



**Elmhurst
Memorial
Hospital**

Patient Handbook

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Welcome to Elmhurst Memorial Hospital

We at Elmhurst Memorial Hospital appreciate the opportunity to care for you during your hospital stay. We're here to give you the best possible care and the personal attention you expect. Your physicians, nurses and all other Hospital personnel are committed to excellence in a caring environment.

The mission of Elmhurst Memorial Healthcare is to enhance the health of the communities and customers we serve. It means healing those who are sick. It means keeping people healthy. It means making a difference in people's lives.

This Patient Handbook will help you and your family familiarize yourselves with the Hospital and its services. Because we strive to exceed your expectations, we welcome your comments and suggestions. Please refer to the General Patient Information section of this guide for more details on how to give us your feedback.

We look forward to caring for you.

Sincerely,

Leo Fronza, Jr.
President/CEO

WELCOME

Admission Policy

In keeping with the long-standing practice of Elmhurst Memorial Hospital—in accordance with Title VI of the Civil Rights Act of 1964—it is the policy of this institution to offer to any person admission for care or treatment, as well as the use of any of the Hospital facilities and services, provided a member of the Hospital Medical Staff determines the need for medical care or treatment, regardless of race, color, creed, national origin or ancestry.

Also, in keeping with our nation's commitment to end discrimination on the basis of handicap and—in accordance with the provisions of Section 504 of the Rehabilitation Act of 1973 and all regulations issued thereunder to protect the rights of handicapped persons—it is this Hospital's policy that no program or activity administered by Elmhurst Memorial Hospital shall exclude from participation, deny benefits to, or subject to discrimination any individual solely by reason of his or her handicap.

Admission Procedure

Your personal physician or a member of the independent medical staff in the Emergency Department of Elmhurst Memorial Hospital has arranged for you to

be admitted for care. To begin the process, you or a member of your family will need to meet with a member of the Admitting Department.

The information needed will include your name, address, telephone number, and insurance or Medicare information. You will also be asked to sign certain authorizations, including a Release of Information form for the Hospital staff to provide care and treatment. Each authorization form will be explained to you before you sign it. All patients under age 18, unless married, will need a parent's or guardian's signature.

No Smoking Policy

As an organization whose main interest is the health of the community, Elmhurst Memorial Hospital is a smoke- and tobacco-free campus. Smoking is prohibited in and around the Hospital, including in parking lots, in cars on EMH property, along pathways and on the surrounding sidewalks. This rule applies to Hospital employees, medical staff, visitors, outpatients and inpatients. Patients are encouraged to discuss with their physician a nicotine patch or other options while in the Hospital. Patients who smoke will be provided with information on smoking cessation.

Blood Donations and Transfusions

Depending on your medical condition, you may need a blood transfusion. If so, your physician(s) will advise you which of the following options may be indicated for your care:

Blood Donations from the Volunteer Community

The most common source of blood for many patients—newborns, children, the elderly or very sick, those receiving cancer care or emergency treatment—is volunteer donors. All units of donated blood are extensively tested for compatibility and safety. The community blood supply is safer today than it has ever been due to rigorous donor screening and testing.

For information about autologous donations or designated donors, speak with your physician, call LifeSource at 800-486-0680 or visit the Web at www.lifeforce.org.

Fire/Disaster Drills

In accordance with state regulations, Elmhurst Memorial Hospital holds periodic fire and disaster drills. Such exercises assure maximum protection for every patient in the Hospital. Please do not be alarmed if a fire bell rings or a drill is held during your stay. Should there be any actual danger, Hospital staff will take immediate, appropriate action.

Food Service

Your diet is an important part of your treatment and is prescribed for you by your physician. Food and beverages should not be brought to you without your physician's approval.

You will be served meals during the following times:

Breakfast	7 a.m. to 8:30 a.m.
Lunch	11 a.m. to 12:30 p.m.
Dinner	5 p.m. to 6:30 p.m.

If you have special dietary needs, a dietitian's services may be ordered for you by your physician. Dietary counseling, when requested by your physician, will include a review of restrictions or changes in your diet, menu ideas and preparation tips.

Contact your nurse or the Food and Nutrition Services Department at ext. 44920 if you have any questions.

Mail, Packages

All mail, packages or flowers addressed to you will be delivered to your room by a volunteer. Mail received after you are discharged will be forwarded to your home.

Patients may receive flowers while in all patient care areas except the Critical Care Unit and Ambulatory Surgery. Flowers sent to patients must have their first and last name, and room number. For inquiries regarding flowers, call ext. 41095, Volunteer Services Department.

Newspapers/Postage/Automated Teller Machine

Volunteers bring morning newspapers each day to patient care units for you to purchase. Newspapers and postage stamps are also available in the Gift Shop. A public fax machine is located in the Outpatient Lobby next to the pay phones. Change machines are located in the vending area adjoining the Hospital dining room. A mailbox is located outside the Hospital's main entrance, with pickup at 5 p.m.

The Automated Teller Machine and pre-paid phone cards are located at the end of the hallway, directly across from the cashier, on the first floor.

Pharmacy

All of your medications during your stay at Elmhurst Memorial Hospital will be prescribed by your physician and provided by the Hospital's Pharmacy, which is staffed by Registered Pharmacists.

Please notify your nurse if you have brought any medication with you to the Hospital.

The pharmacy will fill outpatient or take-home prescriptions when you are discharged from the Hospital, if your physician writes an order for them. You will be asked to pay for these prescriptions at that time; they will not be added to your Hospital bill.

Personal Belongings

Elmhurst Memorial Hospital is not responsible for personal items kept in your room. Therefore, we

recommend you send your valuables home with a family member or place them in the Hospital's vault for safe-keeping. Your nurse can help you with this. The Hospital cashier will provide you with a receipt for everything placed in the Hospital's vault.

You will have little need for cash in your room, except for purchasing newspapers or other items available from the Gift Shop or room service.

In order to protect your dentures from being lost or misplaced:

- Do not wrap them in paper or tissue, or leave them on your meal tray or table.
- Your nurse can give you a special container marked "Dentures" (with a space for your name). Always use the denture cup and put it in a drawer to avoid misplacing it.

Special Needs

A number of services are available if you have special needs. Elmhurst Memorial Hospital offers the following special services:

- Interpreters are provided if you do not speak English. The Hospital maintains a list of languages which designated members of our staff can interpret.
- Sign language is also available. Please ask for this assistance when you are admitted, or as needed.
- All patient phones now have amplifier capability for those who have difficulty hearing.

Your Satisfaction is Important to Us

We are here to respond to any unmet needs or complaints and also to accept any compliments or recommendations for improving our care and service to you. If you encounter a problem while still in the Hospital, please ask your nurse to resolve it, or you may contact the manager of your nursing unit (the Charge Nurse during the evening and night shift).

If your complaint has still not been resolved to your satisfaction or you choose to bypass unit staff, you may call the Hospital PRIDE line.

Elmhurst Memorial Hospital has created the PRIDE program to enhance patient satisfaction and the quality of patient care. The PRIDE program gives patients and families an opportunity to provide direct feedback regarding Hospital care and services, and it offers a prompt response to each inquiry.

The PRIDE program is an inclusive means of resolving your complaints or expressing concerns. If you or your family are concerned with Hospital care or service, you may call the PRIDE line at ext. 15333 or call (630) 941-5333 from outside the Hospital. The PRIDE line is answered by Hospital operators. Upon being notified of the complaint, the on-call director will contact you within one hour and begin an investigation into your or your family's concerns.

If you feel the PRIDE program has not resolved your complaint, you may contact the Illinois Department of Public Health (IDPH). You may address your concerns to them at:

Illinois Department of Public Health (IDPH)

Office of Health Care Regulation

525 W. Jefferson St.

Springfield, IL 62761

Or call them at: 1(800) 252-4343

TTY (hearing impaired use only)

1(800) 547-0466

The PRIDE program is also designed to receive compliments from you or your family. The designated on-call director will prepare a letter of commendation to the individual or department you wish to compliment. These compliments will also be submitted to the Hospital's Human Resources Department so those individuals can be recognized.

The Learning Center for Diabetes

In coordination with a physician, the diabetes education program provides self-management education for inpatients, outpatients, family members or significant others of patients with referrals as needed.

Specific services provided include:

- Medical nutrition therapy
- Daily management strategies such as medication, self monitoring of blood glucose and prevention of complications
- Gestational diabetes counseling with meter loan program
- Intensive management of Type 1 Diabetes and insulin pump program

Services are provided seven days a week from 8 a.m. to 4:30 p.m.

For more information on the Learning Center for Diabetes, dial ext. 35108 or call (630) 833-1400, ext. 35108 when calling from outside the Hospital.

Pastoral Care Services

Elmhurst Memorial Hospital is a non-denominational institution welcoming patients of all faiths. Clergy of all faiths are welcome to visit members of their congregation or parish. If you would like to receive a visit from a Hospital chaplain, or would like to have your own pastor or rabbi called to visit you, contact Pastoral Care Services at ext. 14529.

An ecumenical worship service is offered each Sunday at 9 a.m. in the Hospital chapel, located just off the main lobby.

Room Service

To make your stay at Elmhurst Memorial Hospital a little brighter, the Volunteer Services Department offers a room service program. The service provides a number of helpful amenities to you and your family.

You can push the room service button on your phone or dial ext. 41444 for room service assistance.

The following complimentary and loaned items are available:

Playing cards	Puzzles
Games	Crossword puzzles
Stationery	Books
Magazines	Tape recorders with tapes
TV/VCR with video	

To inquire about haircuts or sets while in the Hospital, dial ext. 35225.

Discharge Planning

Case management is a process of coordination of care, which provides the most efficient and best possible care for you. This is a team approach and includes nurses and social workers working together with your physician to identify your discharge needs. Assistance is provided to help you and your family determine the appropriate sources for care that may be needed after hospitalization. The case management team serves as a link between you and your family, and resources for home care services, medical equipment, extended care, community agencies and more. Counseling and guidance for problems associated with illness are also provided. You can ask your primary nurse to contact your assigned case manager for you. Please let your family know the discharge time is 11 a.m. Your case manager can assist you with any questions you may have regarding discharge.

Palliative Care

Palliative care is a special kind of healthcare for people who are living with a life-threatening illness. The goal is to provide the best quality of life for patients with an advanced disease or terminal illness by ensuring their comfort and dignity. Palliative care uses a team approach in order to meet not only physical needs but also the psychological, social, cultural, emotional, and spiritual needs of the patient and his or her family.

The palliative care unit at Elmhurst Memorial Hospital provides a quiet and supportive haven to patients and family members who require hospitalization. The unit consists of six private rooms and a patient/family lounge. Staff members of the palliative care unit are specially trained in symptom management and in helping patients and families consider long and short-term plans. Patient comfort is the highest priority.

For more information, call the palliative care unit at (630) 941-4525.

Transitional Care Center

The Transitional Care Center (TCC) provides an atmosphere of wellness and recovery to help with the transition from hospital to home. The patient care team's objective is to assist you throughout the recovery process so that you can return to a more independent lifestyle.

The TCC is a licensed, skilled nursing facility designed to provide the personal care and additional support that some patients need before returning home. Patients requiring skilled rehabilitation or restorative care may be admitted to the TCC with their physician's referral and order. Patients must meet certain admission criteria in order to be eligible for TCC. Your social worker and physician will be able to explain the admission process to you.

The TCC is fully certified for Medicare/Medicaid reimbursement, accredited by the Joint Commission on Accreditation of Healthcare Organizations, and is a Medicare/Medicaid certified, skilled nursing facility.

Counseling Services

Behavioral Health Services of Elmhurst Memorial Healthcare has a staff of highly trained psychiatric and substance abuse professionals including therapists, registered nurses and social workers who are supervised by a board-certified psychiatrist. In addition, a full array of physicians and medical professionals are available to patients during their treatment in order to provide holistic assessment and treatment.

You can reach the Behavioral Health Services Department by calling the Access Center's 24-hour phone line at (630) 941-4577.

Home Health Care/Hospice Services

Through Elmhurst Memorial Home Health, you can receive the same quality health care in your home that you received in the Hospital.

If you qualify, many of the services offered by Elmhurst Memorial Home Health/Hospice are covered by private insurance or Medicare. For more information, call (630) 530-1201 or speak with your doctor.

Care includes such services as:

Registered Nurses provide patient and family education as well as highly skilled medical and nursing care including IV therapy, monitoring vital signs, changing dressings, etc.

Rehabilitation Therapists provide physical, occupational and speech therapy to help patients recover functions they may have lost as a result of stroke, injury, surgery or other problems.

Social Workers assess the needs of patients and families in their home environment.

Home Health Aides provide personal care such as bathing, light housekeeping and assistance with exercise.

Hospice Care provides a multi-disciplinary approach to care for the terminally ill. Patients with a limited life expectancy of six months or less and who desire comfort care only may receive medical, nursing, psychosocial and spiritual support in their homes. Continuous bereavement support is also provided to families.

Patient Survey

In order to remain responsive to your needs and the needs of others, we would like to know about your experience while you are a patient. In the next several weeks, you may receive a call on our behalf from the Jackson Organization, an independent healthcare research firm that conducts random phone calls to our patients. The Jackson Organization will ask you some questions about your healthcare experience and the service that you received. Your individual responses

will be anonymous and will not be shared with any of our physicians or staff.

We hope that you will take a few minutes to answer the survey questions. Your evaluation and suggestions will help us improve our services and make the Hospital experience more pleasing for future patients.

If you would like to give more immediate feedback, call the Hospital PRIDE line at (630) 833-1400, ext. 15333. Thank you for your feedback.

Memorial or Remembrance Gifts

From time to time, patients or their families ask how they can financially acknowledge the role Elmhurst Memorial Hospital has played in their lives – whether it be the birth of a child or grandchild, recovery from a serious accident or illness, or the passing of a loved one. The Elmhurst Memorial Hospital Guild Remembrance Fund is one vehicle to use for such tax-deductible gifts. Checks should be made payable to the Elmhurst Memorial Hospital Guild Remembrance Fund, and sent to the Hospital's Development Department. For more information, please call ext. 14501.

Annual or Major Gifts

As a not-for-profit health care provider, all charitable contributions made to Elmhurst Memorial Hospital are tax deductible. For those who wish to acknowledge the Hospital on an annual basis or with a more substantial major gift or bequest, the Elmhurst Memorial Hospital Foundation oversees all charitable contributions. Checks should be made payable to the Elmhurst Memorial Hospital Foundation and sent to the Hospital's Development Department. For more information on making a gift or about donor recognition, please call ext. 14501.

Volunteer Services

Many rewarding and diverse opportunities exist for volunteering at Elmhurst Memorial Healthcare. If you'd like additional information or to become a volunteer, please call the Volunteer Services Department at ext. 41095.

Cafeteria Hours

The cafeteria is open during the following hours:

Monday through Friday:

Breakfast	6:30 a.m. to 10:30 a.m.
Lunch	11 a.m. to 2 p.m.
Snacks	2:30 p.m. to 4 p.m.
Dinner	4:45 p.m. to 7 p.m.

Saturday, Sunday and Holidays:

Breakfast	6:30 a.m. to 10 a.m.
Lunch	11:15 a.m. to 1:30 p.m.
Snacks	2 p.m. to 3:30 p.m.
Dinner	4:45 p.m. to 7 p.m.

Cellular Telephones

Cellular telephones may be used in designated areas only, as they may interfere with sensitive equipment used in patient care areas. Please note signage designating approved user areas. The nursing staff uses portable telephones with a different type of wireless technology that does not interfere with Hospital equipment.

Flowers

Patients may receive flowers in all patient care areas except the Critical Care Unit and Ambulatory Surgery. Flowers sent to patients must have their first and last name and room number. For floral inquiries, call ext. 41095, Volunteer Services Department.

Gift Shop

The Rose Tree Guild Gift Shop is staffed by volunteers and is located on the first floor at the Hospital's main entrance. The shop offers a wide variety of personal items, flowers, cards, candy, stationery, magazines and other boutique items.

The gift shop accepts cash, Visa, Mastercard, Discover, American Express and personal checks with the proper identification.

Gift shop hours are as follows:

Monday through Friday	9 a.m. to 8 p.m.
Saturday	9 a.m. to 4 p.m.
Sunday	Noon to 4 p.m.

Newspapers/Postage/Automated Teller Machine

Newspapers and postage stamps are available in the Gift Shop.

A public fax machine is located in the Outpatient Lobby next to the pay phones. Change machines are located in the vending area adjoining the Hospital dining room.

A mailbox is located outside the Hospital's main entrance, with pickup at 5 p.m. daily.

The Automated Teller Machine and pre-paid phone cards are located at the cashier's office in the main lobby.

No Smoking Policy

As an organization whose main interest is the health of the community, Elmhurst Memorial Hospital is a smoke- and tobacco-free campus. Smoking is prohibited in and around the Hospital, including in parking lots, in cars on EMH property, along pathways and on the surrounding sidewalks. This rule applies to Hospital employees, medical staff, visitors, outpatients and inpatients. Patients are encouraged to discuss with their physician a nicotine patch or other options while in the Hospital. Patients who smoke will be provided with information on smoking cessation.

Parking

Elmhurst Memorial Hospital provides patients and visitors free parking with supervision by a trained staff of protection officers. Lighted parking areas and a parking garage are located directly north of the Hospital's main entrance. Protection officers will escort visitors to their automobiles upon request. Stop by the reception desk at the front entrance of the Hospital and ask for an officer, or contact the Hospital operator and ask to have a protection officer paged.

Valet parking is also available at the Hospital's main entrance Monday through Friday. The cost of the service is \$3, with free accommodations for handicapped drivers. Vouchers are available in clinical areas for outpatients.

Elmhurst Memorial Hospital recognizes that interaction with visitors is an important part of a patient's care. Our visitor policy is intended to provide visitors with as much access to patients as possible while ensuring that patients have enough quiet time in which to rest.

Visiting Hours

Visiting hours are between 10 a.m. to 8 p.m., with exceptions when necessary. Visitors should check with the patient's nurse for special restrictions.

Each patient is allowed two visitors at a time. Children under the age of 12 are not permitted to visit patients unless special arrangements are made with the nursing personnel. We ask that visitors remain on the unit they are visiting and not enter other units or patient rooms. Visitors are welcome to access public areas on the first floor of the Hospital such as the gift shop, cafeteria and pharmacy during regular operating hours.

If an immediate family member/caregiver wishes to stay beyond 8 p.m., they must request approval from the patient's nurse. The nurse will provide the visitor with a temporary visitor pass, which must be worn at all times while on the unit.

Visitors who arrive at the hospital after 8 p.m. should obtain a temporary visitor pass from the Safety and Protection department located in the Emergency Department, prior to visiting the unit.

Because the health and well-being of our patients is our primary concern, visitors may sometimes be asked to leave a patient's room. The patient's nurse is responsible for monitoring the patient's condition and ensuring that visitors do not disrupt care.

Specific Visiting Hours and Information for Various Units:

Pediatric Unit

Parents have 24-hour visiting privileges. Brothers and sisters of any age may also visit if supervised by an adult. Patients may have other visitors age 12 and older between 10 a.m. and 8 p.m. daily. Only two visitors are allowed with a patient at any time, which includes the child's parents.

Critical Care Unit/Intermediate Care Unit (IMCU)

On the Critical Care and IMCU units, only two members of the immediate family may visit at a time. Critically ill patients may be visited with permission from the patient's nurse.

Oncology Unit (3-South)

Visiting hours are open in order to encourage families to take part in the patient's care. Children who do not have the flu, a cold or cough are allowed to visit patients for short periods if supervised by an adult.

Behavioral Health Services

All visitors must be over 18 years of age. Visiting hours are Monday and Friday from 7 p.m. to 8 p.m., Tuesday and Thursday from 1 p.m. to 2 p.m., and weekends and holidays from 2 p.m. to 4 p.m. Two visitors are allowed at a time.

Family Birthing Center

Visitors to the Family Birthing Center (FBC) follow the regular hours except for the patient's significant other, who has 24-hour visiting privileges. Family of a patient who has just delivered may visit up to two hours after the delivery at any time of day. Siblings of newborn infants may visit during regular visiting hours, but must be supervised by an adult other than the patient. No other children under the age of 12 are allowed to visit or wait within the FBC.

At Elmhurst Memorial Hospital, we want you to know your caregivers by name, so you can call on them with any needs or concerns. Each of your caregivers will wear a name tag at all times with their name and title on it.

Primary Caregivers

Your primary healthcare team is a small group of caregivers who are dedicated to administering and supervising your care. They work together as a team to coordinate your care.

Physician

Your medical care is under the direction of an attending physician who is an independent member of the Medical Staff at Elmhurst Memorial Hospital. Members of the Medical Staff are not employed by Elmhurst Memorial Hospital. He/she will order your examinations, tests, medications and treatments, and designate any physician consultants asked to see you.

Registered Nurse

Your registered nurse has the primary responsibility and accountability for your total nursing care. Your registered nurse plans and coordinates all of your nursing care and can administer medication ordered by your physician.

Patient Care Technician (PCT)

Your PCT performs selected patient care services and functions such as monitoring vital signs, changing dressings, and walking or transporting patients. In some cases, PCTs may draw blood, give EKGs and provide respiratory care. Your PCT will observe and report any changes in your condition and environment to your registered nurse.

Supporting Caregivers

Depending upon your illness or condition, other healthcare professionals with specialized expertise may consult with your primary healthcare team regarding your plan of care.

Mental Health Associate (MHA)

Your MHA performs selected patient care services and functions as described for the PCT. In addition, the MHA provides emotional support and behavioral interventions for you and the other patients on the unit. The MHA will lead patient education groups and help to maintain a safe, supportive environment.

Chaplain/Pastoral Care

The Pastoral Care team is available 24 hours a day to provide spiritual and emotional support for you and your family. Hospital chaplains, on-call chaplains and chaplain residents may also assist you in contacting your own clergyperson and in providing for your special sacrament, religious or cultural needs.

Dietitians

Dietitians work with your physician and your family to provide a diet that fits with your treatment plan. They are available to provide information about your plan, help you in planning long-range nutrition goals, and arrange for nutritional services counseling after you leave the Hospital.

Pharmacists

Pharmacists review and check medication orders, and advise physicians and nurses about their use. They may also provide medication information to you and your family during your stay.

Activity Therapist (AT)

Activity therapists assess your activity status and develop a plan of care to enhance the quality of your daily activities. ATs are trained in recreation therapy, art therapy and music therapy. ATs lead activity therapy groups daily.

Respiratory Care Practitioners

Respiratory care practitioners provide a full range of services to assist physicians and the healthcare team in diagnosing and treating individuals with heart and lung-related needs. The respiratory care practitioners assess, monitor, treat and educate patients about their respiratory illness.

Case Managers

The case management team will assist you and your family in discharge planning. In addition, they can assist you in coping with the stress and day-to-day problems that accompany an illness. They can provide you with social, emotional, financial and family support in the Hospital and can refer you to community support networks and resources.

Volunteers

Volunteers donate their time and talents to provide you with a number of personal services. Please let them know how they can make your stay more comfortable by calling ext. 41095.

Behavioral Health

Behavioral Health Services staff includes therapists, registered nurses and social workers who are supervised by a board-certified psychiatrist. In addition, a full array of physicians and medical professionals are available to patients during their treatment in order to provide holistic assessment and treatment.

Rehabilitation Services

A physician may ask Rehabilitation Services to evaluate a patient after an injury or illness and to design an individual treatment program to enhance needed skills. This program will emphasize the patient's safety and aid the patient in reaching their fullest potential in order to return to the community/home. The Rehab Team encompasses the following professionals:

Physical Therapy

Physical Therapists provide evaluation and treatment programs designed to address issues such as: endurance for walking, walking on level surfaces, walking up and down stairs and ramps, and performing standing, functional activities. Home exercises and safety recommendations will be provided as needed.

Occupational Therapy

Occupational Therapists enhance the patient's ability to perform self-care tasks such as dressing, bathing, cooking, homemaking—increasing the patient's ability to transfer to various surfaces safely and independently (such as car, tub, toilet), and by increasing hand and arm function (through strengthening, coordination or range of motion exercises).

Speech-Language Pathology

Speech-Language Pathologists evaluate and treat communication disorders (patient's ability to understand, speak, problem solve, and remember) and swallowing disorders (inability to safely swallow food and drink). Treatment plans for swallowing disorders will include recommendations for appropriate diet consistencies and swallowing techniques.

Elmhurst Memorial Hospital is committed to treating anyone in need of medical care, regardless of their ability to pay. We are committed to providing the finest quality care at reasonable cost. Elmhurst Memorial Hospital accepts Medicare, Blue Cross, commercial insurance, HMOs, PPOs, POS plans and Illinois Public Aid. Charges are applied to your account as services and supplies are provided. All charges are added on a daily basis in accordance with your physician's orders. This includes all medications and procedures such as laboratory testing, x-rays, surgery, physical therapy, etc.

Whether or not you have insurance, you may be responsible for a portion of your Hospital bill. If you need to make payment arrangements, please contact a financial counselor at ext.(s) 44613, 44614 or 14508. Payment deductibles and co-insurance are due at the time of service.

Commercial Insurance

At the time of admission, your eligibility and benefits will be verified with your insurance company. If you have commercial insurance, Elmhurst Memorial Hospital bills are assigned primary and secondary insurance carriers directly. We also follow up with insurers after a claim has been submitted to ensure that the bill is processed.

Medicare

Inpatients who are admitted with Medicare coverage are responsible for the deductible and co-insurance amounts in accordance with federally established rates. Patients are required to pay 20 percent of the cost of services from emergency physicians, pathologists and cardiologists. Elmhurst Memorial Hospital will bill supplemental insurance for amounts not paid by Medicare. During the course of your outpatient visit to Elmhurst Memorial Hospital, several physicians may be participating in your care. As a result, you may receive separate bills from these groups in addition to the Hospital's billing.

Managed Care (HMO, PPO, POS & other Managed Insurance Products)

Elmhurst Memorial Hospital has contracts with many managed health care plans to provide services at a pre-negotiated rate. To maximize the full extent of your benefits under these health insurance plans, you must be referred and receive treatment from participating contracted physicians. Also, you are responsible for securing the necessary authorizations. Physicians are independent members of the EMH Medical Staff. They are not employees of EMH. It is your responsibility to ask all physicians providing your healthcare if they participate in your health plan. Penalties and benefit reductions are possible for failure to comply with your insurance carrier's particular procedures and network. We recommend that you confirm these items with your employer, insurance company and physician(s) prior to admission.

Medicaid

Patients admitted under this state-administered program are covered for all services with a responsibility for a co-payment in accordance with established annual rates and deductible guidelines.

Self-pay

If you do not have insurance coverage or are otherwise self-paying, you will be contacted by a financial counselor. The counselor will conduct a thorough review of your financial situation in order to determine what financial options exist. All possible avenues of funding will be explored including state and federal government assistance, different payment plans and qualification for charity care.

If You Have a Question

If you have a question about your Hospital bill while you are still a patient in the Hospital, please call a financial counselor at ext.(s): 44613, 44614, 14508.

Financial counselors are available:

Monday through Friday 8 a.m. to 7 p.m.
If you have a question about your Hospital bill after you've gone home, please call a patient business representative at (630) 993-5730, from 9 a.m. to 4 p.m., Monday through Friday.

Elmhurst Memorial Hospital respects the following rights and responsibilities of its patients and is committed to providing these rights to every patient.

Patient Rights

- You have the right to respectful and considerate care and treatment.
- You have the right to have access to treatment or accommodations that are available and medically indicated without consideration as to race, color, creed, national origin, handicap or the nature of the source of payment for your care.
- You have the right to appropriate assessment and management of pain.
- You have the right to privacy concerning your medical care.
- You have the right to expect that all communications and records pertaining to your care will be treated as confidential.
- You have the right to know, by name, the physician who is primarily responsible for providing your care.
- You have the right to communicate with the physician responsible for your care to receive from him or her information concerning the diagnosis, nature and extent of your medical problem. In addition, you have the right to be informed of the nature and purpose of any procedure that is to be performed, who will perform the procedure, the medically significant risks associated with the procedure, the reasonable alternatives and their accompanying risks and benefits.
- You have the right to make decisions about your plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care to the extent permitted by law and Hospital policy, and to be informed of the medical consequences of this action.
- You have the right to have your personal values and beliefs respected and to exercise your cultural and spiritual beliefs in a manner which does not interfere with the care and treatment of you or other patients.
- You have the right to designate another individual to make medical decisions for you if you are unable to do so through an advance directive such as a Living Will or a Durable Power of Attorney for Health Care.
- You have the right to review the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- You have the right to request a consultation.
- You have the right to decide whether to participate in a research project after receiving a full explanation.
- You have the right to know if your request for services cannot be reasonably provided by the Hospital. If you request to be transferred to another facility, you have the right to receive information and an explanation concerning the need for and alternatives to such a transfer. If it is medically safe to transfer you, and the facility to which you have requested a transfer has accepted you, the Hospital will assist in transferring you to that facility.
- You have the right to have visitors in accordance with the Hospital's visitor policy.
- You have the right to be informed of the Hospital's rules and regulations.
- You have the right to discuss your concerns about the Hospital's services with the Vice President of Patient Care Services.
- You have the right to a consultation concerning ethical issues that affect your care and treatment.

Ethics Consultation

Making treatment decisions has become more and more complex in our increasingly technological age. Maintaining and supporting your partnerships with your health care providers is one of our primary goals. If you have questions and/or concerns, we encourage you to discuss them with your physician or nurse. An Ethics Consultation Team is available to assist in difficult situations.

Advance Directives

The patient Self-Determination Act of 1991 protects your right to make decisions about your health care, even when you are no longer capable of communicating those decisions to your family, physician, or other health care providers of the Hospital. There are two common types of advance directives that are recognized in the State of Illinois. They are the Living Will and the Durable Power of Attorney for Health Care.

A Living Will is a document which, put simply, states that in the event that your condition is deemed to be terminal by your primary care physician, you do not want any death delaying procedures to be done.

A Durable Power of Attorney for Health Care is a document which allows you to choose an agent—someone who will speak and make decisions for you when you are no longer able. You can also make specific choices as to the types of care you may or may not want, to help guide your agent and physician.

During your admission process, your nurse will ask you if you have completed one of these documents. If so, we will need a copy to place on your chart. If not, and you are interested in more information and/or assistance in completing one of these documents, a member of our Social Services Department will be contacted to meet with you.

Patient Responsibilities

You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health and to report unexpected changes in your condition to the responsible practitioner. You also have the responsibility for asking questions if you do not understand a medical or nursing action or do not understand what is expected of you.

You have the responsibility for following the treatment plan recommended by the practitioner responsible for your care.

This may include following the instructions given by nurses and other Hospital personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.

You have the responsibility for following all Hospital rules and regulations.

You have the responsibility for being considerate of the rights of other patients and Hospital personnel and for assisting in the control of noise and number of visitors. You are responsible for being respectful of the property of other persons and of the Hospital.

Directions to Elmhurst Memorial Hospital

From the North: on I-294 South (Tri-State Tollway)

Take I-290 West exit, stay right and immediately take exit 13B onto Route 64-West (North Avenue). Drive west on North Avenue under bridge, turn left at first light (Berbeau Ave.). Continue two blocks south on Berbeau. You will see the Hospital parking lot on your right.

From the East: on I-290 West (Eisenhower Expressway)

After Mannheim Road exit, stay in the right two lanes (on I-290 West/to Rockford). Then take exit 13B onto Route 64-West (North Avenue). Drive west on North Avenue under bridge, turn left at first light (Berbeau Ave.). Continue two blocks south on Berbeau. You will see the Hospital parking lot on your right.

From the West: on I-88 (East-West Tollway)

Exit onto I-294 North, stay in the right lane and exit immediately onto I-290 West. Then take Exit 13B onto Route 64-West (North Avenue). Drive West on North Avenue, under bridge, turn left at first light (Berbeau Avenue). Continue two blocks south on Berbeau. You will see the Hospital parking lot on your right.

From the South: on I-294 North (Tri-State Tollway)

Exit onto I-290 West. Then take Exit 13B, Route 64 West (North Avenue). Then take exit 13B onto Route 64-West (North Avenue). Drive west on North Avenue under bridge, turn left at first light (Berbeau Ave.). Continue two blocks south on Berbeau. You will see the Hospital parking lot on your right.

Telephone System

Please note: Your room number may differ from your telephone number. Your number is listed on your telephone. To make telephone calls to a number outside the Hospital: dial “9”, listen for the dial tone, then dial the number you wish to reach. Calls are toll free to telephone prefixes in the 312, 630, 708, 773, 815 and 847 area codes. All other calls must be placed either by calling card, collect, or billed to your home telephone number.

Calls cannot be charged to your Hospital phone. To call National Directory Assistance: dial “9”, then 411.

Incoming calls are restricted from 10 p.m. to 7 a.m. daily.

The Hospital has an automated phone system. If calling from a touch-tone phone, the caller can reach you more quickly by following the directions on the recording. If the caller is not using a touch-tone phone, they will automatically be put through to an operator. For a quick connection, the caller should give the operator the patient’s name, room and bed number.

Telephone Directory

These numbers are the extensions you may dial from your patient room. All numbers can be reached from outside the Hospital by dialing (630) 833-1400, and asking the Hospital operator for the extension.

Admitting/Registration	14546
Cardiac Rehabilitation	41246
Cardiac Rehabilitation – Center for Health...	77026
Cashier	44650
Class Registration	27878
Food and Nutrition Services	44918
Gift Shop	44926
Home Health	73624
Housekeeping	44680
Information Desk.....	41070
Medical Records	41380
Operator	0
Pastoral Care	14529
Pharmacy	44700
Physician Referral	27878
Public Relations	35600
Security	41500
Social Services	44691
Television Services	44444
Volunteer Services	41095

Television System

Basic television service is provided to you free of charge. Elmhurst Memorial Hospital TV system includes the local network affiliates for ABC, NBC and CBS, as well as WGN and FOX TV. Several cable television stations are provided including the following:

CNN, Lifetime and Discovery Channel.

Elmhurst Memorial Hospital TV Channel Line Up:

Broadcast Channel	Hospital Channel
WBBM – (2) CBS	2
IND (62)	3
WGBO (66)	4
WMAQ (5) NBC	5
PBS (20)	6
WLS (7) ABC	7
WPWR (50) UPN	8
WGN (9)	9
WICU (26)	10
WTTW (11) PBS	11
WFLD (32) FOX	12
TFT (60)	13
WSNS (44)	14
AMC (American Movie Classics)	17
EMHC In-House Channel	18
C-Span 2	21
Bloomberg TV	22
TNT	25
Animal Planet	26
Discovery Channel	27
Fox News	28
TBS	29
Learning Channel	30
Weather Channel	31
Fox Sports	32
Cartoon Network	33
Headline News	34
CNN	35
USA Network	36
ABC Family Channel	37