

# PATIENT AND FAMILY GUIDE

## Methodist Le Bonheur Germantown Hospital



U.S. News and World Report named Methodist Memphis Hospitals a Best Hospital in Memphis. To learn more, visit [www.methodisthealth.org/best](http://www.methodisthealth.org/best). The Leapfrog Group awarded Methodist Le Bonheur Germantown Hospital an "A" grade in safety. Visit [www.methodisthealth.org/leapfrog](http://www.methodisthealth.org/leapfrog) for more information.



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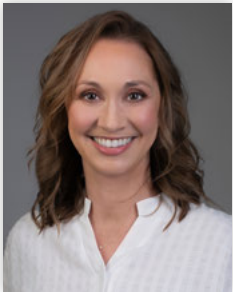
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Welcome from the President



Dear Patient:

We know that a hospital stay is often a stressful time for you and your loved ones. Please know that our primary goal is to ensure that you receive excellent care and have a positive experience.

Our highly skilled physician partners and Associates are dedicated to providing patient- and family-centered care that is rooted in our faith-based healing ministry. We consider patients and families as an active part of the care team, which means we listen, invite questions and encourage you to participate in your care. If there is anything we can do to better serve you or make your stay more comfortable, please don't hesitate to let any of our staff know.

After you are discharged, you may receive a survey by mail, email or text about your experience with us. We greatly value the feedback we receive from our patients and their families and hope that you will take a few minutes to answer their questions.

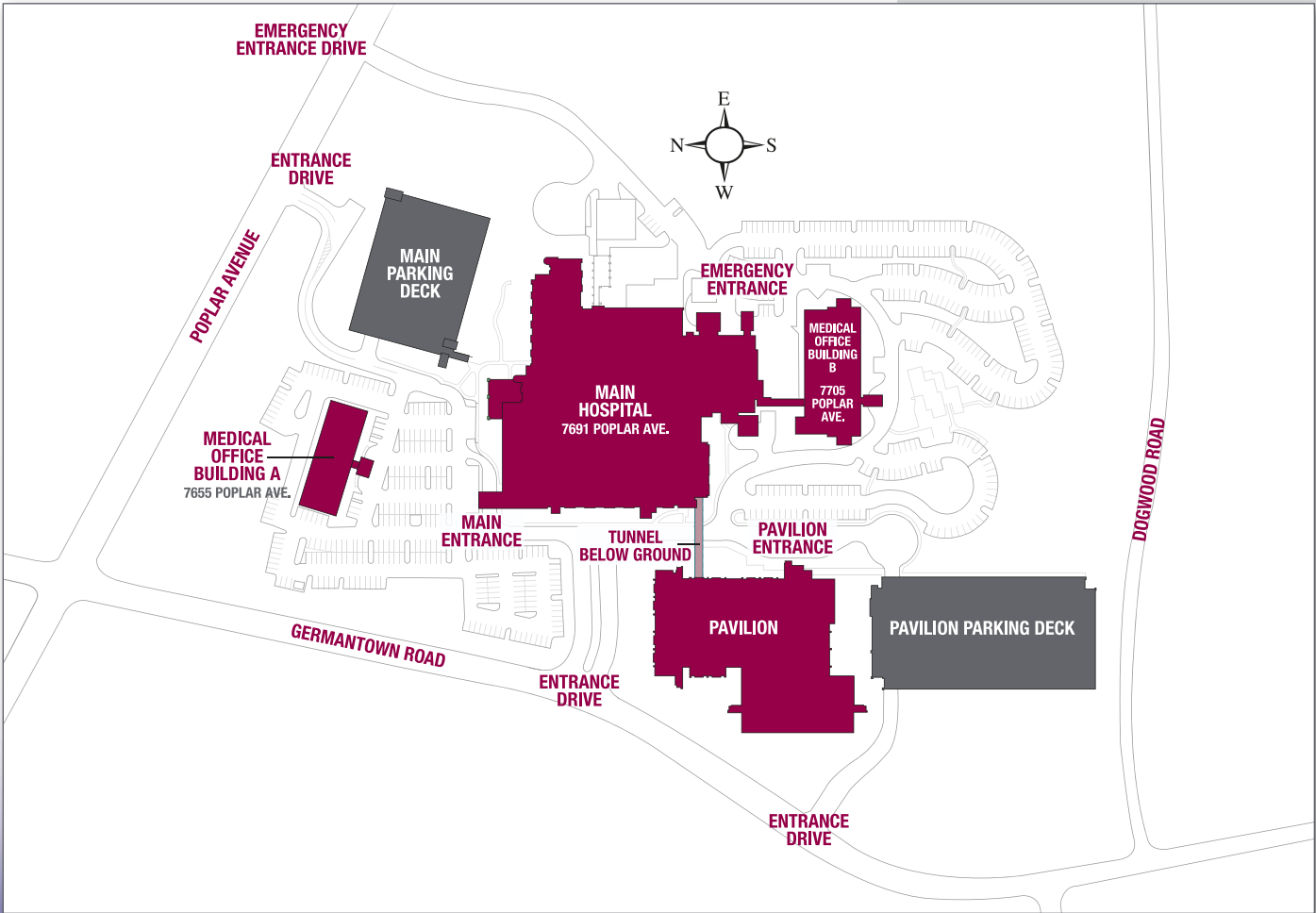
Thank you for choosing Methodist Le Bonheur Germantown Hospital. It is our privilege to serve you. If you have any issues with your care that I can help you with, please do not hesitate to call me directly at 901.516.6967.

Sincerely,

Rebecca Cullison

Rebecca Cullison  
President  
Methodist Le Bonheur Germantown Hospital

CAMPUS MAP



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 the campus of any hospital or Methodist facility, including the parking lot. If you would like information on how to quit smoking or using tobacco, please ask a nurse.





# PHONE NUMBERS

## Helpful Numbers for Methodist Le Bonheur Germantown Hospital

Information/Main Number .....	<b>901.516.6000</b>
Administration.....	<b>901.516.6967</b>
Billing .....	<b>901.516.1000</b>
Chaplain .....	<b>901.516.6526</b>
Dining.....	<b>901.516.6905</b>
Environmental Services/Housekeeping.....	<b>901.516.6903</b>
Facilities/Maintenance.....	<b>901.516.6900</b>
Medical Records * .....	<b>901.516.6979</b>
Operator.....	<b>0</b> or <b>901.516.6000</b>
Outpatient Pharmacy .....	<b>901.516.6506</b>
Patient Advocate.....	<b>901.516.6953</b>
Security.....	<b>901.516.6660</b>
Social Work .....	<b>901.516.6930</b>

*\* Request and learn more about medical records online at [methodisthealth.org/My-Account/Medical-Records](http://methodisthealth.org/My-Account/Medical-Records).*



### CALLING CONDITION “H” FOR HELP

Family members or patients may seek medical attention by calling a Condition H if you think there is a noticeable change in the patient’s condition that is not being addressed by the patient’s healthcare team. If you are concerned please do the following:

- < Dial **901.516.1300** – be sure to dial “**9**” first, if you are calling from a house phone. The administrative supervisor will respond to your call.
- < State that you are a patient or family member who has a Condition H.
- < Make sure to state the patient’s name, room number and change in medical condition.

Someone from the Medical Response Team will respond.

# TV CHANNEL GUIDE

CHANNEL	STATION
1	ABC
2	CBS
3	CW
4	FOX
5	NBC
6	PBS
7	A&E
8	AMC
9	BET
10	BLOOMBERG
11	BRAVO
12	CARTOON
13	CMT
14	CNBC
15	CNN
16	COMEDY
17	DISCOVERY
18	DISNEY
19	E!
20	ESPN
21	ESPN 2
22	ESPN NEWS

CHANNEL	STATION
23	ESPN U
24	FOOD
25	FOX NEWS
26	FOX SPORTS 1
27	FREEFORM
28	FX
29	GOLF
30	HGTV
31	HISTORY
32	HEADLINE NEWS
33	LIFETIME
34	MSNBC
35	MTV
36	NBC SPORTS
37	NFL
38	NICKELODEON
39	TBS
40	TNT
41	TRAVEL
42	USA
43	WEATHER CHANNEL
44	DISNEY JR.





## ADVICE FROM OUR NURSES FOR FAMILIES

Having family and friends close by is helpful to both patients and us. You know things about the patient that we don't, and we want to learn from you. Here are a few extra things we'd like you to know:

- < Please introduce yourself. Families can be complicated and big, and communication can be difficult during this stressful time. However, we have an obligation to our patients to respect their privacy. If you are listed as the patient's designated partner in care, please introduce yourself so we know it's OK to share health information about the patient with you. Please also share condition updates with your other family members and help us field these questions.
- < Don't forget to take care of yourself. While it's important for you to be here and be an advocate for your loved one in the hospital, you won't be able to help them if you run yourself down. If you feel the patient would benefit by always having someone at the bedside, try to take shifts with other family members so that you can take a break. It's important for you to take time to rest, eat nutritious meals and take a shower. Your loved one will need you and your energy when they leave the hospital. Don't feel guilty about leaving the patient's bedside! We will call you if you there is a need to update you. Chances are your loved one would want you to take care of yourself.

# FRIENDS AND FAMILY

## Partners in Care

We encourage our patients to play an active role in their healthcare. One of the ways patients can do this is by choosing a friend or family member to be present and involved in their care during their hospital stay or treatment. The people you choose for this role are called partners in care. Two people can be listed as partners in care in your medical record. This means that they have permission to be present during medical discussions with your doctors and healthcare providers. It also means you are giving us permission to share information with them. You can change the names of partners in care at any time. Information may be shared with other people according to your preferences. Speak to your nurse about who you would like to be involved in your care.

## Family and Friends

As an essential part of the care team, partners in care are encouraged to be with patients when possible. Other guests are welcome to visit patient rooms between 8:30 a.m. and 9:00 p.m. After 9:00 p.m. is quiet time in the hospital. While we are flexible to meet the patient's and family's needs, we may ask

to limit the number of guests in a room if safety becomes a concern. If you have questions about guests at the hospital, please ask your nurse or the nursing supervisor.

## Family and Friends in the Critical Care Unit

Our critical care unit does not have visiting hours and family and friends are welcome. Because patients in this unit can be very sick and susceptible to infection, we do have special guidelines designed to keep patients safe. Please ask a Critical Care Representative for the latest guidelines on visiting the Critical Care Unit: **901.516.6690**.

## Children in the Hospital

Children are welcome in the hospital, but we do have special guidelines for them. Children under 12 should be accompanied by an adult and should check in at the nursing station before entering a patient room. Because children can unknowingly pass along stomach bugs and other illnesses, a nurse may give the child a quick medical screening. If you feel a visit from a small child is needed, visits should be limited to a short period of time.

## Prepare Your Child for a Hospital Visit

Children may not understand a loved one's condition or be prepared for what they will see in a patient room. If you would like help preparing your child for a visit, please call the Chaplain: **901.516.6526**.

## Help Prevent the Spread of Infections

Keeping hands clean is one of the most important things we can do to prevent infections while in the hospital. These hospital-acquired infections can make a patient much sicker, prolong recovery and increase the length of time patients are in the hospital. Methodist has foam hand sanitizers located throughout the building for your use. Additionally, please remember to wash your hands with soap and water frequently, and ask anyone entering a patient's room to wash their hands.

## Photos, Video and Social Media

Patients, staff and guests should not be photographed without their permission. If you would like to share condition updates on the Web, consider using free, privacy-protected websites like

# INTERPRETING SERVICES

We provide interpreting services free of charge to patients and their partners in care. To request assistance with interpreting or other language services, ask your nurse or dial "O" and ask to speak with the administrative supervisor.

## Services for the Deaf and Hearing Impaired

To ensure effective communication with patients and their family members or companions who are deaf or hard-of-hearing, we provide appropriate auxiliary aids and services, which may include sign language and oral interpreters, video remote interpreting services, note takers, written materials, telephone handset amplifiers, telephones compatible with hearing aids, televisions with captioning or closed caption decoders, and open and closed captioning of most hospital programs. These will be provided free of charge when appropriate. Please ask your nurse or other hospital personnel for assistance. If needed, Methodist Le Bonheur Healthcare will make every effort to provide you with a qualified American Sign Language interpreter, and keep you updated on the status of securing an interpreter on your behalf. If an interpreter is not available, we will provide communication to you in a way you can understand. We will continue to seek American Sign Language interpreters throughout your hospitalization.

## TTY Relay Services

**Voice Users** – Call **9-711** or **800.848.0299**  
**TTY Users** – Call **800.848.0298**

## Foreign Language Interpreting Services

Methodist Le Bonheur Healthcare provides for and recommends the use of interpreting services to share medical information with you and the rest of the healthcare team. Please speak to your nurse if you have any questions or concerns about the use of interpreting services.

CaringBridge.org. Even with privacy settings, Facebook and other social media sites are not considered private. Always keep the patient's privacy in mind. Most people don't feel like they are at their best in the hospital and may not want photos taken.

## Personal Items and Valuables

A hospital safe is available for money and valuables. Please call Security to arrange for storage

of items. A written receipt will be given to you. The hospital is not responsible for loss or damage to any money or property outside of what is in the safe and noted on the receipt. This includes personal items such as but not limited to cell phones and electronic devices, dentures, hearing aids, eyeglasses, walkers and other medical equipment brought from home.





# YOUR ROOM

All patient rooms are private and most can accommodate a family member to spend the night. Please let a staff member know if we can make you more comfortable.

### Bed Controls

If you would like your bed adjusted, the controls are located on the side rail of the bed.

### Food and Dining

Food Services will come three times each day and take your order and bring breakfast, lunch and dinner. At this time, we are unable to provide trays for family members, but guests are welcome to bring in food and drinks. Please be courteous to sick patients since the aroma of some foods may nauseate those who do not feel well. Cafeteria seating is available for those bringing in food. For Dining Room hours and options, see page 9.

### Fresh Towels and Bed Linens

Please call the nurse if you need clean towels or the sheets on your bed changed. The nursing staff will make up your bed.

### Housekeeping/Environmental Services

The Environmental Services department cleans your room each day, using disposable cleaning cloths and microfiber wet mops. Please call us if your room needs servicing. The nursing staff will change your sheets as needed.

### Maintenance

If something is malfunctioning in your room, such as a light or the TV, please call Facility Services for assistance.

### Nurse Call

If you need to contact your nurse, use the bed control device to do so. This will direct you to a unit coordinator who will send your request to the appropriate person. Most patients are visited hourly by a nurse or medical assistant, except when you are asleep. Ask your nurse if you can expect a visit each hour.

### 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 or to be transferred to a long distance carrier. Long distance calls may not be charged to the room. Cell phones may be used in the hospital, but please be mindful of disturbing other patients or families around you. A Telephone Device for the Deaf (TDD) is available for patients and parents who are hearing impaired. Ask a member of your healthcare team about this device.

### Television

Television service is free and includes all local stations plus some cable stations. A channel guide is provided in this book.

### White Boards

The white board in your room lists contact names and phone numbers for your healthcare team and information about your health goals and plans. If you have questions for your healthcare team, you may write them on the board using the dry erase marker.

# AMENITIES AND HOSPITAL SERVICES

### ATM

An ATM is located on Floor 1 near the Dining Room.

### Dining Room

Located on Floor 1 of the Main Hospital. Snacks, drinks, grill items and salad bar available anytime.

#### Monday – Friday

General Hours.....7:00 a.m. – 7:00 p.m.  
(closed from 10:00 a.m. – 11:00 a.m.)  
Breakfast .....7:00 a.m. – 10:00 a.m.  
Lunch.....11:00 a.m. – 2:30 p.m.  
Dinner.....4:00 p.m. – 7:00 p.m.

#### Weekends

General Hours.....8:00 a.m. – 6:00 p.m.  
(closed from 10:00 a.m. – 11:00 a.m.)  
Breakfast .....8:00 a.m. – 10:00 a.m.  
Lunch.....11:00 a.m. – 2:30 p.m.  
Dinner.....4:00 p.m. – 6:00 p.m.

### Pavilion Market

Located in the lobby of the Pavilion. Open 24/7. This self-checkout vending market is stocked daily with a variety of snack and fresh meal options – including salads and sandwiches. Freshly ground Starbucks coffee is also available.

### Vending

Snack and drink machines are located on most floors. The nursing station will be able to assist you with the nearest location.

### Outpatient Pharmacy

Offers patients the convenience of filling prescriptions before leaving the hospital. Located in Medical Office Building B, First Floor, near the Emergency Department

Monday – Friday.....7:00 a.m. – 7:00 p.m.  
Saturday .....9:00 a.m. – 3:00 p.m.  
Closed on Sunday

### Healing Garden

The entrance to the garden is located near the chapel in the main hospital.

### Chapel

Located near the Cardiovascular Intensive Care Unit on Floor 2.

### Internet Access

Free WiFi is available. To access this service, choose the GUEST network and accept the terms and conditions.

### 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.







# YOUR CARE TEAM

Many people will care for you while you're in the hospital, both in a medical capacity and in a supporting role. Our associates are trained to introduce themselves and explain their part in your care when they enter your room. If you do not recognize the person in your room and they fail to introduce themselves and their role in your care, call the nursing station for assistance. Below is a short guide of who's who on your team.

## Physician Team

**Attending Doctor** – The doctor who leads your care.

**Consulting Specialty Doctor** – Specialized doctor who works with admitting doctor.

**Hospitalist** – A doctor who works at the hospital and helps coordinate care with your physician and other providers.

## Nursing Team

**Registered Nurse (RN)** – Your primary nurse who coordinates your care at the bedside. You may also receive visits from other nurses such as licensed practical nurses or nurse externs.

**Medical Assistants** – Assist with your basic daily care and safety needs. He or she helps the nurse by performing various patient care duties, such as changing bed linens or assisting you to the restroom.

**Nursing Leader** – Clinical Directors and Patient Care Coordinators (PCC) supervise daily care in the unit. If you have any questions or concerns during your stay, ask to see your PCC.

## Other Medical Professionals

**Radiology** – Performs your X-ray, scans and various other procedures.

**Laboratory** – A phlebotomist from the lab may come to draw blood for testing.

**Pharmacists** – Review and assist with your medications.

**Dietitians** – Provide specialized meal plans and education.

## Therapy Team

**Occupational Therapy** – Helps patients return to the activities of daily living.

**Physical Therapy** – Helps with strengthening and conditioning.

**Respiratory Therapy** – Delivers breathing treatments and respiratory care.

**Speech Therapy** – Helps patients with swallowing and speaking.

## Care Coordination Team

**Case Manager** – Helps to coordinate your care and discharge plans throughout your hospital stay. Case managers work closely with nurses and social workers to ensure that you are receiving the level of care you need.

**Social Workers** – Can be reached 24 hours a day to support you and your family during your illness. They may also help with plans for home care services after you leave the hospital and can help you find community resources.

**Patient Advocate** – Represents the patient's needs. Should you have any problem or concerns with the care you are receiving, please let the patient advocate know.

# CAREGIVER IDENTIFICATION GUIDE



**NURSES**  
REGISTERED NURSE,  
LICENSED PRACTICAL  
NURSE, SURGERY



**UNIT  
COORDINATORS/  
SECRETARIES**



**PATIENT  
TRANSPORT**



**NURSING  
ASSISTANTS  
EKG TECHS**



**RESPIRATORY  
THERAPY**



**REHAB  
SERVICES  
LABORATORY**



**RADIOLOGY**  
RADIOLOGY TECHNOLOGISTS  
**GI LAB**  
**CARDIOVASCULAR  
SERVICES**



**CASE  
MANAGEMENT**



**MATERIAL  
SERVICES**



**PHARMACY**



**DIETITIANS**



**ENVIRONMENTAL  
SERVICES**



**PHLEBOTOMISTS**

## Other Support

**Environmental Services/  
Housekeeping** – Keep your room and bathroom clean and visit twice each day.

**Food Service Professionals** – Take your meal orders and deliver your food trays throughout the day.

**Transporters** – Take you to and from tests and procedures.

**Patient Access Representatives** – Check you into the hospital and enter insurance information.

**Chaplains** – Chaplains from many faith backgrounds provide spiritual support including counseling and sacramental ministry.

**Interpreters** – Provide translation services.

**Volunteers** – Help family and friends visiting the hospital and keep up with a library of reading materials.





## ADVICE FROM OUR NURSES FOR PARTNERS IN CARE

- < If you are a Partner in Care (one of the two contacts listed in the patient's medical record), be sure to introduce yourself to the medical team.
- < Keep other family members and friends informed of the patient's progress according to the patient's wishes.
- < Some patients may need your help controlling and limiting time spent with concerned visitors. They may not feel up to talking or prefer for people not to see them when they're not at their best.
- < Help us keep your loved one comfortable. Ask them if they would like toiletries brought from home. Depending on the patient's condition, they may need help with things like brushing teeth, washing their face, or applying lotion or ChapStick. All of these things make a big difference in making people feel good. Ask a nurse to show you how to do these things if you're not sure how to work around equipment or tubes.
- < Assist with communicating the patient's needs and concerns to physicians and staff.
- < Don't be afraid to speak up and ask questions if there are things about the patient's care (medications, tests, etc.) that are not clear.
- < Help provide an extra set of eyes. You know things about the patient that we don't. If something doesn't seem right about your loved one, call it to the attention of the doctor or nurses. Ask the patient if they would like your help and input as they work with doctors and nurses on decisions about their treatment plan and follow up care. Most patients need help from friends and family as they recover and we want to make sure we work together to design a plan that is achievable.
- < Take care of yourself! Both you and your loved one need rest, quiet time and nutrition. Poor nutrition and lack of sleep will make you weak, able to think less clearly and feel the effect of stress more strongly.
- < When you leave the hospital to take a break, give the nurse your contact information or make sure it's on the whiteboard in the room. Jot down the nurses' station phone number and put it in your wallet. Write down the name and contact number of your loved one's attending physician.

# BE INVOLVED IN YOUR CARE

Multiple studies have shown that patients who are involved in their care, or whose loved ones take an active role in their care, heal better and have better outcomes. Here are some things you and your family can do to be involved.

## Know Your Rights and Responsibilities

Take a moment to read the patient rights and responsibilities section in this guide. It describes your rights as a patient receiving care as well as your responsibilities as an active participant in your care.

## Participate in Medical Rounds

Rounding is when the doctor comes to check on your progress at the bedside. He or she will review your chart and speak with the nurses about your prognosis. This is the best time to get your questions answered. Because each doctor's schedule is different, they round at different times during the day. Ask your bedside nurse when he or she is expecting the doctor to round at the hospital. It's often helpful to write down questions you may have so

that you don't leave anything out. If you are a family member who has questions and are unable to be at the hospital when the doctor rounds, write your questions down and let the nurse know they are there. The nurse can work with the doctor to get them answered.

## Medical Records

If you would like to request a copy of your medical record at any time, please call Health Information Management at **901.516.8425**.

## Hospital Safety

We are proud to be accredited by DNV GL for demonstrating we meet or exceed patient safety standards set forth by the U.S. Centers for Medicare and Medicaid Services.

## Nurse Shift Change at the Bedside

Additional communication opportunities are available during shift change. The nurse that is leaving will review your chart in your room with the nurse beginning the next shift. Ask your nurse what time shift change takes place. You and your family will be given an opportunity to participate and ask questions.

## Ask Questions

Sometimes it's hard to know what questions to ask. Here are some example questions.

## Questions to Ask the Nurse

The nurse has the benefit of being at the bedside for an extended period of time. He or she can usually answer questions about the patient's comfort and response to certain therapies. Here are some questions that should generally be asked of the nurse:

- Q. Who are the doctors on my team?
- Q. Which doctor is in charge?
- Q. Is there anything in the treatment plan for the day that may be painful or uncomfortable?
- Q. If so, have medications been ordered to prevent this?
- Q. If you are not in the room, how do I call for help?
- Q. How quickly should I expect someone to respond to the call?
- Q. Can you explain to me what the doctor said?
- Q. Will you explain what all the lines, tubes and equipment are and what they do?

- Q. What can I do to help?

- Q. If my family member can't stay with me, how will you get in touch with them? What if something urgent happens?

## Questions to Ask the Doctor

Here are some commonly asked questions to ask your physicians:

- Q. What is wrong with me? What is my primary diagnosis?
- Q. Can it be cured?
- Q. How will this condition affect my quality of life?
- Q. What is the treatment plan?
- Q. When do you usually see a response?
- Q. What changes will you watch for as a response to the therapy?
- Q. What are the risks of the therapy and/or medications?
- Q. What can I expect about experiencing and controlling pain?
- Q. Will I receive the medications that I was taking at home?



## ADVICE FROM OUR FAMILY PARTNERS

- < Ask for an introduction of any team member that you do not know. Ask them to explain their role in your care.
- < NEVER be embarrassed or intimidated to ask, “what do you mean?” When you are worried and sleep-deprived, it is very difficult to understand much of what is said to you. Ask them to explain any medical word and test result that you don’t understand.
- < Make sure that the doctors are speaking to you and your loved one and ask the questions you think the patient might want to ask but is too shy to speak up.
- < Begin asking questions about the patient’s discharge early. It is very important to plan ahead.
- < Most healthcare providers assume someone else is answering all of your questions – so don’t be afraid to ask for answers.



## DISCHARGE INFORMATION

Discharge from the hospital happens when symptoms stabilize and further care can be provided in another setting as you continue your recovery. Depending on your medical progress and your doctor’s orders, you may discharge to:

- < Go home with support of family or friends.
- < Go home with outside support – such as home health, hospice or outpatient treatments.
- < Transfer to a rehabilitation or nursing home skilled facility.
- < Transfer to another type of specialty hospital.

Advances in medical care have shortened hospital stays for patients. Most patients only stay in the hospital a few days. Medicare and insurance companies expect patients to be discharged or transferred to another level of care as soon as they are medically stable. When possible, discharged patients leave before noon.

### Help us Design a Discharge Plan That Works for You

Please tell us your discharge needs or concerns as early as possible. The questions below may help identify the areas where you will need help.

- < Do you plan to return to where you were living before you came to the hospital?
- < Do you have friends or family members that will be able to help you after discharge?
- < Are you currently able to get around your home without difficulty?
- < Do you have problems getting or taking your medication?
- < Do you have new medications and do you understand their side effects?
- < What medical supplies or equipment do you use at home? Do you need supplies or equipment?
- < Do you see a doctor regularly? Do you have a ride to doctor appointments?
- < Does your health limit your ability to do your day-to-day activities (bathe, cook, dress, etc.)?

- < Do you have questions about your disease/illness and how to manage your care when you leave the hospital?
- < What most worries you about leaving the hospital?

### Get Help

We encourage your participation to make the transition out of the hospital a smooth one. Please ask to see your case manager or social worker if you have discharge questions and concerns, and talk to your doctors and nurses about discharge plans. We want your discharge to be safe, appropriate and timely. We are here to assist, so let us know how we can help.



### ADVICE FROM OUR NURSES

Loved ones who plan to help the patient recover at home should spend time at the hospital to learn how to help. If there are special care needs like changing dressings or giving shots, you will need time to learn about this and practice with the help of the nurses.







Patient- and Family-Centered care means: We are respectful. We listen carefully. We share information about your condition in a way you can understand. We encourage you to participate in care.

# HELPFUL INFORMATION

## Concerns about Your Care

A patient advocate is available to discuss any issues or concerns you may have regarding your care. The patient advocate may be reached at **901.516.6953**.

If we haven't been able to address your concerns to your satisfaction, please contact one of the following:

President: Rebecca Cullison  
**901.516.6967**  
VP, Chief Medical Officer: Dale Criner, MD  
**901.516.6967**  
VP, Chief Nursing Officer: Kathy Barnes  
**901.516.6994**

If you feel that we were not able to resolve or address your concern, you may file your concern with one of the following agencies:

**Tennessee Department of Health**  
Health Care Facilities Hotline: **877.287.0010**  
**Hospital's Accreditation Organization**  
DNV GL-Healthcare Hotline: **866.496.9647**  
KEPRO Medicare Beneficiary Helpline: **844.430.9504**

## Your Experience Matters

Methodist Le Bonheur Healthcare participates in the Hospital Consumer Assessment of Healthcare Providers and Systems Survey. This nationally standardized survey captures patients' perspectives of their hospital care and experience. After you leave the hospital, you may receive a survey asking specific questions about your experience with us. Please take a few minutes and let us know how we cared for you and your family during your stay. Comments made and the scores you give us are not only shared with the staff caring for you today, but overall scores are reported nationally for all hospitals on [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov).

## Hospice and Home Care

Methodist Hospice can provide compassionate care and services for your loved one in a variety of settings including home, assisted living, nursing home or our hospice residence. Services are available to anyone who has been diagnosed with a terminal illness and has elected comfort care. For more information, a member of our Methodist Hospice team is available by calling **901.516.1600**.

Methodist Home Health is available for homebound individuals transitioning from a hospital stay back to the home environment. Our Home Health team teaches caretakers how to care for a loved one and provides

necessary assistance during this transitional period. For information on Methodist Home Health, our team is available by calling **901.516.1800**.

## Advance Directives

Advance directives are legal documents that allow you to communicate your healthcare decisions to family, friends and healthcare professionals should you be unable to express your wishes. Our chaplains can provide materials and counseling on options to consider. Your nurse can page the chaplain for you or call **901.516.6526**.

## Organ and Tissue Donation

Being an organ or tissue donor is a generous and oftentimes life-saving decision. In the event that a patient could be a candidate for donation, Methodist is required by law to discuss options with the family. We are committed to honoring our patients' wishes first and foremost. If you have general questions about organ and tissue donation, please talk to your nurse.

## Ethical Advisory Committee

The Ethical Advisory Committee may serve as a resource to you in addressing conflicts about your care and end-of-life issues. Comprised of physicians, nurses, chaplains and other support staff, the committee is available 24 hours a day to provide counseling and advice on patient care. The consultation may be initiated by the medical team, patient or family. An ethics committee consultation does not interfere with the decision-making relationship between physicians and patients and family, but it can enhance 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.

## Price Estimator Tool

The price estimator tool helps empower patients to be better educated on their healthcare decisions. It provides patients with an accurate estimate of their financial responsibility for commonly provided medical services, such as laboratory services, MRIs, physical therapy and others. Using the online tool, estimated costs can be calculated for both insured and uninsured patients. The price estimator uses common procedures we provide, insurance carriers' contracted rates and real-time insurance benefits to provide a good faith estimate of out-of-pocket expenses. Complications, add-on services and final diagnosis, all which can

impact the patient responsibility, cannot be predicted by the price estimator. By offering this tool, we are ensuring our compliance in federally mandated price transparency and fulfilling our promise to patients to always be transparent. To access the tool, or for more information, visit [www.methodisthealth.org/estimator](http://www.methodisthealth.org/estimator).

## Ways to Help

### Patient and Family Partner Councils

We are 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 share information about your condition in a way you can understand. We collaborate with you and your family after your care experience with us. Patient and family partners guide and enlighten us in important ways. Advisors are needed to partner with us 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. 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 administration at **901.516.6967**.

### 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.

Gifts made to the foundation 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 [www.methodisthealth.org/give](http://www.methodisthealth.org/give) or call **901.478.0704**.

### Volunteer

Hospital 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 [www.methodisthealth.org/volunteer](http://www.methodisthealth.org/volunteer) or call **901.516.7481**.



# PATIENT RIGHTS

## As a patient, you have the right to:

- › Healthcare services provided without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
- › Receive beneficiary notices of non-coverage and the right to appeal premature discharge through the Medicare Important Message and to receive notice of status as observation through the Medicare Outpatient Observation Notice.
- › Participate in developing your plan of care, and to request or refuse treatment.
- › Designate a representative and for that person to participate in plan of care development if necessary due to circumstances.
- › Have family and/or your personal physician notified of your admission if you wish.
- › Personal privacy.
- › Safety with freedom from all forms of abuse or harassment.
- › Confidentiality of your medical records as required by HIPAA.
- › Access to your own medical records by requesting access through Health Information Management or through the Patient Portal.
- › Have your pain managed.
- › Be visited by your family or other individuals you identify, except if visitation is limited due to COVID or other infectious outbreaks.
- › Formulate Advance Directives and have staff and providers comply with your wishes as required in state or federal law.
- › Communicate with you and/or your representative in the language or format that you and/or your representative understand. The hospital will provide competent interpreters if you do not speak English or provide other communication aides for you if you are deaf, blind or otherwise impaired.
- › Have informed written consent prior to medical or surgical care being provided, except in medical emergencies. The consent will explain risks, benefits and alternatives for high- risk procedures, sedation or participation in research projects.
- › Be free from physical or mental abuse and freedom from restraint or seclusion that is not medically necessary.
- › Express concerns about your care without fear of those concerns interfering in your care. These concerns, complaints or grievances can be expressed to the patient advocate or a member of the administrative team.
- › Contact one of the following agencies to express your concerns if we were not able to resolve or address your concerns:

**Tennessee Department of Healthcare Facilities – 877.287.0010**

**Hospital’s Accrediting Organization – DNV GL-Healthcare Hotline – 866.496.9647**



# PATIENT RESPONSIBILITIES

## As a patient, it is your responsibility to:

### Share important information with your caregivers.

- › Provide complete and accurate information about your health and medical history as requested.
- › Inform your care team of changes in your condition or symptoms, including pain.
- › Notify us immediately if you have any safety concerns.
- › Speak up if you are not happy with your care.

### Ask questions about your care, treatment and medical services and follow your provider’s instructions.

### Make arrangements for timely payment of your bill.

### Follow the hospital’s rules and regulations.

- › Take an active role in planning your care and do your part of the plan.
- › Send home all personal valuables whenever possible, or use the hospital safe provided by Security.
- › Arrange for proper storage of personal items such as dentures, glasses and hearing aids when not in use or when removed for procedures.
- › Follow the no smoking policy.

### Show respect and consideration for your care team and for other patients and families in the hospital.



# PATIENT JOURNAL

## Physician Team Information

Physician	Specialty	Contact Information	Comments

## Nursing Team Information

Date	Name & Title (RN, LPN, etc.)	Job (Charge Nurse, Bedside Nurse, Aid, etc.)	Shift (Daytime, Evening, Night)	Comments/Contact Info

## Tests & Procedures

Date/ Time	Test/Procedure	Who ordered it?	Why?	Results/Comments

# PATIENT & FAMILY COMMUNICATION TOOL

You may keep this sheet with you as a reminder of questions to ask the doctor. You may also request that it be placed in the patient’s chart for the doctor to read if you are not in the room when the doctor visits.

Date: \_\_\_\_\_

Patient: \_\_\_\_\_

*I have the following questions:*

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_ Relationship with patient: \_\_\_\_\_

*If needed, complete below:*

I would like to be called at your convenience:

My number is: \_\_\_\_\_





# myMethodist

is an online health management tool for patients.



## Signing up is simple!

1. Provide us with your email address when you check in at the hospital.
2. Check your email to see the link to activate your account.
3. Click on the link to activate your account.
4. Follow the steps outlined in the email.
5. Start using your secure account.

Or visit [mymethodist.iqhealth.com/self-enroll](http://mymethodist.iqhealth.com/self-enroll) and complete the form. Once you activate your account, simply visit [www.methodisthealth.org/login](http://www.methodisthealth.org/login) to see your information.

## With myMethodist, you can:

- See information from your stay at Methodist
- View your at-home care instructions
- View lab results from your hospital stay within 36 hours
- See medicines your doctors want you to take
- See the dates & times for your doctors' appointments
- Request to reschedule or cancel an upcoming appointment
- Request medical records



## Notice About Nondiscrimination and Accessibility Requirements

### DISCRIMINATION IS AGAINST THE LAW

Methodist Le Bonheur Healthcare ("MLH") complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MLH does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

In addition, MLH:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact MLH's Civil Rights Coordinator, Loretta M. Hinton, MLH Chief Compliance Officer, whose contact information appears below.

If you believe that MLH has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator at:

Loretta M. Hinton, Chief Compliance Officer  
Methodist Le Bonheur Healthcare  
1211 Union Avenue, Suite 700  
Memphis, TN 38104  
Telephone: 901-478-0553  
Email: [Loretta.hinton@mlh.org](mailto:Loretta.hinton@mlh.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201

Telephone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Effective October 14, 2016



**English Source Text:** Do you speak [language]? We will provide an interpreter at no personal cost to you.

# NOTES

[illegible]



[illegible][illegible]



## OUR MISSION

To enhance your health and well-being through high-quality, innovative and compassionate care.

## OUR VISION

Methodist Le Bonheur Healthcare will be nationally recognized for excellence in clinical quality, patient safety, and compassionate care to improve every life we touch.

### SERVICE

Patients and families are at the heart of all we do.



## OUR VALUES AND GUIDING BEHAVIORS

**Quality** **SERVICE**  
*integrity*  
*Teamwork* *innovation*

### QUALITY

We consistently provide the highest quality of care through safe, proven practices.



### INTEGRITY

We accept and honor the trust placed in us through our faith-based mission.



### TEAMWORK

Together we are better.



### INNOVATION

We are a learning organization and embrace new ways to get better results.



**Methodist**<sup>SM</sup>  
**Le Bonheur Healthcare**  
**Germantown Hospital**