

# Patient and Family Information Guide



*Embracing the Miracle of Life.*



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## Patient Information Booklet

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## Welcome

Welcome to Methodist Healthcare. We are honored that you and your physician have chosen Methodist for your healthcare services. 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 by providing physical, emotional and spiritual healing. The soul of our mission is an unconditional concern for those in our care.

With this Patient and Family Information Booklet, we hope to provide you with information that you will need while you are in the hospital. If you have any questions that are not answered, please ask your nurse or the Patient Advocate by dialing "0" on your in-room phone.

Sincerely,



Gary Shorb  
President, Chief Executive Officer  
Methodist Le Bonheur Healthcare

## Our Mission

Methodist Le Bonheur Healthcare, in partnership with its medical staffs, will collaborate with patients and their families to be the leader in providing high quality, cost-effective patient- and family-centered care. Services will be provided in a manner which supports the health ministries and social principles of The United Methodist Church to benefit the communities we serve.

## Our Vision

Methodist Le Bonheur Healthcare is a faith-based healthcare system that, in partnership with its physicians, will be nationally recognized for providing outstanding care to each patient, achieved through collaboration with patients and their families.

## Our Values

Service, Quality, Integrity and Teamwork. These core values are at the heart of everything we do, from treating patients to hiring new Associates.

\*If you already have an infection, your healthcare providers may take special measures called isolation precautions to prevent the spread of your infection to others. They might enter your room wearing protective equipment (e.g., gloves, gown, and mask). You do not need to ask them to clean their hands because they should have done so before they put on gloves.

*Sneeze or cough into a tissue or your sleeve.*

Tiny droplets of moisture that exit the nose or mouth when a person coughs, sneezes, or talks spread some diseases. Without meaning to, we can infect others when these droplets come into contact with another person's nose, mouth, and eyes.

Cover your mouth and nose with tissues every time you sneeze or cough. Put used tissues into the trash. If tissues are not available, please cough or sneeze into your upper sleeve or elbow, not your hands. Wash your hands well and often with soap and water, or use an antimicrobial hand foam.

You can make a difference. Good health manners keep illness from spreading!

## Ways to Help

### Methodist Healthcare Foundation

Methodist Healthcare Foundation, the philanthropic arm of Methodist Healthcare, raises and manages charitable funds to support the mission and vision of Methodist Healthcare. The Foundation encourages, solicits, receives and administers gifts, bequests, honorariums and memorials for the advancement of Methodist Healthcare. It is registered in the state of Tennessee as 501c(3) public charity.

The Foundation supports Methodist Healthcare in its continuing mission to provide high quality, cost-effective healthcare in the communities we serve. Generous gifts from individuals, corporations, foundations and other sources help to improve and enhance patient care services, fund new research, support clinical initiatives and provide much needed capital support.

To learn more about our various funds and how we help our hospitals and community, visit us online at [methodisthealth.org/give](http://methodisthealth.org/give) or call 901.516.0500.

### Volunteer

The gift of time is one of the most precious gifts that you can give. Volunteers encourage the healing process and dramatically affect the lives of our patients. If you're interested in learning how you can help touch the lives of people in your community through Methodist Healthcare, visit us online at [methodisthealth.org/volunteer](http://methodisthealth.org/volunteer), or call 901.516.7481.

### **Organ and Tissue Donation Policy**

Methodist Healthcare is required by law to inform the family of the option of donating an organ and/or tissue for transplantation. Methodist has a procedure for making these arrangements, and is committed to honoring our patients' wishes within the limits of the law and the hospital's capacity. If you have general questions about organ and/or tissue donation, please ask your nurse.

### **Service Excellence**

It is important to us to provide a high quality care and excellent customer service to each of our patients and their family members. To accomplish this, we would like to exceed your expectations with courtesy and respect. We value feedback from our patients and their family members who tell us how we are doing.

Methodist Le Bonheur Healthcare values honest feedback about your hospital stay from both you and your family members. Your feedback will help us learn what we do well and where we can improve.

We get feedback from our patients and family members through a variety of methods. One important method is the HCAHPS survey which you may receive by mail several weeks after you leave the hospital. HCAHPS stands for Hospital survey – Consumer Assessment of Health Providers. Although the HCAHPS survey is sponsored by the Centers for Medicare and Medicaid, it includes all patients. Scores from the survey are provided online to all consumers at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). If you receive an HCAHPS survey in the mail, we would greatly appreciate you filling it out and returning it in the envelope that will be provided to you.

### **Help Prevent the Spread of Infection**

#### *Hand Hygiene*

Hand Hygiene is the number one way to prevent the spread of infections. You can take action by practicing hand hygiene regularly and by asking those around you to practice it as well.

All patients are at risk for hospital infections. In the United States, hospital patients get nearly two million infections each year. That's about one infection per 20 patients.

You and your loved ones should clean your hands very often, especially after touching objects or surfaces in the hospital room, before eating and after using the restroom. Your healthcare provider should practice hand hygiene frequently. It is okay to ask your healthcare provider if they have cleaned their hands.\*

It only takes 15 seconds of using either soap and water or an antimicrobial hand foam to kill the germs that cause infections. Use soap and water when your hands look dirty; otherwise, you can use antimicrobial hand foam.

### **Patient- and Family-Centered Care**

Patient- and Family-Centered care is an approach to the planning, delivery and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families, and health care practitioners. By truly partnering with patients and families – not only involving them in decisions about their care, but also gaining the benefit of their help and insights to better plan and deliver care – patients can experience better outcomes, and hospitals can improve the care for all patients.

What if you could design a better healthcare experience for you and your loved ones? Become a Patient and Family Partner and do just that.

#### **Patient and Family Partners**

Patients and families are at the heart of family-centered care. Methodist Le Bonheur Healthcare (MLH) is committed to equal partnerships with our patients and their families to create a truly special care environment. That means we are respectful, listen carefully to you and your family when you are a patient and that we share information about your condition in a way you can understand. It also means we collaborate with you and your family after your care experience with us. Patient and family partners guide and enlighten us in important ways. Your best advice will make us better.

Advisors are needed to partner with Methodist Le Bonheur Healthcare staff to help ensure that we create and maintain a patient- and family-centered environment. We are searching for people who have had recent personal experiences with us as patients in the hospital as well as those who have received treatment in our Emergency Department and with our Outpatient Services. We are looking for patients and families who have had both positive experiences as well as those that could have been better. This helps us learn how to improve.

For more information on becoming a Patient and Family Partner and how you can get involved, please contact:

Michelle Collis  
Vice President, Patient- and Family-Centered Care  
phone: 901.516.0602  
email: [collism@methodisthealth.org](mailto:collism@methodisthealth.org)

## **Your Stay with Us**

### **Family and Friends at the Hospital**

It's important to the well-being of our patients that you see and spend time with loved ones during their stay with us. Guests are generally welcome to visit patient rooms between 5 AM and 10 PM. Hours vary for critical care and ICU areas. These hours are based on our patients' need for rest, and they also allow the nursing team time to fully focus on our patients' recovery. We are flexible to meet the needs of the patient and family. If you have questions about guests at the hospital, please ask your nurse or the nursing supervisor.

### **Spiritual Care Resources**

Each Methodist hospital has a chapel available 24 hours a day. Devotional and other inspirational materials are available. Chaplains are accessible 24 hours a day to provide pastoral and spiritual support, counseling, and sacramental ministry for patients, family members, and friends. Ministry is provided with respect for different denominational and faith backgrounds. The hospital operator can assist you with contacting a Chaplain by dialing 0 on any hospital phone.

### **Translation Services**

Translators are available for patients and families who have trouble hearing or do not speak English. Please talk to your nurse or social worker for more information. Assistance for the hearing and speech impaired is located later in this guide under Interpretive Services.

### **Internet Access and CarePages**

GuestNet, a wireless network, provides Internet access for our visitors, patients and physicians. Wireless access is available at all of our hospitals except Methodist Fayette.

GuestNet may be accessed from a personal laptop. Patients and families will find that wireless laptops and PDAs should automatically detect GuestNet. Once connected, users will be prompted for a username and password. The username is 1Visitor and the password is welcome. If you need assistance with GuestNet, please contact the Information Systems Help Desk at 516-0000.

CarePages are free, secure, personalized Web pages that allow patients and families to stay in touch with friends and loved ones before, during and after a hospital stay or any time care is needed.

The CarePages online service, which can be accessed through any Internet connection, anytime, anywhere, allows patients and families to communicate with relatives, friends and supporters, when the time is right for them. They can also post updates, visiting hours, and share photos. Friends and loved-ones can be kept up-to-date on the patient's condition and even send messages of support. Visitors to the site can also sign up to receive an email notification any time an update is submitted.

Patients and families can get started creating a CarePage by visiting [methodisthealth.org](http://methodisthealth.org) and clicking on the CarePages icon on the homepage. CarePages customer support is available anytime at [support@carepages.com](mailto:support@carepages.com) or by calling toll-free at (888) 852-5521, 8:00 AM to 6:00 PM CST, Monday through Friday.

If you were provided an interpreter during your stay, you will be asked to provide feedback regarding the timeliness and effectiveness of the interpreter. Opportunity for you to provide feedback is provided with the Inpatient Survey process. Please ask your nurse.

### **Concerns or Complaints for the Hearing Impaired**

If you are deaf or hard-of-hearing, and have concerns or complaints about effective communication between you, your companion and our staff, a Patient Advocate is available to assist you. The Patient Advocate will work with the Administrative Supervisor / Duty Administrator in addressing your concerns. You also have a right to receive a written response within seven (7) days of receipt of your complaint. Please ask your nurse to contact the Patient Advocate.

### **Concerns about your Care**

Methodist Healthcare strives to provide outstanding care to each patient. It is always our goal to exceed your expectations. If you have a concern about you or your family member's care, please call the Patient Advocacy Department, available by dialing "0" on your phone. Patient Advocacy can answer your questions and provide phone numbers and addresses of Tennessee agencies and the Joint Commission for you to contact.

### **Advance Directives**

An advance directive is an individual instruction or written statement (including an advance care plan, a living will, or a durable power of attorney for healthcare) expressing a patient's health care wishes and / or preferences in the event the patient can no longer make or communicate those wishes. A patient (or their representative such as a parent, agent or surrogate) has the right to accept or refuse medical treatment or intervention. The existence or lack of an advance directive does not determine a patient's access to care, treatment or services.

If you have questions about advance directives or would like more information please ask your nurse to contact Spiritual Care on your behalf.

### **Ethical Advisory Committee**

The Ethical Advisory Committee may serve as a resource to you in addressing "conflict in care" and "end of life" issues. Methodist Healthcare maintains a committee of medical professionals to ensure ethical standards within its patient care. Comprised of physicians, nurses, chaplains and other support staff, the committee is available 24 hours a day to meet the needs of patients, their family and staff. Ethics committee services include providing consultative advice, when indicated, to patients, family and staff on issues pertaining to patient care. Such consultation may be initiated by the health care team, patient, family and/or visitor. Ethical issues or concerns may be discussed informally with a member of the committee. Ultimately, the ethics committee consultation process does not interfere with the decision-making relationship between physicians and patients/family/surrogates. Rather, it enhances understanding of the overall decision-making process. Please contact your nurse with any questions about the Ethics Advisory Committee or to arrange a meeting with a committee member.

**Health Safety:**

- Seek information about your illness and treatment options, and discuss these options with your doctor.
- Keep a list of the medications you take, including the dose and frequency of the medicine. If prescribed a new medicine, ask about any potential drug interactions with the ones you are currently taking.
- Pay attention to your medications. Look at the medication you are being given and question the care provider if it is different from what you were expecting.
- Keep a list of any allergies, previous surgeries and illnesses, family history and any reactions to previous treatments or conditions.
- Keep a list of phone numbers handy-your pharmacy, primary care physician, insurance company-including your group and ID number.
- Ask a family member or friend to visit with you in the hospital to be your advocate. Ask them to write down answers to questions you may have and help you understand instructions from your caregivers. Make sure this person is aware of your preferences for care, resuscitation and life support.
- Provide all medical history to your physician. Make sure you understand all of your treatment and instructions given to you. Please ask questions if you do not understand.
- Watch for your healthcare providers to wash their hands. Hand hygiene is the most effective method of preventing the spread of infections. Ask your family and visitors to wash their hands on entering and leaving your room.
- Most importantly, speak up if you have any questions or concerns, or feel uncomfortable with any situation. Ask your friend or family member to speak for you if you are unable.
- Patients that are Deaf or Hard of Hearing or that speak a foreign language should request that their discharge instructions including medication instructions are given to them in a manner they understand.

**Interpreting Services**

To ensure effective communication with Patients and their Companions who are deaf or hard-of-hearing, we provide appropriate auxiliary aids and services free of charge, such as: sign language interpreters and oral interpreters, TTY devices, written materials, volume controlled telephones, assistive listening devices, telephones compatible with hearing aids, televisions with caption capability or closed captioning of most hospital programs.

Please ask your nurse or other hospital personnel for assistance, or call 516-7000 (voice) or 516-2122 (TTY) and request the Duty Administrator or the Administrative Supervisor at your hospital to assist you.

If needed, Methodist Le Bonheur Healthcare will make every effort to provide you with a qualified sign language interpreter, and keep you updated on the status of securing an interpreter on your behalf. Sign Language Interpreters will be provided to you throughout your hospitalization, without your having to request them, to ensure effective communication for post surgery sessions, doctor rounds and other physician-patient related meetings.

**Good Things to Know****Your Room**

All patient rooms are private with bed sheets and towels provided each day. Ask your nurse about sleeping arrangements for family members in the room. Your room also has a bathroom with a toilet and shower for your convenience. If you need towels, soap, lotion or other toiletries, please let us know.

**Telephones**

Telephones are available in each patient room. Dial “9” to get an outside line. Dial “0” to reach a hospital operator for help with any services. Cell phones may be used in the hospital where designated. Please ask a nurse or staff member if you are unsure about where to use your cellular phone.

**Television**

Television service is free and includes all local stations plus some cable stations.

**Security**

For your safety, security services are available 24 hours a day. You may request a security officer to escort you to your car. Please dial “0” and ask the hospital operator for assistance.

**We are a Tobacco-Free Facility**

Because we value your health and the health of our patients and Associates, Methodist Le Bonheur Healthcare is an entirely tobacco-free system. Tobacco use is not permitted on campus at any of our hospitals, outpatient centers, doctor buildings, etc., including parking lots.

## Patient Rights & Responsibilities

### Patient Rights

Every patient treated at Methodist Le Bonheur Healthcare is guaranteed our highest commitment: to respect the rights of you and your family. 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. Your rights as our patient are:

- Privacy in treatment and personal care.
- Preservation of dignity.
- Freedom from mental, physical, sexual and verbal abuse, neglect and exploitation.
- The right to be free from restraints that are not medically necessary.
- The right to a safe and secure environment.
- The right to be treated with courtesy and respect, regardless of your race, color, religion, sex, age, physical or mental disability or national origin.
- The right to have appropriate assessment and management of pain.
- The right to have your medical records kept confidential and private. We must have written consent to release medical information except to persons authorized by law. You will be given complete information concerning this during the admissions process.
- The right to access your medical records.
- The right to know the names and credentials of the doctors responsible for your care and access to a second opinion, upon your request.
- The right to be involved in the decision making in all aspects of your care.
- The right to be provided with information about your medical treatment and the answer to any questions you may have regarding treatment, procedures, tests or surgery scheduled for you.
- The right to refuse treatment. If you refuse treatment, you will be informed of the medical consequences of your decision. This will be documented in the medical record.
- The right to have your wishes addressed relating to end-of-life treatment.
- The right to refuse experimental treatment and drugs. You may be asked to participate in research. If you are, you will be given complete information about the risks and benefits and must give written consent in order to participate.
- Ready availability of pastoral and spiritual support.
- Consent will be obtained for recording or filming made for purposes other than identification, diagnosis, or treatment.
- An explanation to any questions you may have regarding your bill, regardless of your insurance coverage or ability to pay.
- Access to our Ethical Advisory Committee, should you wish for help with ethical care issues. See page 8 for more information.
- The right to access protective and advocacy services.
- Assistance in resolving any care concerns.
- The right to have cultural, psychosocial spiritual and personal values, beliefs and preferences respected.

### Patient Responsibilities

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team. 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 the instructions of your doctors, nurses and hospital staff regarding your care, and accepting your responsibility for deciding when you want to refuse 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.
- Providing us with a current copy of your advance directive (the decisions you have made about care at the end of life).
- 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.
- Respect other patient's needs for privacy and quiet. Consider them when using your television, radio or telephone.
- Supply insurance information and pay your bill promptly so we can continue to serve you and the community effectively.

### Patient Safety

Methodist Healthcare has strict policies in place to ensure the safety of our patients and their visitors. Being familiar with these policies can help protect you during your stay in our hospital.

### Personal Safety:

- All Methodist Associates wear badges with a picture, name and job title. All Associates are to give their name and position with Methodist when entering your room.
- 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.
- Nurses and other providers will check your armband or other patient identification each and every time they come into your room to give you medications or draw blood.
- We ask you to report any other suspicious behavior or activity to a hospital Associate or dial "0" from your in-room telephone.
- 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.