeline Personal Response Systems to give you the confidence to continue to live independently in your own home. With the Lifeline system, you simply press a Personal Help Button that is worn as a pendant or on a wristband, automatically dialing the Lifeline response center. This provides you a telephone link to family, neighbors, and emergency services.

"Lifeline with Reminders" is a new feature of the Lifeline system. This is an easy way for you to remember everything from medications to doctor appointments. For more information about Lifeline Personal Response Systems, call 217.464.2344.

Billing

While you are at St. Mary's, your primary focus should be your health. Since the ultimate responsibility for payment of your hospital bill rests with you or your guardian, you may also be concerned about the

When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or activities, don't be afraid to ask and take notes.

Be sure you understand any instructions you have been given before you leave the hospital.





Preparing for Discharge

Billing Questions?

Billing questions should be directed to Patient Accounts. Office Hours are 8:00 a.m. to 4:30 p.m. Please provide your account number when you call.

St. Mary's Hospital Financial Service Representatives

217.464.2964

Customer Service Representatives— Billing Inquiries

217.464.2964 or

800.809.2810 (IL residents only)

billing_info@smd.hshs.org

Medicare Hotline

800.633.4227

Illinois Department of Public Aid Help Benefits & All Kids Hotline

800.633.0768.

To Pay Your Hospital Bill Online:

Go to www.stmarysdecatour.com

and click the "Online Bill

Pay" link.

financial aspects of your hospitalization. This section of your patient handbook answers many questions you may have about finances and insurance.

What a Hospital Bill Includes

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy, and the services of hospital employees.

Room rates and charges are determined by the hospital's operating expenses, including the cost of nursing care, equipment, supplies, diagnostic and treatment services, and other necessities.

Inpatients are charged a fee for their room beginning on the day of admission. No charge is made for the day of discharge if you are able to leave your room before midnight. The sole exception would be an admission and discharge occurring on the same day.

Financial Assistance

We believe that no one should delay seeking needed medical care because they lack insurance or have high medical costs. We are happy to assist our patients with applying for public health programs, offer discounts and payment plans for uninsured patients, and offer Charity Care to those who qualify.

Government Program Eligibility

To obtain more information on government sponsored programs such as Medicaid, All-Kids, Kids-Care, etc. or to request an application, call 800.226.0768. To obtain information for Medicare, call 800.633.4227.

Uninsured Patient Discount

Eligible uninsured patients will pay a reduced rate for hospital services. This rate will be reflected on the patient's first billing statement. Call a Customer Service Representative in Billing Inquiries at 217.464.2964 or 800.809.2810 (IL residents only).



Your Insurance

Your insurance policy is a contract between you and your insurance company. Although we bill your insurance company, you are responsible for payment of services within 30 days. Many employers, insurance companies and HMO/PPO's require notification by the patient, a family member or doctor prior to or shortly after admission. If you do not comply with this requirement, your medical benefits could be jeopardized, or your insurance could refuse to pay your bill in part or in full. For your protection, please check with your benefits provider to see if you need to follow any special procedures.

Outpatient visits, inpatient stays, and emergency room visits are billed separately to you and your insurance company.

By providing us with complete insurance information as soon as possible, you will make it possible for us to bill your insurance company and settle your account promptly.

St. Mary's will send a summary bill to you and your insurance company. Your insurance company will probably pay all or some of your bill. However, you are responsible for paying whatever your insurance does not cover. Major credit cards are accepted methods of payment for your portion of the bill. The hospital does not enter into long-term financing for balances due.

If you are unable to pay your account in full within 30 days of our billing, contact Patient Accounts at 217.464.2191.

Charity Care Program

If you are not eligible for a government program, you may be eligible for St. Mary's Charity Care Program. This program is only for your hospital bill and does not cover any other bills. For further information or to obtain an application for Charity Care, please call 217.464.2964 or visit our website.



“In compassion lies
the world’s true strength.”

Caregiver, remember
to care for yourself!

For the Caregiver

Your role as a patient advocate



While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, follow the advice in the Caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

know what condition

Know what condition your loved one is being treated for.

patient’s rights

Know your patient’s rights and responsibilities (See page 16).

advance directives?

Know whether or not your loved one has an advance directive and if so, what it specifies. (See page 18).

ask questions

If your loved one is too ill or reluctant to ask questions, make note of their concerns and your own concerns and don’t be afraid to speak up (see *Speak Up!* on page 15).

help track medications

Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with *My Medications* on page 36.

what’s next

Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.



Giving Back

Helping Us Help Others

■ You can help us help others by making a contribution to Friends of St. Mary's Hospital. The foundation funds patient programs and state-of-the-art equipment purchases needed to perpetuate the health care mission of St. Mary's hospital.

All gifts for St. Mary's Hospital and any of its programs and services are processed through the Friends of St. Mary's Hospital and are used exclusively and in their entirety for St. Mary's Hospital.

A contribution to the Friends of St. Mary's is an excellent way to honor the life or memory of a friend or family member or perhaps to say "thank you" to a special hospital employee.

Contributions in the form of a check can be made out to "The Friends of St. Mary's" and mailed to the following address:

The Friends of St. Mary's Hospital
1800 E. Lake Shore Drive
Decatur, IL 62521

For more information, contact 217.464.2520.

Volunteer

St. Mary's Auxiliary is a volunteer organization committed to promoting and advancing the mission of St. Mary's Hospital. Over 350 men and women serve in excess of 20,000 hours annually.

If you enjoy meeting people and have an interest in helping others, St. Mary's Auxiliary may be a perfect opportunity for you to share your time and talents.

To find out more about becoming a member of St. Mary's Auxiliary, call 217.464.2520.





Staff Definitions

Physicians

Your primary care physician, a resident physician on duty, or a hospitalist will supervise your care while you are in the hospital.

Nurses

In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by nursing assistants and nurse technicians. The nursing staff is available around the clock.

Dietitians Ext. 2541

A registered dietitian will review your medical record and work with your health care team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.

Rehabilitation Therapists

Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including x-rays, mammograms, ultrasound, CT scans, MRIs,

cardiac catheterization, radiation therapy and other procedures that help in diagnosing and treating your illness or injury.

Case Managers Ext. 2129

Case managers will review your medical record and discuss your discharge planning. They are also available to assist you with arrangement for home care, admission to a long-term care facility or rehabilitation care. Social workers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

Pastoral Care Ext.7645

The hospital Chaplain and a group of volunteer ministers are available to all patients and their families. A Prayer Ministry is available for the sharing of prayer with staff members. Please contact your nurse to request these services. The chapel is located on the first floor.

Volunteers 464-2520

Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout the hospital, including staffing the information desk, delivering mail and flowers, operating the gift shop, and escorting patients.



Resources

Support Groups

Alcoholics Anonymous

217.464.2541

Alcoholics Anonymous—Teen

217.464.2541

Grief Support Group

217.424.1850

Narcotics Anonymous

217.464.2541

Obsessive Compulsive Disorder

217.464.2541

Overeaters Anonymous

217.464.2541

Breath of Life Support Group

(for people with respiratory illnesses)

217.464.2603

National Alliance of Mental Illness

(NAMI)

217.877.0284

SHARE Support Group

(for parents who have experienced the death of a baby)

217.464.7645

Stroke Support Group

217.464.5872

Widowed Support Group

217.464.7645

Caregiver Resources

www.aoa.gov/caregivers

Caregiver resources from the Administration on Aging

www.caregiving.com

Online support groups and articles on caregiving

Children of Aging Parents

800.227.7294

www.caps4caregivers.org

Information, referrals and support for caregivers of the elderly and chronically ill

Eldercare Locator

800.677.1116

www.eldercare.gov

Help with locating aging services throughout the U.S.

800-MEDICARE

www.medicare.gov

Official U.S. government site for people with Medicare

National Alliance for Caregiving

www.caregiving.org

Support for family caregivers and the professionals who serve them

National Family Caregivers

Association

800.896.3650

www.nfcacares.org

Support for caregivers of chronically ill, aged, or disabled loved ones

“Science is organized knowledge.
Wisdom is organized life.”



Bring your medication list
to every doctor visit!

My Medications

Keep track of all medications you are prescribed while in the hospital.

When you get home add all other medications—including over-the-counter, vitamins and herbs—to this list. Update your list as needed.

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____

Medication: _____

(include brand and generic names)

Dose: Take _____ times per day at *(circle all that apply)*: 12–1 a.m. / 2–3 a.m. / 4–5 a.m. / 6–7 a.m.
8–9 a.m. / 10–11 a.m. / 12–1 p.m. / 2–3 p.m. / 4–5 p.m. / 6–7 p.m. / 8–9 p.m. / 10–11 p.m.

Reason for taking: _____

Prescribed by: _____ Date started: _____

Pharmacy name and number: _____ / _____