

Welcome to Ingalls Memorial Hospital



Patient Information Guide

One Ingalls Drive • Harvey, IL 60426
708.333.2300 • www.IngallsHealthSystem.org
TTY: 1.800.526.0844



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Mission Statement

Our mission is to improve the health of the communities that we serve.

**Clinical Excellence.
National Recognition.**



Ingalls More than a community hospital.

Welcome to Ingalls Memorial Hospital

Since 1923, doctors, employees and volunteers at Ingalls have been caring for our community.

At Ingalls, each of us is committed to caring for the whole person, not just treating your illness. We believe in treating you with respect and dignity. We believe in keeping you informed every step of the way. And, we believe in giving you the very best care possible. In fact, you can count on Ingalls for all your healthcare needs. Our expertise extends far beyond the walls of Ingalls Memorial Hospital to high-tech medical services and home care in neighborhoods throughout the South Suburbs.

We understand that you want to feel secure in the healthcare you choose for yourself and your family. You can feel secure in choosing Ingalls, where more than 460 doctors, 2,615 employees, and 190 volunteers dedicate themselves to caring for you.



If we can improve our care or service in any way, please let us know.

Kurt E. Johnson

President and Chief Executive Officer
Ingalls Health System

Important Telephone Extensions

If you need to call any of these numbers from outside the hospital, dial area code (708) 915 and then the four-digit extension.

Central Scheduling	3333
Corporate Compliance Hotline	5678
Finance/Billing Information	6045 or 708.333.1100
HIPAA Privacy Hotline	6789
Hospital Administration	6100
Illinois Relay Center.....	(TTY) 1.800.526.0844
Ingallnook Gift Shop.....	5135
Ingalls Care Connection (Physician and Health Services Referral).....	6847Or 1.800.221.2199
Ingalls Home Care	6300
Ingalls Hospice.....	6300Or 708.331.1360
Ingalls Retail Pharmacy (Outpatient)	4300
Lost and Found	5833
Pastoral Services	5781
Patient Representative	5112
Privacy Officer Hotline	6789
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In case of a personal medical emergency while in the hospital:

Ingalls encourages patients and their families to get help immediately if the patient's condition seems to be getting worse. The quickest and best way to get help is to call your nurse. Use your call light and state that you need immediate assistance. If your nurse or other staff members are not readily available, you may call the Ingalls Operator at ext. 77 for immediate assistance.

Quick Answers to Some Frequently Asked Questions

Parking

Free visitor parking is available east of the hospital in Outpatient Parking Lot J and in Parking Lot H, across the street from the main lobby parking lot. Both lots are accessible from 156th Street. For those going to the Emergency Department or the North Building, parking is available at 155th and Wood Streets, in front of the North Building.

- Visitors are also welcome to use the four-level parking garage on 156th and Wood Streets. There is a nominal charge for parking in the garage.
- Escorts are provided at anytime, day or night, by calling Security at ext. 5832.

General Visiting Hours

When visiting family or friends, please stop by the information desk in the main lobby to pick up a visitor pass. No more than two visitors are allowed in the patient's room. Visitation is limited to individuals who are 12 years old and older. Please note that latex balloons are not allowed in the hospital. Also, car seats are not allowed in the Labor and Delivery rooms.

- General Visiting Hours
9 a.m. to 9 p.m. daily.

Many hospital units have special visiting hours to best meet the individualized needs of our patients. These include: Comprehensive Rehabilitation (North Building), Psychiatry (Wyman Gordon Pavilion), Cardiac Surgery Unit, Intensive Care Unit/Critical Care Unit (ICU/CCU), Maternity Suites and Pediatrics. Ask your caregiver about special visiting hours in your area.

No-Smoking Policy

Ingalls is a “no smoking” facility for the health and safety of all our patients and visitors.

Food and Beverages

Patient meals are served three times daily. Breakfast is served between 6:45 and 9:30 a.m.; lunch, 10:45 a.m. to 1 p.m.; and dinner, 4:15 to 6 p.m.

Visitors may dine in the “South Sider” Café, located on the first floor of the West Building, Monday - Friday from 6:30 a.m. to 6:30 p.m., and Saturday and Sunday from 10:30 a.m. to 6 p.m.*

Guest meals are available in patient rooms at a nominal cost and may be ordered in advance from Food and Nutrition Services at ext. 4447 or from the cashier in the South Sider Café.

*Closed daily: 4 to 4:30 p.m.

Services for the Deaf and Hard-of-Hearing

Interpreters for the deaf, and auxiliary aids, such as telephone amplifiers and TTY phones, are available for deaf and hard-of-hearing patients and their families and surrogates. Interpreters are available at no charge to the patient or family. If you need any of these services or devices please ask any staff member. For questions or concerns about interpreter services dial "0" and ask for Hospital Administration, or the Administrative Coordinator nights and weekends. Deaf or hard of hearing may call 1.800.526.0857 (voice) or TTY Illinois Relay Center: 1.800.526.0844.

Language Assistance

Patients, family members, and surrogates who do not speak English, or who have limited English abilities, may ask for translator services. Such services will be provided at no charge to the patient or family. Translators are available either on-site or on the telephone 24 hours per day. If you need language assistance please ask any staff member.

Gift Shop

The Ingallnook Gift Shop, located in the main lobby, offers an array of gift items, magazines, personal care items, snacks, greeting cards and children's toys. The Gift Shop is open Monday - Friday from 10 a.m. to 7 p.m., Saturday from 10 a.m. to 4 p.m., and Sunday from 1 to 4 p.m.

Security

Ingalls has a staff of security officers on duty 24 hours a day. If you need assistance, please call Security at ext. 5832.

Telephone Service

To place a call to neighboring communities, dial 9, then the telephone number. For calls within the hospital, simply dial the four-digit extension number.

For calls outside our community, long distance, collect or credit card calls, you will be asked to provide your calling card number, home telephone number or the number you wish the call to be billed to.

Ingalls offers amplifier handsets and a TTY phone to deaf or hard-of-hearing patients at no extra charge.

All incoming calls should go through the hospital main number, 708.333.2300. TTY Illinois Relay Center at 1.800.526.0844.

Chapel/Pastoral Services

If you have a religious or spiritual request, you may call the chaplain's office at ext. 5781, or ask your nurse to contact the chaplain for you.

Our non-denominational chapel, located off the main lobby, is always open. Mass is celebrated on Saturdays at 7 p.m.

Educational Sessions

An informed patient makes a speedier recovery.

Ingalls conducts patient education sessions that you may find of interest. Contact your caregiver, or call Ingalls Care Connection at 1.800.221.2199 for additional information.

Photography, Recording, and Videotaping

Staff and physicians reserve the right to prohibit photography, recording, or videotaping at any time to assure optimal and safe care of all patients.

Environmental Safety

Ingalls is committed to providing a safe environment to meet all patient care needs. To achieve a safe environment, the hospital does not tolerate any physical violence, threat of physical violence, verbal threats, harassment, or intimidation from any patient, visitor, or employee.

Any violent or threatening action will be responded to swiftly. Ingalls reserves the right to use any security or law enforcement measures which are necessary to protect its environment, patients, visitors, and employees.

Discharge Information

Discharge time is 11 a.m. When your doctor writes the order for you to return home, our staff will begin to prepare your after-care instructions and assist you to pack your belongings.

Your Ingalls Care Team

Overseeing all aspects of your care and working closely with your doctors is your Registered Nurse. Our registered nurses have completed special training to meet your healthcare needs. They are assisted by several other types of caregivers.

Your Clinical Associate serves as your nurse's partner in care, helping to meet your needs and requests.

Your Patient Nutrition Representative serves your meals.

The Unit Secretary answers your call light and directs your request to the appropriate caregiver. Please use your call light to alert us of your needs.

Your Care Coordinator works with your registered nurse and doctors to coordinate your hospital plan of care, education, referrals and any care or services needed after you are discharged.

Legal Notice to Patients

Physicians are not employees or agents of the hospital

The physicians providing services to you at Ingalls, including but not limited to, your personal or attending physician, emergency room and urgent aid physicians, radiologists, pathologists, anesthesiologists, on-call physicians, hospitalists, consulting physicians, surgeons, obstetricians or gynecologists, and allied health care providers working with those physicians, are not employees or agents of Ingalls, but are independent medical practitioners who have been permitted to use Ingalls for the care and treatment of their patients. Your physicians will bill you separately for their services. You have the right to choose your own physicians and the right to change physicians at any time.

Your Rights and Responsibilities as a Patient

We consider you a partner in your hospital care. When you are well-informed and communicate openly with your caregivers, you help make your care even more effective.

We believe that as a patient at Ingalls, you have the right to:

- Be told what care and treatment you will have
- Agree or disagree with your plan of care
- Say no to care and treatment you do not want
- Be treated with personal dignity, privacy, respect, security, safety, confidentiality, and compassion
- Complain about your care and treatment, without worrying that your care will be affected
- Have your pain assessed and treated
- Have your written wishes followed when you cannot speak for yourself
- Have your end-of-life wishes followed, including your wishes regarding organ donation
- Have religious or spiritual care if you want it
- Get protection and an advocate if you think you may be abused or neglected
- Be protected if you are involved in a medical research program

So we can provide a healthy and healing hospital stay for you, we ask that you:

- Tell us as much about your medical condition as possible, such as medicines you take, other illnesses you have had, what health problems you have now, and if you have been in a hospital before
- Ask questions about anything you do not understand, or anything you want to know more about
- Follow the care plan that you and your doctors decide is right for you, and tell someone if any part of the plan concerns you
- Understand that if you do not follow your care plan you are responsible if your medical condition does not get better, or gets worse
- Follow our hospital rules and show respect for other patients, families, and staff
- Pay your bills or ask about financial help if you need it

As a patient at Ingalls, you have the responsibility to:

- Provide us with complete and accurate information about your health status
- Tell your doctor or nurse of changes in your condition
- Tell your doctor or nurse of unrelieved pain
- Participate in your own personal safety by following instructions given to you
- Make sure your doctor, nurse or other healthcare worker confirms your identity before they administer any medication or treatment
- Thoroughly read all medical forms and make sure you understand them before you sign them. Ask your doctor or nurse to explain anything you don't understand
- Tell your doctors and nurses about allergies you have or negative reactions you have had in the past
- Inform us if at any time you do not understand information regarding your care
- Follow hospital policies
- Be considerate of other patients and their families
- Respect your Caregivers, including your doctor, nurse, clinical associate, and care coordinator

Living Will and Durable Power of Attorney

If you become temporarily or permanently unable to make decisions regarding your healthcare, there are legal steps you can take ahead of time to ensure that your wishes are followed. The Living Will and Durable Power of Attorney for Healthcare are documents that allow you to write down your wishes. These documents allow your family, friends and healthcare providers to carry out your wishes if you are unable to do so. See the section on “Planning Ahead” in this handbook (pages 19-24).

Organ/Tissue Donation

If you would like information about organ/tissue donation, please ask your registered nurse.

Confidentiality

Every possible safeguard is taken to ensure that all communications and records regarding your medical condition and course of treatment are held confidential. We comply with federal HIPAA regulations to protect the privacy of your health information. See the Joint Notice of Privacy Practices (page 25). Concerns about privacy and confidentiality may be reported to your registered nurse or the Privacy Officer on the HIPAA hotline ext. 6789.

During Your Stay at Ingalls

We want to make your hospital stay is a safe and comfortable one. For your convenience, we offer the following services and amenities.

Room Accommodations

Many of our patients prefer a private room. Although they are not always readily available, we will make every effort to transfer you to a private room as soon as one becomes available.

Overnight Guest Stay

If you wish to have a family member spend the night, you may make arrangements with your registered nurse.

Pet Therapy

To help you recover more quickly, we may allow visits from your pet. Seeing-eye dogs are allowed inside the healthcare facility with special guidelines. Please talk to your registered nurse or care coordinator to make arrangements.

Newspapers

You may purchase a newspaper from the gift shop after 10 a.m.

Safekeeping of Personal Property

If possible, please send your valuables home for safekeeping. If you are

unable to do so, your valuable items may be deposited free of charge with our cashier until you are discharged. Sorry, we are unable to store keys, pagers, or cell phones. Call the cashier's office at ext. 6013 to make arrangements to store your valuables, or, after hours, call Security at ext. 5833.

Lost and Found

To claim or report missing items, call Security at ext. 5833, 24 hours a day. Please be advised that Ingalls is not responsible for lost belongings.

Patient Satisfaction Surveys

Shortly after you've returned home, you may receive a telephone call from Professional Research Consultants (PRC) requesting your participation in Ingalls' patient satisfaction survey. The survey will assess your perception of the services provided to you and the care you received. We hope that you will take a moment to speak with our representative. Your comments are important and help us improve our care.

Now That You're Going Home

It is important to consider and arrange for services you may need after you are discharged. Your registered nurse and case manager will assist you in developing a personalized discharge plan. Should you need additional care, a full range of healthcare services is available.

Ingalls Home Care

With your physician's authorization, Ingalls Home Care can provide you with skilled nursing care, infusion therapy, physical, speech and occupational therapies, counseling, personal care services, diet or medication education, or any other needed medical service – in the comfort and privacy of your own home. Homemaker and companion services are also available. Call Ingalls Home Care at ext. 6300, or ask your registered nurse or case manager for assistance.

Ingalls Hospice

Our hospice program serves patients who have a life-threatening illness by providing comfort, care and support to patients and their loved ones. For more information about our inpatient or at-home hospice programs, call ext. 6300.

Outpatient Nutrition Counseling

Registered dietitians are available to help meet your nutritional requirements through our outpatient nutrition counseling program. For your convenience, this service is located at the hospital and at the

Ingalls Family Care Center in Flossmoor. Call ext. 5718 for more information or to schedule an appointment.

Ingalls Outpatient Diabetes Management Center

Certified and specially trained diabetes educators are available to assist you in controlling your diabetes. The service is provided at the Ingalls Family Care Centers in Calumet City, Tinley Park and Flossmoor. To schedule an appointment or to learn more about our services call ext. 7533.

Ingalls Retail Pharmacy

For your convenience, you can have your prescriptions filled at our Retail Pharmacy, located on the first floor in the Professional Office Building, before you are discharged. We are open Monday - Friday from 8 a.m. to 7 p.m. and Saturday from 9 a.m. to 3:30 p.m. We are closed Sundays and holidays. Have your physician call ext. 4306 to have your prescriptions filled, or have your nurse fax us your prescription at ext. 2095. We accept cash, check or credit cards, and most third-party insurance plans. You can also visit us at our Tinley Park and Flossmoor locations.

Medical Records

You may access, request amendment to, and obtain information on disclosures of your health information as permitted within the limits of the law. If you need a copy of your confidential medical record, please call our Medical Records Department at ext. 6201. To protect your privacy, we require a completion of an authorization form, available in the department. A nominal fee is charged for copying your record. Please allow five days for processing.

Financial Information and Billing

Your financial service representative is prepared to assist you in understanding your insurance benefits and making arrangements for charges not covered by insurance. For your convenience, Ingalls accepts payment by Blue Cross/Blue Shield, Medicare, Medicaid, Champus and many managed care plans (HMO/PPO). The financial representative will also be able to assist you if you believe you may be eligible for Ingalls Charity Care Program. For payment of balances, we honor MasterCard, Visa, American Express and Discover for an amount equal to your available credit limit. The cashier's office is located near the main lobby and is open Monday - Friday from 8 a.m. to 4:30 p.m. The office is closed Saturday, Sunday and holidays. Call ext. 6013.

Professional Fees

Physicians are not employees or agents of Ingalls. They are independent medical practitioners who have been permitted to use Ingalls' facilities for the care and treatment of their patients. Some physicians (included but not limited to your anesthesiologist, pathologist, radiologist, and

emergency room physician) may not be participating providers in the same insurance plans and networks as the hospital and may not be under contract with your health plan. Patients may have a greater out-of-network financial responsibility for services provided at the hospital by physicians who are out-of-network with the patient's healthcare plan. Physicians bill separately for their services.

Ingalls Senior Life

Ingalls Senior Life is a free membership program designed to promote a healthy, active, independent lifestyle for adults age 50 and older. Members are entitled to a variety of services and discounts, including a free heart risk appraisal, prescription discount card, educational programs, assistance with insurance benefits and referrals, and much more. Call ext. 6885.

Ingalls Volunteer Services

Becoming a volunteer begins with a genuine interest in helping others. Men and women of every age and walk of life are welcome to share their talents. As a volunteer, you not only receive great satisfaction in helping others, but you also have an opportunity to learn new skills and make new friends.

If you enjoy giving of your time and energy to help others, then volunteering is for you! For more information on joining the volunteer program at Ingalls, call 708.915.5214 today.

Focus on Patient Safety

At Ingalls we are committed to providing safe healthcare to all our patients. We believe that everyone plays an important role in patient safety, including the physicians, nurses, technicians, and YOU!

What are we doing to improve patient safety?

Ingalls actively works to improve patient safety by requiring that all patients have an identification armband placed on them upon admission to the facility.

During your stay you can expect:

- Your care team will check your armband each time they give you a medication. This also includes IV (intravenous) medications.
- Staff will ask you to identify yourself, or have your surrogate or agent identify you, when going to tests and procedures.
- When having blood work performed, the labels will be checked against your armband before the blood is drawn, and all tubes will be labeled before leaving the bedside.

- If you are scheduled for surgery or an invasive procedure, we will ask you to confirm your procedure and site and sign a consent for the procedure. Your surgical or invasive site may be marked prior to your procedure.

How can you, as a patient, help?

The patient, or your surrogate or agent, plays a vital role in patient safety. It is important that you participate in planning your care with your physician and nurses. This includes:

- Ask questions when you do not understand what is going on.
- Make sure your physician knows what medications you are currently taking. This includes prescription and over-the-counter medications, as well as dietary supplements such as vitamins or herbs.
- Make sure your care team knows about any allergies you may have had to medications, food, latex, etc.
- Verify with your caregivers that they have washed their hands prior to providing care for you.
- Offer to show your armband to staff when they enter the room.
- Ask staff to explain what they are doing and why. Keeping informed of your plan of care has shown to be very helpful in improving patient safety.

Ingalls strives to provide quality, safe patient care. Please let us know how we are doing. If you have any comments or concerns about patient care or safety, please ask to speak to the department manager or a hospital administrator. Dial 0, and our hospital operator can connect you.

Patient Complaints

While Ingalls strives to provide care and service that satisfies all of our patients and families, we realize that sometimes our service will not meet your expectations. We want to know when you are not satisfied, or what we can do to make your stay better. To reach prompt resolution of patient or family complaints we have several options available. The quickest and most direct way to resolve your concerns is to contact your nurse. If for some reason your concerns are not addressed to your satisfaction, you may contact the Patient Representative at ext. 5112, or the Vice President of Patient Care Services at ext. 4490. We also have available a Corporate Compliance Hotline at ext. 5678 (reporting may be anonymous) and a HIPAA Privacy Officer Hotline at ext. 6789 (reporting may be anonymous). You may also call the Risk Management Department at ext. 6359.

Ingalls has a Complaint Management process that is in compliance with both state and federal law. If you feel that your concerns have not been met by using the options listed above, you may make a formal written or verbal grievance with the Patient Representative. Your grievance will be

investigated and you will be notified of the outcome. Our goal is to work collaboratively with you, your family or your surrogate to resolve your concerns. Please know that you will not be subject to any discrimination or retaliation for filing a complaint or grievance.

Outside organizations that receive complaints from patients regarding hospital care are the Illinois Department of Public Health at 1.800.252.4343 and Det Norske Veritas (DNV) at 1.866.523.6842 or at hospitalcomplaint@dnv.com.

A Hearty Welcome From the Food & Nutrition Services Department

Basic Information for Our Most Commonly Ordered Diets

- If you are **NPO**, or **NOTHING BY MOUTH**, you will not receive food or beverages. This diet may be ordered for you prior to or after your surgery, test, or procedure.
- **A CLEAR LIQUID DIET** consists of liquids such as juice, broth, water, ice, jello, coffee, or tea, and may be ordered before or after your surgery, test, or procedure.
- **A FULL LIQUID DIET** consists of all items allowed on the clear liquid diet with the addition of milk products (pudding, milk, ice cream) and cereal. It is a transition diet until solid foods can be tolerated/allowed.
- **SOFT DIETS** are limited in “gaseous” vegetables such as broccoli, cauliflower, onions, peppers, fresh fruits and raw vegetables. This diet is often prescribed post-surgically after a full liquid diet is tolerated.
- **A SODIUM RESTRICTED DIET** is a diet restricted in salt. A spice packet will be provided to enhance the flavor of your food. This diet is generally used in treatment of high blood pressure or fluid retention.
- If you are on a **LOW FAT, LOW CHOLESTEROL, LOW SODIUM DIET**, your food will be prepared low in salt, with less than 300mg of cholesterol and 30% fat. It is the standard diet prescription on the cardiac/heart floor in treatment of cardiac disease.
- **DIABETIC DIETS** will be prepared according to the caloric level ordered by your doctor and are limited in simple sugars and sweets. A sugar substitute packet will be provided to add sweetness to your food.
- **RENAL DIETS** are low in salt and potassium, with limited protein and possibly fluids. This is generally ordered for treatment of kidney disease.
- **A GENERAL DIET** allows for all foods on the menu, with no restrictions.

For individual diet appointments after discharge, call **708.206.0072**.

For individuals with diabetes who desire more information or counseling regarding diabetes care or diet, call **915.7533** after discharge.

Prevention and Control of Infections

Ingalls Memorial Hospital takes your health concerns very seriously. We have specific guidelines to help stop the spread of germs among patients, visitors, and staff. Because we all play a role in preventing the spread of infections, we ask for your support in promoting a safe and infection-free environment for everyone.

Information for Patients and Visitors

Hand hygiene is the single most effective way to prevent the spread of infection within the hospital and community. Protect yourself from infectious diseases by performing hand hygiene before you eat, after using the restroom and frequently throughout the day. The Center for Disease Control (CDC) recommends the use of alcohol-based foam or gel for routine hand hygiene within the hospital. There is an alcohol-based gel dispenser located in every patient's room for our patients, visitors, and staff. An alternative to the alcohol-based gel is to wash your hands with antimicrobial soap and water.

Infection Control Guidelines for Visitors

- Wash your hands or use the alcohol-based gel before you enter the patient's room. Repeat the same process when leaving the patient's room.
- Please do not visit if you are ill with a fever, rash, diarrhea, cough, and/or sore throat.
- Live flowers or plants are discouraged in Critical Care Units.
- Please use the public restrooms located on each unit/department.

Restriction of Visitors in Isolation Rooms

- Wash your hands or use the alcohol-based gel before you enter the patient's room.
- Repeat the same process after you remove your gloves/gown and when leaving the patient's room.
- You may be asked to wear gloves, gown, and/or a mask if the patient is in isolation. Check with a nurse before entering the room.
- Please do not place your purse or other personal belongings on the floor or patient's bed.
- Check with a nurse if you have any questions regarding infection prevention.

Preventing the Transmission of Infectious Diseases

The following methods are used in the healthcare facility to prevent and control the spread of infectious diseases among people:

Hand washing with soap and water

Hands carry all types of germs and are the most common carriers of germs. Hands become contaminated with germs whenever you touch skin and saliva, blood and body fluids, stool or wounds, dressings, or medical devices; therefore, frequent hand washing is very important.

The following is the proper technique to wash hands:

1. Remove jewelry.
2. Wet hands, facing down, with warm water.
3. Apply soap and scrub well for at least 15 seconds. Pay special attention to the area under the nails, in between the fingers, on the back of the hands, palms, and the tip of the fingers.
4. Rinse well with hands facing down.
5. Dry hands with a clean paper towel. Use a clean paper towel to turn off the faucet.

Alcohol-based, waterless hand hygiene

You may use an alcohol-based, waterless hand hygiene product when hands are not visibly soiled.

The most important thing to remember when using an alcohol-based hand hygiene product is to assure that hands are totally covered or wet with the product (i.e., palms, fingers, thumbs, and areas under the fingernails), and you must be sure to continue rubbing your hands against each other until they are dry.

Note: If your hands feel sticky after several times of using an alcohol-based hand hygiene product, wash your hands with soap and water as described earlier. Also, do not use any soap or an alcohol-based hand hygiene product if it causes skin irritation. Consult your doctor or nurse under these conditions.

Examples of when you should wash your hands

- Touching skin or dressings
- Touching medical devices: for example, urinary catheter, colostomy bag, tracheotomy tube, and nasal tubes
- Covering your mouth with your hand during sneezing or coughing
- Using toilet facilities

Respiratory hygiene & cough etiquette

Cover the nose and mouth by using tissues or an upper arm to cough or sneeze. Dispose of those tissues in the nearest waste receptacle after use. Perform hand hygiene after contact with respiratory secretions and contaminated objects or tissues. You may be asked to wear a mask if respiratory symptoms lead to a suspicion of serious respiratory disease. Coughing persons should keep a distance of at least three feet away from others in common waiting areas. If you are coughing or sneezing, please follow these instructions to prevent and control the transmission of infectious germs from your respiratory secretions.

Standard Precautions

All patients in a healthcare facility are provided care under Standard Precautions, which protects patients and healthcare workers from germs that are spread from blood, body fluids, secretions, and excretions.

Visitors are urged to observe the following guidelines:

- Wear gloves when coming in contact with blood, body fluids, secretions, excretions, and contaminated items.
- Wash hands after removing gloves. Also, wash hands before and after visiting patients.
- Masks, eye protection, or gowns may be indicated when coming in contact with a patient during certain activities. Consult the nurse for specific information regarding their use.
- Disposable items that are contaminated with blood and body fluids should be disposed of in a container provided for these objects. For example, needles require a special container. Similarly, contaminated personal linen or clothing may require a separate container.

Preventing specific infectious disease transmission

When patients are suspected of specific disease, they are placed in special isolation precautions, such as contact, droplet, and airborne, in addition to standard precautions. Some patients may be placed in more than one isolation precaution. Look for signs on the door.

Contact Precautions

These precautions apply to certain infectious diseases that are transmitted by direct (hand) or indirect (equipment, objects, surface) contact with an infected person:

- In addition to Standard Precautions, a patient may be placed in a private room on Contact Precautions.
- Gloves and gowns are commonly required when coming in contact with patients on Contact Precautions.
- Gloves and gowns must be removed prior to leaving the room.

- Wash your hands and avoid touching objects before leaving the patient's room.
- Special cleaning is provided for all surfaces that may have been in contact with infected patients, such as bed rails, doorknobs, and faucet handles, during hospitalization.
- The patient must wash his or her hands prior to leaving the room and put on a clean gown.

Droplet Precautions

These precautions apply to infectious diseases that are spread from respiratory droplets resulting from sneezing or coughing at short distances (within three feet of the patient).

- In addition to Standard Precautions, a patient may be placed in a private room on Droplet Precautions.
- Masks must be worn when coming in close contact with the patient.
- The patient is asked to cover his or her mouth with tissue during sneezing or coughing.
- If the patient leaves the room, the nurse must be contacted for special instructions. The patient must wear a mask, wash hands, and put on a clean gown when leaving the room.

Airborne Precautions

These precautions apply to infectious diseases that are spread from tiny particles through the air at longer than three-foot distances.

- In addition to Standard Precautions, a patient may be placed in a private room on Airborne Precautions. This room has a special ventilation system; therefore, the door must be kept closed at all times.
- A special mask must be worn when entering the room.
PLEASE CONTACT THE NURSING STATION FOR ASSISTANCE.

If the person you are about to visit is suspected of having an illness, which you can “catch” by breathing the same air, you should:

1. Put the mask on **before** you enter the room;
2. Wear the mask the **entire time** you are in the room; and
3. Remove the mask **when** you are completely out of the room.

If you experience any light-headedness or shortness of breath while wearing the mask, **leave** the room, **remove** the mask, and **notify** the nurse.

Any Questions?

If you have any questions, please talk to your nurse or physician, or call Ingalls Infection Control Department at 708.915.5275.

Planning Ahead

How to Make Future Healthcare Decisions Now: Education for Better Health.

Healthcare Choices at Ingalls

Illinois law gives you the right to accept or reject medical treatment. You also have the right to give directions, in advance, about the kind of healthcare you want if the time comes when you cannot make your own decisions.

You can control your future healthcare by signing a form naming a trusted relative or friend to communicate for you and by signing a document that tells the kind of life-sustaining treatment you want. These documents, called advance directives, are written statements you make in advance about your future medical treatment decisions.

The Healthcare Power of Attorney

What is a healthcare power of attorney?

A healthcare power of attorney is a document you sign that names another person, called your “agent,” to make healthcare decisions for you if you are unable to do so.

Who may create a healthcare power of attorney?

Any competent person at least 18 years old may create and sign a healthcare power of attorney. You don’t need a lawyer to complete this document.

Who can act as an agent?

Any person who is at least 18 years old and is able to understand and decide about healthcare matters can be an agent; however, no physician, nurse, or other healthcare provider who is giving you treatment may act as your healthcare agent. Most people choose a trusted relative or friend.

What happens if the person I appoint dies or is not able to serve as my agent?

You may name successor agents to step in and make decisions if your first choice is not able to act; however, you may not have more than one person serving as your agent.

What happens if I name my spouse as my agent and we are later divorced?

Your ex-spouse will no longer have authority to act under the healthcare power of attorney. Even so, you should attempt to destroy all copies of the document because doctors or hospitals may rely on that if they do not know of the divorce.

Will my agent be held liable for my healthcare costs?

No, your agent will not be held personally responsible for the cost of healthcare services and treatment that he or she arranges or consents to.

How do I create a healthcare power of attorney?

The easiest way is to complete and sign the Illinois Statutory Short Form Power of Attorney for healthcare. One witness must also sign the form. (For information on where to get these forms, see page 23.)

What powers do I give to my agent by completing this form?

After the power of attorney for healthcare goes into effect, your agent may make any healthcare decision that you could make if you were able to do so; however, you can limit your agent's powers or give your agent special instructions by clearly stating them in your power of attorney.

How do I tell my agent what life-sustaining treatment I want?

Talk personally with your agent and make sure he or she clearly understands your wishes about life-sustaining treatment. Section two of the Statutory Short Form Power of Attorney for healthcare is about life-sustaining treatment.

You may:

1. Leave this section completely blank, giving your agent the broadest power to decide about life-sustaining treatment; OR
2. Write in your own instructions to your agent; OR
3. Choose one of the three optional statements that are included in the section.

The Living Will

What is a living will?

A living will is a document you sign that states that you do not want your physician to use death-delaying procedures if you develop a terminal condition.

Who may create a living will?

Any competent person at least 18 years old.

How do I create a living will?

The easiest way is to fill out and sign the Living Will Declaration contained in the Illinois Living Will Act. It must be signed by you, or another person at your direction, in the presence of two witnesses. (For information on where to get these forms, see page 23).

Who can witness the signing of my living will?

Anyone at least 18 years old who is not entitled to inherit from your estate or who is financially responsible for your medical care.

When does a living will take effect?

When a physician certifies that you have a terminal condition.

What is a “terminal condition”?

A terminal condition cannot be cured or reversed, death is imminent and the use of death-delaying procedures merely prolongs the dying process.

What is a “death-delaying procedure”?

Death-delaying procedures serve only to postpone the moment of death. They may include assisted ventilation, artificial kidney treatment, intravenous feeding or medication, blood transfusions, tube-feeding, and other measures of greater or lesser magnitude that serve only to delay death.

If I have a living will, can I still receive pain medication?

Yes, your physician can provide you with pain medication or other care to make you comfortable.

What happens if I have a living will and a terminal illness and I am pregnant?

A living will does not take effect so long as the attending physician believes the fetus could develop to the point of live birth if death-delaying procedures are used for the mother.

Commonly Asked Questions

How is a healthcare power of attorney different from a living will?

A living will takes effect only if you have a terminal illness and cannot speak for yourself. Also, it addresses only decisions concerning life-sustaining treatment. A healthcare power of attorney is broader and more flexible. Under a healthcare power of attorney, your agent can make healthcare decisions for you in any situation when you are unable to do so.

Will hospitals and physicians honor my living will and healthcare power of attorney?

Providers must comply with healthcare decisions of a healthcare agent or the directions stated in a living will unless they are morally opposed to them. If the provider is unwilling to comply, the provider must assist in arranging your transfer to another provider.

How long are my living will and power of attorney for healthcare documents effective?

They remain valid until revoked.

What should I do with my signed healthcare power of attorney and living will?

Copies should be given to the persons you have named as the agent and successor agents under the healthcare power of attorney, or the people you expect to assist your physicians in honoring your living will. Give copies to your physician, family, and friends and discuss your wishes with them as well. Inform your agent, or someone else you trust, where the original documents are kept.

Can I revoke or change my healthcare power of attorney or my living will?

They can be revoked at any time, regardless of your physical or mental condition, by doing one of the following:

- Tear up or otherwise destroy the document; OR
- Revoke the document in writing, sign and date it, or direct someone else to do it for you; OR
- Express (orally or otherwise) in the presence of a witness at least 18 years old, your intent to revoke the document. Have the witness sign and date a statement confirming that such an expression of intent was made.

To change your healthcare power of attorney, write in the changes and sign and date the document. To change your living will, revoke the current form and sign a new one. Also, a court may revoke or change

your documents if it believes clarification is needed or your agent is not acting in your best interest. If you change your healthcare power of attorney or living will, remember to tell your agent, family, and healthcare professional about the changes.

Should I have my living will and healthcare power of attorney notarized?

Having a notary seal on these documents is not required in Illinois.

Mental Health Treatment Preference Declaration

What is a mental health treatment preference declaration?

It is a document you sign to state your wishes to receive psychotropic drugs, electroconvulsive treatment, or be admitted to a mental health facility for up to 17 days, if you are unable to make your own decisions. You may either write your wishes or choose an agent to make your mental health treatment decisions for you.

How do I create a mental health treatment preference declaration?

Complete and sign the Declaration for Mental Health Treatment contained in the Illinois Mental Health Treatment Preference Declaration Act.

Where can I get the living will, healthcare power of attorney and mental health treatment preference declaration forms?

Ingalls Memorial Hospital
One Ingalls Drive
Harvey, IL 60426
708.333.2300

Attn: Admitting Department
You can also call Ingalls Senior Life, ext. 6885, or
pick one up at any Patient Floor Nursing Station.

The Illinois Department on Aging
421 East Capital Avenue
Springfield, IL 62701
800.252.8966

The Illinois Attorney General
500 South Second Street
Springfield, IL 62706
800.252.2518

The Illinois Department of Public Health
<http://www.idph.state.il.us/public/books/advin.htm>

Healthcare Surrogates

What if I do not have a living will or power of attorney for healthcare?

Under the Illinois Healthcare Surrogate Act, an individual, called a “surrogate,” may make medical treatment decisions for you if you do not have a power of attorney for healthcare or a living will and are unable to make your own healthcare decisions.

What decisions can a surrogate make?

A surrogate can make decisions about your routine medical treatment. If two physicians certify that you have a terminal condition, permanent unconsciousness, or an incurable or irreversible condition that causes severe pain or imposes an inhumane burden on you, a surrogate can make decisions about life-sustaining treatment. A surrogate may not make decisions concerning electroconvulsive therapy, psychotropic drugs, or admission to a mental health facility.

Who may act as a surrogate?

Your physician will identify one person as your surrogate, in the following order of priority:

1. Court-appointed guardian (most persons will not have a guardian)
2. Your spouse
3. Any of your adult children
4. Either of your parents
5. Any of your adult brothers or sisters
6. Any of your adult grandchildren
7. One of your close friends
8. Guardian of your estate

With a healthcare surrogate, why should I create a healthcare power of attorney?

A healthcare power of attorney allows you to name your agent and give him or her instructions now, while you are still able to communicate. A surrogate may not know your wishes.

Ingalls Health System/HIPAA Joint Notice of Privacy Practices

www.IngallsHealthSystem.org

(Effective February 18, 2010)

Revised: February 2010

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Ingalls Health System and certain specified entities are acting as an organized healthcare arrangement (“OHCA”) solely for purposes of compliance with the Health Insurance Portability and Accountability Act (“HIPAA”). This designation is not intended and shall not be construed to have any other legal effect or create between the parties a partnership, joint venture, employment relationship, or any other relationship. The following entities are included in this OHCA: Ingalls Memorial Hospital, Ingalls Development Foundation, Ingalls Home Care, Ingalls Provider Group, Ingalls Same Day Surgery Center, Ltd., and, MedCentrix, Inc., as well as any healthcare professional providing services to you in the Ingalls clinically integrated setting, regardless of whether such services are provided by Ingalls’ employees or by independent members of the medical staff. Ingalls Health System will use health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive. Your health information is contained in a medical record that is the physical property of Ingalls Health System.

How Ingalls may use or disclose your health information - We use and disclose health information for many different reasons. For some of these uses or disclosures, we need your prior consent or specific authorization. Below, we describe the different categories of our uses and disclosures and give you some examples of each category.

A. Uses and disclosures relating to treatment, payment or healthcare operations.

1. **For treatment.** Ingalls Health System may use your health information to provide you with medical treatment or services. For example, a physician, nurse, or other person providing health services to you will record information in your record that is related to your treatment. This information is necessary for healthcare providers to determine what treatment you should receive. Healthcare providers will also record actions taken by them in the course of your treatment and note how you respond to the actions.
2. **For payment.** Ingalls Health System may use and disclose your health information to others for purposes of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third-party payor, such as an insurance company or health plan. The information on the bill may contain information that identifies you, your diagnosis, and treatment or supplies used in the course of treatment.
3. **For healthcare operations.** Ingalls Health System may use and disclose health information about you for operational purposes. For example, your health information may be disclosed to members of the medical staff, risk or quality improvement personnel, and others to:
 - Evaluate the performance of our staff;
 - Assess the quality of care and outcomes in your case and similar cases;
 - Learn how to improve our facilities and services;
 - Determine how to continually improve the quality and effectiveness of the healthcare we provide.

B. Other permitted uses and disclosures that may be made without your consent.

1. **Required by Law.** Ingalls Health System may use and disclose information about you as required by law. For example, Ingalls Health System may disclose information for the following purposes:
 - For judicial and administrative proceedings pursuant to legal authority;

- To report information related to victims of abuse, neglect, or domestic violence;
 - To assist law enforcement officials in their law enforcement duties.
2. **Public Health.** Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other health oversight activities.
 3. **Decedents.** Health information may be disclosed to funeral directors or coroners to enable them to carry out their lawful duties.
 4. **Organ/Tissue Donation.** Your health information may be used or disclosed for cadaveric organ, eye or tissue donation purposes.
 5. **Research.** Ingalls Health System may use your health information for certain approved research purposes once its institutional review board has reviewed the research proposal and established protocols to ensure the privacy of your health information.
 6. **Health and Safety.** Your health information may be disclosed to avert a serious threat to the health or safety of you or any other person pursuant to applicable law.
 7. **Government Functions.** Specialized government functions such as protection of public officials or reporting to various branches of the armed services that may require use or disclosure of your health information.
 8. **Appointments/Treatment Alternatives and Services.** Ingalls Health System may use your information to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.
 9. **Fundraising.** Ingalls Health System may use your information to contact you to raise funds for our organization. The money raised through these activities is used to expand and support the healthcare services and educational programs we provide to the community. **If you do not wish to be contacted as part of our fundraising efforts, please contact the Ingalls Privacy Officer at 708.915.6789.**
 10. **Worker's Compensation.** Your health information may be used or disclosed in order to comply with laws and regulations related to Worker's Compensation.

Your Health Information Rights. You have the right to:

- Request a restriction on certain uses and disclosures of your health information. However, Ingalls Health System is not required to agree to a requested restriction unless the disclosure is to a health plan for purpose of carrying out payment or healthcare operations (and is not for purpose of

carrying out treatment) and the health information pertains solely to a healthcare item or service for which the healthcare provider involved has been paid out-of-pocket in full.

- Obtain a paper copy of the Notice of Privacy Practices upon request.
- Inspect and obtain a copy of your health record that we use to make decisions about your care. If we maintain your health record in an electronic health record, you may obtain an electronic copy of your health record. You must submit a written request to the Privacy Officer in order to inspect and/or copy your health information. If you request a copy of the information, we may charge a fee for the costs of copying and mailing. We may deny your request to inspect and/or copy your information in certain limited circumstances. If you are denied access to your health information, you may ask that the denial be reviewed;
- Amend your health record as provided if you believe the health information we have about you is incorrect or incomplete. To request an amendment, complete and submit a Medical Record Amendment/Correction Form to the Privacy Officer. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that: (a) we did not create, unless the person or entity that created the information is no longer available to make the amendment, (b) is not part of the health information that we keep, (c) you would not be permitted to inspect and copy, or (d) is accurate and complete;
- Request confidential communications of your health information by alternative means or at alternative locations;
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken;
- Receive an accounting of disclosures made of your health information. The accounting will not include disclosures for treatment, payment, or healthcare operations. If we maintain your medical records in an electronic health record system, you may request that they include disclosures for treatment, payment or healthcare operations made during the previous three years. To obtain this list, you must submit your request in writing to the Privacy Officer. It must state a time period, which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (paper or electronically). We may charge you for the costs of providing the list; and
- Receive notice of a breach of your unsecured protected health information within sixty days if the breach compromises the security or privacy of your health information.

Complaints. You may express complaints about your care or if you feel your rights have been violated to Ingalls Health System 708.915.6789, to Illinois Department of Human Services 1.800.843.6154, or to Det Norske Veritas (DNV) at 1.866.523.6842 or hospitalcomplaint@dnv.com. You will not be retaliated against for filing a complaint.

Obligations of Ingalls Health System. Ingalls is required to:

- Maintain the privacy of protected health information;
- Provide you with this Notice,
- Abide by the terms of this Notice;
- Notify you if we are unable to agree to a requested restriction;
- Accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations; and
- Obtain your written authorization to use or disclose your health information for reasons other than those listed above and permitted under law.

Changes to this Notice

Ingalls Health System reserves the right to change its information practices and to make the new provisions effective for all protected health information it maintains. Revised Notices will be made available to you as they become available.

Contact Information

If you have any questions or complaints, please contact

INGALLS PRIVACY OFFICER

Ingalls Health System

One Ingalls Drive, Harvey, IL 60426-3558

or call 708.915.6789

Advocacy and Protective Services

Ingalls safeguards the rights of all our patients to access advocacy and protective services. If you or a family member would like information or have concerns about abuse, exploitation, or neglect, our hospital staff will help you access advocacy and protective services in the community. Community resources are listed below:

Cook County Sheriff

312.603.6444 (Monday-Friday, 8 a.m. to 5 p.m.)

708.210.4000 (after regular business hours)

Crisis Center for South Suburbia

708.429.7233 (24-hour hotline)

DCFS Child Abuse Hotline

1.800.252.2873 (24-hour hotline)

DHS OIG Individuals with Disabilities Abuse Hotline

1.800.368.1463

Equip for Equality

1.800.537.2632

Grand Prairie - Emergency Mental Health Center

708.331.0500 (24-hour hotline)

Harvey Police/Fire Departments (Non-Emergency)

708.331.3030

Illinois Coalition Against Domestic Violence

217.789.2830

Illinois Coalition Against Sexual Assault

217.753.4117

Illinois Department on Aging Senior Help Line

1.800.252.8966 (Monday-Friday, 8:30 a.m. to 5 p.m.)

1.866.800.1409 (24-hour elder abuse hotline)

Illinois Domestic Violence Help Line

1.877.863.6338 (24-hour hotline)

Illinois Guardianship and Advocacy Commission

312.793.5900

Illinois Suicide and Crisis Hotline

1.800.784.2433 (24-hour hotline)

Legal Assistance Foundation of Metropolitan Chicago

708.271.4950

Long Term Care Ombudsman

1.888.401.8200

PADS Shelter (October through April)

708.754.4357

South Suburban Family Shelter3

708.335.3028 (local 24-hour hotline)

1.877.335.3020 (toll free 24-hour hotline)

YWCA Rape Crisis Hotline

708.748.5672 (24-hour hotline - South Suburbs)

1.888.293.2080 (24-hour hotline - Chicago Area)

