

# Patient Guide



SAINT  JOSEPH  
HEALTH SYSTEM

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PLYMOUTH  
MEDICAL CENTER

# Telephone directory

**MAIN NUMBER**  
574.948.4000

**Admission & Discharge**  
574.948.4351

**Billing**  
574.948.4005

**Patient Meal Services**  
574.335.3663

**Security**  
574.948.4329

**OUR ADDRESS**  
1915 Lake Ave.  
Plymouth, IN 46563

When calling within the hospital from your room phone, dial 8, then the extension.

To call outside the hospital from your room phone, dial 9, then the number you are calling.

You may also place collect, credit card and third-party billed, long-distance calls from your room phone. Dial 9, then 0, then area code and number.

Admission & Discharge . . . . .	574.948.4351
Billing . . . . .	574.948.4005
Center for Spiritual Care . . . . .	574.948.4006
Care Management . . . . .	574.948.4019
Child & Maternal Education . . . . .	574.948.4260
Consumer Assistance . . . . .	574.948.4008
Emergency Department . . . . .	574.948.4349
Gift Shop . . . . .	574.948.4052
Medical Records . . . . .	574.948.4980
Pharmacy . . . . .	574.948.4300
Physician Referral . . . . .	866.757.6248
Pre-Registration . . . . .	574.948.4346
Radiology . . . . .	574.948.4055
Registration . . . . .	574.948.4346
Rehabilitation Services . . . . .	574.948.5320
Room Service Dining . . . . .	574.335.3663
Security . . . . .	574.948.4329

# Welcome to Saint Joseph Health System

Thank you for trusting us with your healthcare needs. Here you will find access to leading clinical quality, advanced medical technology and an environment designed to heal your body, mind and spirit.

Our talented and compassionate medical team and staff are dedicated to their work and providing an excellent patient-care experience. If you need anything, please ask any member of our team.

The efforts and prayers of every colleague here are directed toward your health, a rapid recovery and your return home.

Sincerely,

Your Saint Joseph Health System Team

## **Our Mission**

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

# In this guide

## UNKNOWN

“Other people may be there to help us, teach us, guide us along our path, but the lesson to be learned is always ours.”

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# During your stay

## Visiting guidelines

Immediate family may visit at any time. Other guests may visit from 11 am - 8 pm. Some departments may adjust visiting hours and guidelines.

Visitors should enter the hospital using the first floor, main lobby entrance. After hours visitors must go through the Emergency Department and will be issued a visitor badge.

To respect the privacy of other patients, contain visitors to your room. To provide our staff the space they need to provide the best care, please limit the number of visitors in the room at one time.

Do not leave children unattended, and keep in mind some areas of the hospital may not be appropriate for young children.

If you are sick, please refrain from visiting. If you must visit, avoid close contact with the patient and wash your hands or use the hand gel available before and after coming into contact with the patient.

## Family and friends play an important role in your recovery. Please review the following guidelines with your visitors.

### Excellence in patient care

At SJHS, we strive to ensure patient and family safety, comfort and satisfaction. Please share your questions and concerns with our staff. SJHS regularly measures patient satisfaction and compares it to other hospitals and national standards as we continue to make improvements. There are customer cards located in all of our waiting rooms, and we encourage you to provide feedback about your care and service. A customer service representative will check on all inpatients and their families. This is an excellent opportunity to voice any concerns or needs. Should you need assistance, call administration at 574.948.5000 and your concern will be addressed.

### Multi-disciplinary rounds

In the Critical Care and Medical/Surgical Departments, we perform multi-disciplinary rounds during the mornings on Monday through Friday. Our care team is comprised of the attending physician, nursing, respiratory therapy, nutrition services, physical therapy, pharmacy, case management, lab, clinical education, and patient safety. The team discusses the patient's condition, provision of care and discharge planning with the patient and family. We encourage the patient and family to ask questions and fully participate in this important part of your care.

## Calling your nurse

When you need information or assistance with anything, use the nurse call button to signal the nursing station and a staff member will respond.

## Your bed

Hospital beds are designed for safety, security and comfort. Your nurse will show you how the bed operates. For your safety, please do not attempt to raise or lower the bed rails by yourself.

## Valuables

Please leave valuables at home. If you bring valuables, we are not liable for their loss or damage unless you deposit them with us for storage in our safe. Notify your nurse if you would like Security to store your valuables.

If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please don't put them on your bed or food tray — they may be damaged or lost. SJHS cannot be responsible for replacement of personal belongings.

## Cellphones

Cellphone use is permissible inside the hospital, but we ask that visitors leave the unit or use the waiting area to make a call, especially if discussing private health information.

## Wireless Internet

Wireless Internet is available for patients and visitors. Please note our staff does not provide technical support of personal laptops. To access the wireless network, you need a Wi-Fi compliant 802.11-b/g wireless Ethernet card and standard Web browser.

- You should first access your wireless network settings and/or configuration for your device.
- View available networks, select SJRMC-Guest, then choose Connect.
- Review the "Terms of Use" agreement and click Accept.

## Your diet

Your doctor will order a diet for you. When you place your order by phone, nutrition staff will help you select items allowed on your specific diet.

## At Your Request Room Service

Our famous At Your Request Room Service Dining program allows you to select your favorite meals from an expansive and colorful menu. Once you've made your selections, just telephone the Call Center at ext. 5.FOOD (5.3663) anytime between 6:30 am - 6:30 pm to place your meal order. Your meal, specially made for you, will be delivered to your room in 45 minutes. For after hours service, please contact your nurse. Thank you and Enjoy At Your Request Room Service Dining!

## 🏠 During your stay

### Café

#### Lower Level

Monday – Friday  
6:30 – 10 am

11am – 1pm  
Closed on weekends  
and major holidays.

### Vending

Snacks and beverages are  
available near waiting areas  
on each floor.

### TV channel lineup

Eternal Word	3
Television Network	3
Mass televised daily	95
The Patient Channel	96
Joint Commission Resources Quality & Safety Network	97

### Mail and flowers

Our volunteers will deliver  
any mail or flowers directly  
to your room. Flowers  
or plants cannot be  
accepted in Critical  
Care or Cardiothoracic  
Recovery rooms.

### Gift shop

The Gift Shop is located in  
the main lobby. Proceeds  
are donated back to the  
hospital through our  
Auxiliary to assist the  
needs of our patients. Cash,  
check and credit cards  
are accepted.

### Evidence-based nutrition therapy

Inpatient and Outpatient Medical Nutrition Therapy  
services are available as needed.

A Registered Dietitian can:

- Provide education and explain your diet.
- Suggest nutrition supplements to help your recovery.
- Guide you in making lifestyle changes to manage chronic disease.

### SJHS patient channel

Located on channel 62, the Patient Channel offers  
educational topics that may be of interest to you.  
Topics include diabetes, congestive heart failure,  
stroke and heart attack. Channel 62, also provides  
Room Service meal information. Channel 71 is the  
Serenity Channel and features beautiful photos of  
nature and calming music.

### Kick the habit

Smoking is not permitted anywhere on our  
hospital campus. In addition, our hospital is  
a leading agency in observing Tobacco-Free  
Work Day Policy for all our employees.

Let us help you stop smoking for good. Nicotine  
replacement patches and other supportive  
medications can be ordered upon your request  
by your physician to support you while you are a  
patient here. We offer smoking cessation classes  
free of charge and nicotine replacement products  
are also available from our Gift Shop. For more  
information, contact the Tobacco Education  
Specialist at 574.335.3896.



# Saint Joseph PACE now available.

- Is your elderly loved one or parent having a hard time living on their own?
- Are you unable to provide or find the care your loved one needs?
- Do they need extensive medical care?

Our Programs of **All-inclusive Care for the Elderly (PACE)** provide the support and assistance families need as caregivers. Your loved one will receive the medical care and socialization they need so they can remain as independent, healthy and active as possible.

To learn more about Saint Joseph PACE, contact us at **574.247.8700**.



# We strive to be a trusted community partner.

## It's what we're called to do.

Saint Joseph Health System Health Insurance Services is here to provide you with the information you need about Medicare and health insurance options after you retire. Our services are free and include:

- Medicare and Health Insurance Enrollment
  - Medicare Supplements, Advantage Plans, Part D Prescription Plans and Medicare Savings Programs
  - Insurance Education and Seminars
  - Preventive and Wellness care information, including Home Health Care, Dental and Vision plans
  - Medicaid/Hoosier Healthwise/Healthy Indiana Plan
- Ofrecemos Servicios en Español y Inglés.*

For more information, please call **1.855.88.SJMED**.

## About us

### General information

**Plymouth Campus**  
1915 Lake Avenue  
Plymouth, IN 46563  
574.948.4000

### Mishawaka Campus

5215 Holy Cross Parkway  
Mishawaka, IN 46545  
574.335.5000

### Physician Referral

1.855.88.SJMED (75633)

Appointment Center:  
574.335.4500  
Toll-free 888.455.4450  
[sjmed.com](http://sjmed.com)  
[twitter.com/stjoemed](https://twitter.com/stjoemed)  
[facebook.com/  
SaintJosephHealthSystem](https://facebook.com/SaintJosephHealthSystem)

### Your opinion counts

After you discharge from the hospital, you may receive a phone call survey regarding your stay and experience at SJHS. Please share your comments as we strive to continue to improve and provide truly exceptional care.

### Interprete

Si no habla inglés o lo habla muy poco, le podemos ofrecer un interprete.

**For 150 years, the Sisters of the Holy Cross and the Poor Handmaids of Jesus Christ have been devoted to improving the health and well-being of every last individual in Marshall County and surrounding communities.**

The legacy of these extraordinary women continues today as Saint Joseph Health System, a gathering of all of our health ministries into one family.

- Health Insurance Services
- Outreach Services
- Mobile Medical Unit
- Saint Joseph Physician Network
- Mishawaka Medical Center
- Plymouth Medical Center
- Rehabilitation Institute
- Outpatient Medical Campus – Elm Road
- Saint Joseph VNA Home Care
- St. Paul's Senior Living Community
- Holy Cross Senior Living Community
- Trinity Tower Senior Living Community

We're proud to bring together the strengths of all these organizations—each born from the same, faith-based mission—to guide you through some of the most significant moments of your life. For you, this unification means you only have to look to Saint Joseph Health System for care that serves your unique physical, emotional and spiritual needs—this is our calling.

We invite you to have a look at our story by visiting [sjmed.com](http://sjmed.com). There you can see videos showing how our system is called on to care, videos highlighting our nurses, the St. Joe family at St. Paul's, the Therapy Team at Holy Cross and St. Joe and our VNA Home Care Nurses. You can also visit the SJHS YouTube channel to hear colleagues discuss in their own words how they were called to care.

# Your healthcare team

## Physicians

Your primary care physician, a resident physician on duty or a hospitalist will supervise your care while you are in the hospital.

## Nurses

In each nursing unit, a Registered Nurse (RN) is responsible for supervising patient care and directing the nursing support staff of the unit. RNs are assisted by LPNs, Patient Care Providers (PCPs) and nurse technicians.

## Care Management (574.335.3100)

These professionals are here to review your medical record and discuss your discharge planning. They are available to assist with arrangement for home care, admission to a long-term-care facility or rehabilitation care. Care management professionals are here to assist with any or all of the following:

- Insurance authorization
- Medication assistance
- Durable medical equipment
- Extended care facility placement
- Referrals to community services
- Home healthcare
- Transportation issues
- Hospice services

## Rehabilitation (574.335.8800)

Physical, occupational and speech pathologists work with you, your family and the medical team to help meet recovery goals. We offer rehabilitation services after discharge to allow a seamless transition in care for individuals in need of continued services.

## Registered Dietitians (574.948.4003)

A registered dietitian will work with your Registered Dietitian to develop a nutrition care plan. They are also available to discuss how you can make lifestyle and nutritional choices to improve your health.

## Scrub colors

Members of your healthcare team wear different colored scrubs and uniforms to make it easier for you to distinguish their different roles. Identify team members of your team by the following colors:

### Royal Blue & White

RNs

### Shockingly Pink & Black

Maternal Child Health RNs

### Bright Blue

Maternal Child Patient Providers

### Teal

Patient Care Providers

Medical assistants

Nursing assistants

Nurse & specialty technicians

### Turquoise & Black

OB unit secretaries & technicians

### Navy Blue

Respiratory Therapists

### Caribbean Blue

Radiology & cardiology

### Burgundy

Plebotomists & lab assistants

### Gray

Pharmacy

## Pharmacy (574.948.4300)

While you are in the hospital, your medications are dispensed by our hospital pharmacists. They can answer any questions you may have. If you have brought medications from home, please send them home with your family or have them secured. Do not continue to take your home medications while you are in the hospital.

## Volunteers

Volunteers donate thousands of hours to enhance the care of our patients. They provide support, including staffing the information desk, delivering mail and flowers and operating the Gift Shop. You can identify our volunteers by their royal blue smocks.

## Rapid response team

A Rapid Response Team (RRT) is a group of nurses, doctors and respiratory therapists trained to help when there are signs that a patient is getting much sicker. A nurse with specialty training will join when responding to emergencies involving children. When the nurse or caregiver recognize a change in the patient's condition, the RRT is called to respond and provide immediate attention.

## Family members

The RRT can be initiated for a patient when the patient, family or friend feels there is a medical emergency.

## Warning signs may include, but are not limited to, the following:

- Changes in heart or respiratory rate
- A drop in blood pressure
- Changes in urinary output
- Confusion or other mental status changes
- Something does not look or seem right with the patient

## Hourly rounding

During hourly rounding, a member of your healthcare team will check to see if your needs are met.

**At least every hour from:**  
6 am -10 pm

**Every two hours from:**  
10 pm – 6 am

We will ask you questions regarding pain, position and the need for bathroom assistance. We will check the environment of your room to ensure it is clutter-free and you are able to reach items you need. This also is a time to ask questions or share concerns.

## Technicians & technologists

This team of skilled health professionals is here to perform and assist with laboratory tests, screenings or procedures, which help with diagnosis and treatment.

**We encourage you to contact your faith community and let them know you are here. If you need help contacting them, you may ask a chaplain to help.**

**For our Catholic patients, a priest is available for sacramental needs and may be reached through the on-call chaplain. Eucharist ministers bring communion daily to patients who list themselves as Catholic.**

### Center for spiritual care

Professional chaplains are available to visit with patients and their families. They provide spiritual and emotional support for all patients and families, regardless of whether they have a religious affiliation.

Chaplains are generally available during daytime hours Monday through Friday. Emergency calls at night or on weekends will be handled according to chaplain availability. You may ask your nurse to page the hospital chaplain or call the hospital operator (dial 0) and ask for the chaplain to be paged.

**Please call a chaplain for any of the following:**

- Anxiety about a medical procedure
- Difficult diagnosis
- Trouble sleeping
- Exploring spirituality or faith
- Ethical issues
- End-of-life decisions
- If you wish to talk or pray
- Difficulties with a significant relationship
- When a patient or family needs support

The Chapel is available near the main entrance for private meditation. Special services are scheduled from time to time.

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## We are privileged to help people return to what's important in life.

Home is often the best place to recover and rehabilitate after an illness or injury. Saint Joseph Health System VNA Home Care helps you transition from hospital to home and back to your regular activities.

- Skilled nursing care
- Speech therapy
- Wound care
- Palliative care
- Mental health nursing
- Physical/occupational therapy
- Disease management programs
- Infusion therapy
- Post-surgical care
- Post-cardiac care

Services are available 24 hours a day, seven days a week in Mishawaka and Plymouth. We accept Medicare, Medicaid and most insurance plans.

For more information, call **574.335.8600** or **800.962.2554**.





# Stay safe

## Five steps to safer healthcare

Patient safety is one of the nation's most pressing healthcare challenges. The following steps tell what you can do to make sure you are receiving the safest healthcare possible. These were developed by the U.S. Department of Health and Human Services in partnership with the American Hospital Association and American Medical Association.

### 1. Ask questions if you have doubts or concerns.

Choose a doctor you feel comfortable talking to. Take a relative or friend with you to help you ask questions and understand the answers.

### 2. Keep and bring a list of ALL medicine you take.

Give your doctor and pharmacist a list of all the medicines you take, including non-prescription medicines. Tell them about any drug allergies you have. Ask about side effects and what to avoid while taking the medicine. Read the label when you get your medicine, including all warnings. Make sure your medicine is what the doctor ordered and know how to use it. Ask the pharmacist about your medicine if it looks different from what you expected.

### 3. Get the results of any tests or procedures.

Ask when and how you will get the results of any tests or procedures. Don't assume the results are fine if you don't get them when expected, be it in person, by phone or by mail. Call your doctor and ask for your results. Ask what the results mean for your care.

### 4. Talk to your doctor about which hospital is best for your health needs.

Ask your doctors about which hospital has the best care and results for your condition if you have more than one hospital to choose from. Be sure you understand the instructions you receive about follow-up care when you leave the hospital.

### 5. Make sure you know what will happen if you need surgery.

Make sure you, your doctor and your surgeon all agree on exactly what will be done during the operation.

#### Ask your doctor:

Who will manage my care when I am in the hospital?

#### Ask your surgeon:

Exactly what you will be doing?  
About how long it will take? What will happen after surgery? How can I expect to feel during recovery?

#### Tell the surgeon, anesthesiologist and nurses:

Any allergies, if you have had a bad reaction to anesthesia and any medications you are taking.

## Safety considerations

- Do not lean out of your bed. Ask for assistance if you need to reach for items.
- Do not use a bedside table or cabinet for support. They are on wheels and could move.
- Wear bedroom slippers when you get out of bed. Skid-resistant soles are advisable.
- Avoid walking on wet areas when floors are being cleaned.
- Ask for assistance when you need to get in or out of a wheelchair.
- Inform our staff about any unsafe conditions.

## Infection control

We have an ongoing program to control and prevent infection. The best protection against diseases transmitted by blood and other substances is provided by Standard Precautions. These are taken with all patients regardless of diagnosis.

With Standard Precautions, various protective barriers are used during routine patient care, including:

- Containers in each room for disposal of used needles
- Gloves used when hand contact with any body substance is anticipated
- A mask, goggles or face shield worn to protect the face from splashes
- Gowns or aprons worn when the soiling of clothes is expected

# Five things you can do to prevent infection

**Avoiding contagious diseases like the common cold, strep throat and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection:**

## 1. Clean your hands

Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, between your fingers and the backs of your hands.

Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.

Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill or play with a pet.

## 2. Make sure healthcare providers clean their hands and wear gloves

Doctors, nurses, dentists and other healthcare providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.

Healthcare providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids and examining your private parts. Don't be afraid to ask them if they should wear gloves.

## 3. Cover your mouth and nose

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more! Cover your mouth and nose to prevent the spread of infection to others.

Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.

If you don't have a tissue, cover your mouth or nose with the bend of your elbow or hands. If you use your hands, clean them right away.

## 4. If you are sick, avoid close contact with others

If you are sick, stay away from other people or stay home. Don't shake hands or touch others.

When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

## 5. Get shots to avoid disease and fight the spread of infection

Make sure that your vaccinations are current – even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases:

Chickenpox	Shingles	Hepatitis
Measles	Mumps	Meningitis
Tetanus	Diphtheria	Pneumonia
Whooping cough (Pertussis)		
German measles (Rubella)		
Human papillomavirus (HPV)		
Flu (Influenza)		

# ✚ Pain management

**“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”**

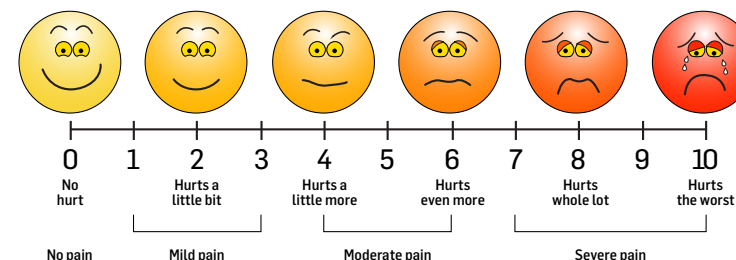
**-Tori Amos, 1963-Present**

**You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain. To help describe your pain, be sure to report:**

- When the pain began.
- Where you feel pain.
- How the pain feels - sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much, if any, pain your medication is taking away.
- If your medicine helps with the pain, how many hours of relief you got.

Use the Pain Rating Scale below to tell your doctor or nurse how severe the pain is.

**Wong-Baker FACES® Pain Rating Scale**



©1983 Wong-Baker FACES® Foundation. Visit at [www.wongbakerFACES.org](http://www.wongbakerFACES.org). Used with permission.



FPO

# Your best days are our best days.

Saint Joseph Health System Holy Cross offers seniors rehabilitation to help them get back on their feet after a surgery, illness or injury.

- Private Suites and Baths
- Therapy Gym and Fitness Center
- Proven Rehabilitation Outcomes
- Aqua, Physical, Occupational and Speech Therapy
- Cardiac, Orthopedic and Stroke Rehab

Contact us at **574.247.7500** for more information or to schedule your tour.

## Advance directives

### What kind of medical care would you want if you were too ill or hurt to express your wishes?

Advance directives are legal documents that you prepare while you are medically and mentally capable and are intended to direct your medical care if you become unable to do so in the future. Advance directives provide a way for you to communicate your wishes to family, friends and healthcare professionals, and to avoid confusion later on. Advance directives can ONLY be used if you are unable to speak for yourself.

#### Although laws vary from state to state, there are basically three kinds of directives:

1. A durable healthcare power of attorney is a legal document in which you name someone close to you to make decisions about your healthcare in the event you become incapacitated. It becomes active any time you are unconscious or unable to make medical decisions. A durable health care power of attorney is generally more useful than a living will. But a durable health care power of attorney may not be a good choice if you don't have another person your trust to make decisions for you.
2. A living will is a legal document in which you state the kind of healthcare you want or don't want under certain circumstances and allows your healthcare providers to administer treatment accordingly. A living will tells how you feel about healthcare intended to sustain life. You can accept or refuse medical care.
3. A life-prolonging procedures declaration is a document that is the opposite of a living will. A person uses this document if he/she wants all life-prolonging medical treatments used to extend life regardless of the quality of life.

### What are advance directives?

A living will, healthcare proxy and durable power of attorney are all legal documents that allow you to give direction to medical personnel and family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

If you would like more detailed information about advance directives, any caregiver can assist you in contacting the appropriate staff member. You can also call the Center for Spiritual Care at 574.948.4006.

# Your rights & responsibilities

The above three documents on the previous page can be canceled orally, in writing or by destroying the declaration by the individual. The cancellation takes effect only after the patient's physician is informed. For the documents to be used, there must be two adult witnesses and the document must be in writing and signed by the patient or someone that has permission of the patient to sign his/her name in the patient's presence.

Advance Directive forms are available through the SJRMC Center for Spiritual Care and online at sjmed.com. Board-certified chaplains and chaplaincy residents are the primary people who meet with patients and their families to discuss the Advance Directives. You can contact the Center for Spiritual Care at 574.948.4006.

## Advance directives

In the event of a disagreement between family members or other caregivers concerning your wishes regarding life-sustaining treatment, or other issues in connection with your Advance Directive, call the Center for Spiritual Care at 574.948.4006.

When you bring in a copy of your advance directive, we will scan it into your medical record. You will be asked on subsequent hospitalizations to review and update your advance directive as appropriate.

## Notes and questions

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# Your rights & responsibilities

## Contacting Patient Relations

A member of our healthcare team will check on all inpatients and their families. This is an excellent opportunity to voice any concerns or needs. Should you need assistance, call Administration at 574.948.5004, and your concern will be addressed.

## Contacting The Joint Commission

The public may also contact The Joint Commission's Office of Quality and Patient Safety to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by either calling 800.994.6610 or visiting [jointcommission.org](http://jointcommission.org).

## Contacting the Indiana State Department of Health

You may address concerns by also contacting:

Indiana State Department of Health  
2 Meridian St., Section 4B  
Indianapolis, IN 46204  
800.246.8909 (English)  
317.233.1230 (Spanish)  
[complaints@isdh.in.gov](mailto:complaints@isdh.in.gov)

**SJHS is committed to the health of each individual. Our Patient Rights & Responsibilities are guidelines that promote the dignity of each patient and contribute to the quality of patient care. We are here to provide knowledge and support to heal body, mind and spirit, and are glad you chose us for your healthcare needs.**

**We fully endorse the following rights and responsibilities.**

As our patient, you have the right to receive respectful, courteous and quality care and to be treated with dignity.

**You have the right to:**

- Receive considerate and respectful care, free from any form of abuse, neglect, or harassment without regard to race, color, creed, national origin, gender, diagnosis, handicap, ability to pay or source of payment, within the capacity of the hospital.
- Have a family member or other representative and your family physician notified promptly when you are admitted to the hospital, and to have them provide emotional support during your stay.
- Be able to exercise cultural and spiritual beliefs and practices that do not interfere with the well-being of others or your treatment plan.

# Your rights & responsibilities

## You have the right to:

- Foreign language or sign language interpretation so that you can access appropriate care and the information needed to participate in your care.
- Maintain contact with friends and family outside the hospital (visitors, calls, letter).
- Have reasonable continuity of care.
- Receive information tailored to your age, language and comprehension abilities, and in a manner that meets the needs of all patients with vision, speech, hearing or cognitive impairments.
- Have your spiritual needs addressed by staff and to have your respective faith community contacted at your request, preferably by you or a family member.
- Examine and receive an explanation of your bill, regardless of source of payment, and to be informed of available payment methods and the cost of care upon request.
- Voice any concerns or complaints and have them discussed, reviewed and resolved.
- Choose who may visit you during your inpatient stay, regardless of whether the visitor is a family member, a spouse, a domestic partner (including same-sex domestic partner) or other type of visitor, as well as the right to withdraw such consent to visitation at any time. The hospital may restrict visitation in medically appropriate circumstances.

- Receive treatment without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
- Medicare patients have the right to appeal to a premature discharge through the Quality Improvement Organization (QIO).

## Obtaining information about your treatment and healthcare team

### You have the right to:

- Know the names and professional status of physicians, nurses and staff responsible for your care.
- Know who is responsible for authorizing and performing the procedures and treatment.
- Know of any business or professional relationships the hospital has that may influence your treatment and care.

## Making decisions about your care

### You have the right to:

- You or your legally designated representative to make decisions regarding your own healthcare and to be involved in the development and implementation of your treatment plan.
- Receive from your physician the information necessary to give informed consent prior to any procedures and/or treatment, and to be informed about the outcomes of care. This includes unanticipated outcomes and your right to refuse care, treatment and services.
- Have your physician discuss with you the proposed care, treatments and services, including potential benefits, material risks, side effects or the proposed care and potential problems that may occur during recuperation. This discussion will include reasonable alternatives to the proposed care, including the risks related to not receiving the care and the circumstances under which information about the patient must be reported or disclosed.
- Request a consultation or second opinion from another physician or specialist.
- Be able to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such a decision. If you refuse treatment to the extent that we cannot treat you according to our standards and mission, we will assist with the discharge/transfer arrangements to a facility where your wishes can be honored.

- Change physicians and/or hospitals.
- Receive full disclosure of the purpose of the procedure as well as the expected outcome, duration and potential benefits, risks and side effects, if you decide to participate in research projects. You also will be advised of alternative care available and that you have the opportunity to refuse to participate in a research project.
- Participate in resolving dilemmas about care decisions, should they occur.
- Obtain information about advance directives and to have your doctor and hospital staff comply with these directives if you already have them in writing.
- Have your wishes honored regarding organ donation, in accordance with the law and regulations.
- Access any policy or guideline related to life support, end of life, organ procurement and related aspects of care.
- Access consultative services should an ethical issue arise.

## Comfort and safety practices

### You have the right to:

- Have appropriate assessment and management of your pain.
- Know what hospital practices apply to you as a patient, and how to file a complaint when your concerns have not been addressed.
- An environment and practices that will provide reasonable safety.

## Comfort and safety practices (continued)

You have the right to:

- Have access to child and adult protective services and advocacy services.
- Be free from physical restraint, seclusion and drugs (used as a restraint), unless your medical condition warrants such use and other less restrictive interventions have been deemed ineffective.

## About privacy and confidentiality

You have the right to:

- The confidentiality of all communications and records pertaining to your care.
- Be interviewed, examined and cared for in a setting that provides as much privacy as possible. This includes the right to have a person of your own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex.
- Expect that any discussion or consultation involving your care will be conducted discreetly and the individuals not directly involved in your care will not be present without your permission.
- Access, request an amendment to and/or obtain information on disclosures of your health information in accordance with the law.

## You and your visitors have the responsibility to:

- Be considerate of the needs of other patients, staff and the hospital; to respect others' privacy and property and follow hospital rules.
- Provide accurate and complete information relating to your health, past and present.
- Work with your doctor and medical team to develop treatment and pain management plans.
- Ask questions when you do not understand information, instructions or what is expected of you.
- Tell your doctor if you believe you cannot follow through with your treatment or keep your appointment. If you refuse treatment or do not follow the practitioner's instructions, you are responsible for the consequences of your actions.
- Advise your healthcare team if you have an advance directive and to provide a copy, if available.
- Ensure that the financial obligations for your care are promptly fulfilled.



FPO

# Every day is a blessing.

Unique to our community, the Saint Joseph Health System St. Paul's lifestyle is faith-based, hospitality-rich and wellness-focused. We are your Saint Joseph family at St. Paul's.

- Independent Living Apartments
- Assisted Living Apartments
- Memory Care Neighborhood
- Rehabilitation and Wellness
- Long-Term Nursing Care

Contact us at **574.247.7500** for more information or to schedule your tour.

SAINT JOSEPH  
HEALTH SYSTEM

ST. PAUL'S

3602 S. Ironwood Dr. South Bend, IN 46614 • [sjmed.com](http://sjmed.com)

# Your privacy & information

## Adapted from the U.S. Department of Health & Human Services Offices for Civil Rights

You have privacy rights under a federal law that protect your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

### Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors.
- Health insurance companies, HMOs and most employer group health plans.
- Certain government programs that pay for healthcare, such as Medicare and Medicaid.

### What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records.
- Conversations your doctor has with nurses and others regarding your care or treatment.
- Information about you in your health insurer's computer system.
- Billing information about you at your clinic.
- Most other health information about you held by those who must follow this law.

### You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.
- Get a report on when and why your health information was shared for certain purposes.
- File a complaint.

### To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination.
- To pay doctors and hospitals for your healthcare and help run their businesses.
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object.
- To make sure doctors give good care and nursing homes are clean and safe.
- To protect the public's health, such as by reporting when the flu is in your area.
- To make required reports to the police, such as reporting gunshot wounds.

### Without your written permission, your provider cannot:

- Give your health information to your employer.
- Use or share your health information for marketing or advertising purposes.
- Share private notes about your mental health counseling sessions.

### How do I get copies of my medical records?

Information about requesting medical records and frequently asked questions about the process can be obtained by accessing [sjmed.com](http://sjmed.com). Click on the "Patients and Visitors" tab and select "Requesting Medical Records" from the drop down menu. Should you require assistance or additional information, the Health Information Management Department can be contacted directly at 574.948.4980.

### Notes and questions

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## Leaving the hospital

### When you are discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. Be sure you understand any instructions you have been given before you leave the hospital.

### Billing

In addition to your hospital bill, you may receive bills from consulting physicians, radiologists, emergency room physicians or other specialists who provided services to you. Contact these physician offices directly with questions concerning their bills.

### Insurance patients

To assist patients in meeting financial obligations, the hospital will bill health insurance carrier(s), as long as a valid ID card and/or information is presented at registration. Patients should contact their insurance company if payment has not been made in 45 days from the date of service. Patients will be sent monthly statements with the language "This is not a bill" until the insurance is resolved.

### Uninsured and self-pay patients

The hospital offers several payment options to assist self-pay patients:

- A discount.
- A limited-time, interest-free payment plan.

- A financing program with HealthFirst Financial for long-term payment arrangements for balances greater than \$100.
- Financial assistance to families meeting specific income guidelines. Financial assistance is an option of last resort; all other financial opportunities must be exhausted first.

### Consumer Assistance

We recognize the challenges that face our uninsured and underinsured patients when applying for state and federal programs to aid with expenses.

Our Consumer Assistance Department is staffed by specialists who know and understand the requirements needed to qualify for local, state and federal programs.

These include:

- COBRA Benefit
- Medicaid (Indiana & Michigan)
- Healthy Indiana Plan
- Qualified Medicare Beneficiary
- SJRMC Financial Assistance Program

### Our Process

We review a patient's case. Once it is determined that a patient qualifies for a program, an Eligibility Specialist will be assigned to the case. This Specialist will help the patient navigate through the application and eligibility processes.

Contact the Consumer Assistance Department at 574.948.4008.

## Giving back

### Volunteer

We have volunteer opportunities available for:

- High school students between the ages of 14 and 18
- College students
- Adults

You don't need a healthcare background to volunteer at SJRMC. We have positions that are patient and non-patient related. All we ask for is a once a week commitment of 3 to 4 hours. Prior to starting, all of our new volunteers will have a chance to attend orientation.

For more information, contact Connie Deery at 574.335.3987.

**The Foundation of Saint Joseph Health System is the philanthropic arm of our organization. The Foundation educates the community about our services and outreach programs and secures and stewards financial gifts to ensure the viability of these services and programs.**

It simply would not be possible for us to fulfill our Mission without the support of our community. Gifts of time, talent and money from individuals, businesses and grant-making foundations make it possible for us to improve the health of those we serve.

This commitment has led to the development of new programs, more accessible healthcare services, acquisition of the most advanced medical technology available and the construction of our \$355 million hospital.

The Foundation coordinates this outpouring of charity and directs gifts to the fund designated by the donor. These funds support nursing education departments of the hospital and outreach programs.

Your testimony about the caring, compassionate, treatment you received while a patient or a visitor is of great value. It helps introduce more people to the benefits of our services. Talk with your friends and neighbors, share your experience with us and let your healthcare team know how much it is appreciated.

To learn more about our programs and how to support them, contact the foundation at 574.335.4540.





# We're ready to care for you.

The Saint Joseph Physician Network is backed by experts from every specialty and one of the most advanced hospital systems in the region.

Why does this matter? Because we connect great doctors with a team of resources and technology to help them do their jobs even better. This is what it means to be a part of something bigger.

For a complete listing of our physician network offices, please visit [sjmed.com](http://sjmed.com).

Need to find a doctor? Call **1.855.88.SJMED**.

## My medications

Keep track of all medications you are prescribed while in the hospital. When you get home, add all other medications – including over-the-counter, vitamins and herbs – to this list. Update your list as needed.

Medication: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at (check all that apply):

- 12 – 1 am     8 – 9 am     4 – 5 pm    Reason for taking: \_\_\_\_\_
- 2 – 3 am     10 – 11 am     6 – 7 pm    Prescribed by: \_\_\_\_\_
- 4 – 5 am     12 – 1 pm     8 – 9 pm    Date started: \_\_\_\_\_
- 6 – 7 am     2 – 3 pm     10 – 11 pm    Pharmacy name and number: \_\_\_\_\_

Medication: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at (check all that apply):

- 12 – 1 am     8 – 9 am     4 – 5 pm    Reason for taking: \_\_\_\_\_
- 2 – 3 am     10 – 11 am     6 – 7 pm    Prescribed by: \_\_\_\_\_
- 4 – 5 am     12 – 1 pm     8 – 9 pm    Date started: \_\_\_\_\_
- 6 – 7 am     2 – 3 pm     10 – 11 pm    Pharmacy name and number: \_\_\_\_\_

Medication: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at (check all that apply):

- 12 – 1 am     8 – 9 am     4 – 5 pm    Reason for taking: \_\_\_\_\_
- 2 – 3 am     10 – 11 am     6 – 7 pm    Prescribed by: \_\_\_\_\_
- 4 – 5 am     12 – 1 pm     8 – 9 pm    Date started: \_\_\_\_\_
- 6 – 7 am     2 – 3 pm     10 – 11 pm    Pharmacy name and number: \_\_\_\_\_

Medication: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at (check all that apply):

- 12 – 1 am     8 – 9 am     4 – 5 pm    Reason for taking: \_\_\_\_\_
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- 4 – 5 am     12 – 1 pm     8 – 9 pm    Date started: \_\_\_\_\_
- 6 – 7 am     2 – 3 pm     10 – 11 pm    Pharmacy name and number: \_\_\_\_\_





# Every piece of our system is part of something bigger.

We know what it means to be part of something bigger. For more than 150 years, our faith-based health system has been **called to care** for this community, watching over the physical, mental and spiritual health of every man, woman and child who needs us.

Learn more about Saint Joseph Health System at [sjmed.com](http://sjmed.com).