



Our Mission

In Partnership with its medical staffs,
Methodist Healthcare will be the leader in providing
high quality, cost effective, healthcare
to benefit the communities we serve.

Services will be provided in a manner
which supports the health ministries
and social principles of The United Methodist Church.

Methodist Healthcare provides equal care for our patients, regardless of race, color, sex, age, religion, national origin or disability. See the "Patient Rights" section in this booklet for more information.



We are pleased you and your physician have chosen Methodist Healthcare.

Methodist has been serving patients since 1918, when it was founded by the Methodist church conferences in Tennessee, Mississippi and Arkansas.

As we have grown through the years, we have not lost sight of our healing mission to minister to patients and their families through providing physical, emotional and spiritual healing.

We hope this booklet answers your questions about your hospital stay. Feel free to ask for assistance from any Methodist Associate.

Sincerely,

The Staff of Methodist Healthcare

An Important Message About Your Safety

Methodist Le Bonheur Healthcare Associates wear badges with a picture, name and job title. All Associates are to also give their name and position with Methodist Healthcare when entering your room.

In order to provide you with the safest environment possible during your hospital stay, immediately notify one of your caregivers if someone comes into your room you do not recognize and who does not have the proper identifying information.

We ask you to report any other suspicious behavior or activity to a hospital Associate or dial "0" for the hospital operator so we can investigate.

Methodist Le Bonheur Healthcare is committed to providing a safe and secure environment.

Each patient has a right to be free of mental or physical abuse.

Please report immediately any incident where you feel you or your child may have been abused so we may provide a complete and thorough follow-up.

Methodist Healthcare works with both Federal and State agencies to insure any occurrence is immediately investigated.

Visiting Hours

Please observe visiting hours for the comfort of our patients.

Parking

Please remember to lock your vehicle and have nothing of value visible from the outside.

Your Valuables

The hospital will not be responsible for lost personal items. We encourage all patients to leave valuables at home or have a family member take them home for you.

If you discover any items missing, notify your nurse immediately.

Telephones

Dial "0" for help with any services.

Patient Affairs

Should you have any concern about your care or have ideas about improving our services, please contact a Patient Affairs Representative by dialing "0." A Patient Affairs Representative is available seven days a week.

The department is also available to assist you in notarizing Advanced Directives. - See page 8-10.

Chaplains and Chapel Services

Chaplains are available to pray with you and your family. The hospital chapel is also open 24 hours a day.

Please contact any Associate so we may help you with any spiritual needs you may have while visiting us.

Ethical Advisory Committee

The Ethical Advisory Committee may serve as a resource to you in addressing “conflict in care” and “end of life” issues.

The committee is made up of physicians and nurses taking care of you as well as the chaplain and other support staff to help you reach a decision about your care. Talk to your physician, nurse or chaplain if you should have a need for a consultation.

Organ and Tissue Donation

Methodist Healthcare is required by law to inform the family of the option of donating an organ/or tissue for transplantation. Methodist has a procedure for making these arrangements. If you have general questions about organ and/or tissue donation, ask your nurse.

Commitment To Our Patients and Families

(You may dial “0” to receive this information by telephone.)

We want you and your family to be as safe and comfortable as possible during your stay at Methodist and know that YOU are our number one concern.

Patient Rights

We commit to you, our patient

- one level of quality of care throughout the hospital.
- to respect your needs and wishes, and strive to work cooperatively with you in providing services.
 - considerate and respectful care, regardless of race, color, religion, sex, age, physical or mental disability or national origin.
- a safe and secure environment.
- to work with you on personal values and beliefs that do not interfere with your care or the well-being of others and to provide support on matters of personal comfort and dignity.

-
- to provide you with the names and credentials of the doctors responsible for your care and access to a second opinion, upon your request.
 - to provide information to you about your medical treatment and answer any questions you may have regarding treatment, procedures, tests or surgery scheduled for you.
 - the right to be free of physical and mental abuse.
 - support of informed decision making with your physician regarding treatment or proposed treatment, including that which may be experimental in nature. If you refuse treatment, your doctor should explain the medical risk to you. Your access to care and level of care will not be affected by your refusal to participate in any proposed clinical research.
 - information about the safety reasons for restraining you, if necessary, either physically or with medication.
 - information that would allow you to make your own healthcare decisions for the future (**advance directives**, such as Living Wills, Durable Power of Attorneys for Health Care and Proxies), and that our providing care to you will not be conditioned on whether you have **advance directives**.
 - to be respectfully considerate of the needs of patients at the end of life.
 - access to our Ethical Advisory Committee, upon request, should you wish help with ethical issues.
 - ready availability of pastoral and spiritual support.
 - easy and private telephone access.
 - to be considerate of the needs of all patients.
 - to provide appropriate and effective pain management and pain management education to those patients who are in need of it.
 - privacy and confidentiality during your visit with your medical record. You will be allowed access to your medical record, as appropriate.
 - an explanation to any questions regarding your hospital charges and our billing procedures, regardless of your insurance coverage or your ability to pay.
 - an opportunity for you, your family, or a legally appointed representative to express any concerns about your care and the assurance that any expressed concerns will not interfere with present or future care. A Patient Representative is available to assist you.

Patient Responsibilities

Together, we can make your hospitalization more appropriate for your particular needs. You can help us, and yourself, by:

- giving your doctor and our staff complete and accurate information about your condition, including past illnesses and asking questions when you need more information from us.
- following your doctor's orders and instructions, and the hospital staff's instructions for your care and accepting responsibility for refusing treatment. Ask your doctor about the risks and consequences for refusal, including other available options, prior to making such decisions.
- discuss with your doctors and nurses if you have pain and they will help you with your pain management options.
- immediately notifying a hospital Associate if someone comes into your room you do not recognize and who does not have the proper identifying badge or information.
- providing us with a current copy of your **advance directive** specifying your healthcare choices (such as Living Will, Durable Power of Attorney for Health Care or Proxy) to be placed in your medical record after periodically reviewing your **advance directives** with your physician, family and the person you have selected to represent you.
- sending home all personal valuables or placing them in a hospital safe. Also, when requested, taking off personal items such as dentures, glasses and hearing aids, as necessary for specified procedures. Ask your nurse for a denture cup and a personal articles container to keep at your bedside.
- using hospital equipment and facilities carefully so that they remain in good condition for others to use.
- being considerate of hospital staff who are caring for you. A mutual spirit of respect and cooperation allows us to serve you best.

Because we want to be considerate of all our patients, we ask that you:

- respect other patients' needs for privacy and quiet. Consider them when using your television, radio, or telephone.
- ask your family and other visitors to help you by observing visiting hours and limiting the number of visitors. Ask your nurse for visiting guidelines.
- follow the no-smoking policy.
- supply insurance information and pay your bill promptly so we can continue to serve you and the community effectively.

Our commitment to quality, patient-centered care is for every patient, including infants, children and adolescents whose parents or legal guardians will be expected to speak for them and be responsible for approving the care prescribed.

Speak with your doctor, your nurse, or call for a Patient Representative if there are any opportunities for improved sensitivity to your needs.

This is a statement of Patient Rights and Responsibilities.

Advance Directives

(You may dial “0” for assistance to receive this information by telephone.)

The federal Patient Self-Determination Act of 1990 requires healthcare providers to tell you about your specific rights to issue **advance directives** allowed in your state. The act requires all healthcare providers which accept Medicare or Medicaid payments to ask all adult inpatients if they have **advance directives**. They must document answers and give information about state laws. They also must tell you about their own policies on **advance directives**. The following information is to explain your rights. It is not intended to serve as legal advice.

An **advance directive** is a document that states a patient’s choice about treatment. It may name someone to make choices if the patient cannot. With **advance directives**, patients can legally decide about their future medical treatment.

Two types of **advance directives** are allowed by Tennessee law: the **living will** and the **durable power of attorney for healthcare**. These are two different documents that serve different purposes. You do not have to have a **living will** or a **durable power of attorney for healthcare**.

Living wills: A **living will** is a legal document that allows a competent person to accept, refuse, stop, or otherwise decide about medical care, especially treatment that keeps him/her alive. It is used when the person’s condition is terminal and goes into effect only when you no longer can decide. You may revoke your **living will** at any time. You may do this in writing with at least one witness or notary. You also may tell your doctor that you want to revoke your **living will**.

A **living will** must be signed in the presence of two witnesses who know you. These two people cannot be your relatives or heirs to your estate. They cannot be healthcare providers taking care of you or people who have claims against any part of your estate. You or someone acting for you is responsible for giving your doctor or other provider a copy of your **living will**. The **living will** then must be documented in your medical record.

If your doctor or other provider cannot follow your **living will**, he/she must tell you or your next of kin or agent. If you want to be transferred to another doctor or other healthcare provider who will follow your **living will**, your doctor or provider must help transfer you.

Withholding or taking away medical care from a patient as requested by a properly executed **living will** is legal. No doctor or healthcare provider taking part in withholding or taking away treatment that keeps someone alive as requested by a **living will** shall be subject to civil or criminal responsibility. He/she will not be guilty of unprofessional conduct if all actions otherwise conform with reasonable medical standards.

If you wish artificial food and fluids to be withheld or taken away, you must specify this in your living will by checking the proper space on the living will form.

You may decide to use both the Tennessee **living will** and **durable power of attorney for healthcare**. Make sure that the instructions are the same on both documents. If there are differences, the directions of your agent, the attorney-in-fact, will control.

You may make your **living will** outside of Tennessee. It is only effective in Tennessee if it follows Tennessee law or the law of the state where you made it. If you make a **living will** here in Tennessee but you are in another state, the law of that state is used.

Organ & Tissue Donor Certification: Tennessee's **living will** law also allows you to state your wishes about donating your organs and tissues when you die. The Tennessee **living will** form includes a check-off section to make your wishes known. For more information, call the Mid-South Transplant Foundation at 448-4588.

Durable Power of Attorney for Healthcare: A **durable power of attorney for healthcare** lets you have someone else make healthcare choices for you if you cannot. This is different from a general power of attorney.

The individual you give the power to decide does not have to be a lawyer, but he/she is called the "attorney-in-fact." You should tell the person you choose before you name him or her as your agent. The attorney-in-fact must follow the directions you state in your **durable power of attorney for healthcare** and **living will**. If you do not have a living will, the attorney-in-fact may make choices for you.

The **durable power of attorney for healthcare** allows your agent to consent, refuse or take away any care, treatment, service or procedure. It is based on what you write in this document.

You have the right to take away your agent's authority. To do this, tell or write your agent or healthcare provider. A court can take away the power of your agent. This can happen if he/she authorizes anything that is illegal or acts against your desires as stated in this document.

Your agent has the right to look at your medical records. He or she can allow your providers to release your records to others unless you limit this right. This document also may give your agent other powers after you die unless you say otherwise. Your agent may allow an autopsy. He/she may donate your body, organs or tissues for certain uses. He/she also may decide what will be done with your bodily remains.

There is no suggested form in the law for a **durable power of attorney for healthcare**. You may want to consult an attorney for this document. You must sign your **durable power of attorney for healthcare** in front of two witnesses. A notary must certify the signatures of the witnesses.

Witnesses must know you personally and certify that you are of sound mind and under no duress, fraud or undue influence. Witnesses may not be your attorney-in-fact, a healthcare provider, operator of a healthcare facility or service, nor an employee of a healthcare provider. Witnesses may not be your relative by blood, marriage or adoption. They cannot be entitled to any part of your estate upon your death.

Your Questions: Questions about **advance directives** should be discussed with your doctor, family members, close friends or spiritual advisor. An ethics committee is also available. A lawyer can answer your legal questions and help execute documents.

Once signed, you do not have to renew a **living will** or **durable power of attorney for healthcare**. You should review them periodically because laws may change. You also may change your mind.

Forms are available at the nursing station. For further assistance, call Medical Social Work, Pastoral Ministry or Patient Affairs. Simply dial "0" for an operator.

Research Treatment Programs

While you or your family/friend are patients at Methodist healthcare, you may be asked to be a part of a research study. Studies are done to test new drugs, devices and ways to improve your care.

The Methodist Healthcare Institutional Review Board (IRB) carefully reviews studies that are done to protect your safety and rights. You always have the right to refuse to be part of any research study.

Should you have questions, please ask your doctor.

A Special Message Regarding Your Care . . .

Methodist Healthcare Associates are dedicated to providing you the best care possible.

If you, however, should have a complaint regarding your care, please contact the Patient Affairs Department at this facility. Or you may call the Patient Affairs Corporate Office at (901) 726-8000.

Patient Affairs will be glad to discuss your concerns or provide the phone number and address of the Tennessee state agency you may choose to contact.

You are not obligated to use the hospital's complaint/grievance resolution process prior to contacting any of these agencies.

Mensaje importante relacionado con su salud . . .

El propósito de los empleados de Methodist Healthcare es proporcionarle la mejor atención y cuidados posible.

En caso de presentarse alguna queja con respecto a su atención, por favor diríjase al Departamento de Patient Affairs de este hospital o llamar a las oficinas de la Corporación Patient Affairs al teléfono (901) 726-8000.

Ellos estarán encantados de atenderle y discutir cualquier penoso incidente o podrán proporcionarle el número telefónico y dirección de cualquiera de las Agencias del estado de Tennessee.

No esta obligado a usar el departamento de quejas del propio hospital para solucionar sus problemas, si Usted desea, primero puede consultar a una de las Agencias del estado.

