



NEBRASKA METHODIST HOSPITAL
GUIDE TO PATIENT AND
VISITOR SERVICES



An Affiliate of Methodist Health System

Welcome

Thank you for selecting Methodist Hospital for your health care services. We are committed to making your stay with us as pleasant and productive as possible. While you are here, please let your health care providers know if there is something we can do to serve you better. A member of our administrative staff is also available at any time to discuss your questions or concerns.

Thank you, again, for choosing Methodist Hospital.

Sincerely,



John M. Fraser
President and CEO
Methodist Hospital



Methodist Hospital: The Magnet Story

Methodist Hospital is the first in Nebraska to be awarded Magnet designation by the American Nurses Credentialing Center's Magnet Recognition Program™ for Excellence in Nursing Services. Often described as “the Nobel Prize of nursing,” Magnet designation is awarded to less than 2 percent of the nation's hospitals. This award is an achievement that benefits the patients, families and communities served by Methodist Hospital. It demonstrates not just nursing excellence, but the continuous commitment to quality made by every member of our Methodist Hospital family.



Why Magnet Matters

Independent studies show that Magnet-designated hospitals:

- Deliver better patient outcomes
- Devote more time to nursing at the bedside
- Have lower patient mortality rates
- Have shorter patient stays
- Enjoy better nurse retention and recruitment
- Report higher patient and nurse satisfaction rates.

Source: American Nurses Credentialing Center
www.nursingworld.org

The Patient's Role

Methodist Hospital has a strong commitment to providing compassionate, high-quality care to all of our patients. Quality and safety are enhanced when you and your family members remain active partners in your care to the extent your condition allows.

As a patient or family member, you should:

Provide Information

Patients are responsible for providing, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health.

Patients and their family members are responsible for reporting perceived risks in their care and unexpected changes in the patient's condition. Other information patients should provide to their health care practitioners includes:

- Any drug or food allergies
- An up-to-date list of all medications recently taken, both prescription and over-the-counter, such as aspirin, ibuprofen, vitamins and herbal supplements
- Any bad reactions to anesthesia.

Ask Questions

Patients should ask questions when they do not understand what they have been told about their care or what they are expected to do. You also have the right to expect answers you can understand. Bring a relative or friend with you if this will help you. Here are a few suggestions for questions to ask:

If you are having tests:

- When and how will I get my results?
- What do these results mean?
- What are my next steps?

Make sure you get the results of all tests and procedures. Do not assume the results are normal if you do not get them when expected.

If you need surgery:

- How do I prepare for surgery?
- What will happen during surgery?
- How long will the surgery take?
- What will happen after the surgery?
- How can I expect to feel during recovery?
- How long will I be in the hospital?
- What follow-up care will I need?

Follow Instructions

Patients and their family members are responsible for following the care, service or treatment plan developed. Talk to your caregiver if you have any concerns about your ability to follow and comply with the proposed care plan or course of treatment.

Accept Consequences

Patients and their family members are responsible for the outcome if they do not follow the care, service or treatment plan as recommended by their health care provider.

Follow Rules & Regulations

Patients and their family members are responsible for following the hospital's rules and regulations concerning patient care and conduct.

Show Respect & Consideration

Patients and their family members are responsible for being considerate of the hospital's personnel and property.

Tell Us How We're Doing

We value your opinion and want to know how to serve you better. We encourage you to share any concerns you have with your nurse. If you need further assistance, please do not hesitate to ask for the nursing supervisor. If you still do not feel that your concerns have been addressed, please call Methodist Hospital administration at (402) 354-4441.



Patient Safety

Methodist Hospital is committed to providing you a safe environment during your stay with us. To promote safe care, our staff will always check your personalized armband identification before we do tests, give you medications or take you to another area of the hospital. We encourage you and your family members to remind staff members to check your armband.

Medical conditions, medications and fatigue can contribute to falls. Please help us keep you free from accidental falls and injury. Ask for assistance before you try to get up from your bed or chair.

Personal hygiene is another important aspect of patient safety. Please do not hesitate to remind the staff members who care for you to wash their hands before and after their visits with you.

Safe Medication Use

Here are a few tips for safe medication use while in our hospital:

- Give a complete list of prescribed drugs and over-the-counter medications, home remedies and special foods that you are currently taking to the health care professional(s) managing your care.
- Give a list of medications that you cannot take, as well as an explanation of the reasons why, to the health care professional(s) managing your care.
- Ask your nurse how to contact a hospital pharmacist for answers to your questions about the medications you receive.
- Ask the names of the medications that you are receiving during your hospital stay.
- Question anything about your medications that you do not understand or that does not seem right. Be especially alert to unexpected changes, such as a change in the appearance of your medication.
- If you are too ill to follow these suggestions, ask a friend or relative to help.

Pain Relief

We believe that all patients have the right to pain relief. Sometimes patients assume we can tell if they are in pain, but this is not always true. Only you know when you are in pain or how bad it is and what it feels like. The following information will help you understand how you can actively participate in the management of your pain while in the hospital.

Rating Your Pain

When you are admitted to the hospital, you will be asked if you are having or have had pain. To help determine the type and amount of pain you are having, you will be asked to rate the pain on a scale from “0” to “10.” A rating of “0” means you are having no pain, while a rating of “10” means you are having severe pain.

You will also be asked to identify a goal for comfort that would be acceptable to you. For example, some patients identify a rating of “0” as the only acceptable level. For others, a pain rating of “2” to “3” may be acceptable. Your doctor and nurses will work with you to achieve your goal for comfort.

Pain medication can be given in many ways. The most common methods are by mouth, in a shot or through an intravenous (IV) line.

Commonly Asked Questions about Pain Medications

1. Will pain medication make me sleepy and confused?

Mild drowsiness and confusion can be common when you first start taking pain medication. Usually these effects last for only 24 to 48 hours and will go away after you have taken the medication for a few days. If you have lost sleep because of pain, you may need to catch up on your sleep to feel rested. This extra sleep can be healing and restful for your body. If the medication continues to make you feel confused, the doctor may adjust the dose or change the medication. Your nurses and doctor will continually monitor your response to the medication.

2. What are some of the other side effects of pain medication?

Upset Stomach—Sometimes pain medication can upset your stomach. This is another problem that

usually lasts only a short while. It sometimes helps to take the medication with food. Please tell your nurses and doctor if you are experiencing stomach upset with your pain medication.

Constipation—This is a common side effect of medications called “narcotic analgesics.” Please talk to your doctor if you have a problem with constipation. Your doctor will probably prescribe a stool softener or laxative to prevent constipation. You can help prevent constipation by drinking plenty of water, juice and other liquids, and eating more fruits and vegetables. Exercise also helps to prevent constipation.

Slowed Breathing—Narcotic analgesics can cause your breathing to slow down. This side effect is less common. If it happens, it will most likely occur within the first hours of taking the medication. Your nurse will monitor you closely for this reaction, and your doctor may adjust the dosage as needed.

3. Will I become addicted?

Studies show that if you are taking medication for pain, getting “hooked” or “addicted” is very rare. If you are worried about addiction, please talk to your doctor.

4. If I complain about pain, will the doctor and nurses think I am a pest?

It is important that you feel free to talk to the doctor and/or nurses at any time. Please let us know immediately if you are having pain.

5. Are there other ways to control pain besides medication?

A variety of different pain management methods are available to you here at Methodist Hospital, including progressive muscle relaxation, autogenic training, visual imagery, breathing exercises and meditation. For more information about these and other options, talk with your nurse.

Benefits of Good Pain Control

When your pain is controlled and you are able to rest, you will feel better and more in control of your life. Pain control allows you to be active and participate in life. Please do not let worries about side effects or addiction stop you from taking pain medication.



Your Hospital Team

Medical Staff

The attending doctor who admits you is responsible for directing your care while you are in the hospital. If you have questions about your illness or condition, ask your doctor, as the coordinator for your treatment. Depending upon your case, your care may be coordinated by one of our hospitalists or intensivists, who will stay in close contact with your referring physician. Hospitalists and intensivists are physicians who practice only in the hospital setting, specializing in the care of patients from admission to discharge.

Nursing Staff

A team of professional registered nurses, licensed practical nurses and nursing assistants provides 24-hour nursing care. A nurse manager is responsible for directing and coordinating nursing care on each unit. Please feel free to call your nurse or ask for the nurse manager if you have questions or concerns. An administrative coordinator is also available at all times to answer your questions.

Dietitians

A staff of full-time registered dietitians will meet your dietary needs during your stay.

Care Managers/Social Workers

Care managers and social workers are assigned to each patient care area. These individuals are nurses and social workers trained to help patients and family members deal with complex medical conditions and the financial, social and emotional issues related to these conditions. Through a team approach, they help patients and their family members in coordinating hospital care and, if necessary, planning for the care needed upon leaving the hospital.

Family Resource Center

The Family Resource Center provides health information for Methodist Hospital's patients, families, visitors and staff. The Center is a comfortable setting with two computers, a laptop computer station and TV/VCRs available for patients and families to use. The Family Resource Center is located on the first floor, North Tower Lobby, next to the hospital gift shop.

Volunteers

Volunteers contribute many hours of service and financial assistance to the hospital. They supplement the services of the hospital staff in many ways and can be identified by their bright blue smocks or shirts and name tags.

Other Personnel

During your stay, many other health care professionals, including personnel from the laboratory, radiology and rehabilitation departments may visit you. In addition, the Methodist Hospital family includes many behind-the-scenes workers, such as accountants, engineers, secretaries, food service workers, housekeepers and others who contribute greatly toward your well-being while you are here.



For Your Information

Meals & Snacks for Patients

- Breakfast: 7:30 a.m. – 8:45 a.m.
- Lunch: 11:30 a.m. – 12:45 p.m.
- Dinner: 4:30 p.m. – 5:45 p.m.
- Snacks: Available 24 hours a day from nourishment stations on each floor.

Meals & Snacks for Visitors

- The Methodist Hospital Cafeteria, located on the 2nd Floor, is open 24 hours a day.
- Methodist's Internet Café, Cyber Joe's, is located on the 1st floor, between the North and South Tower lobbies. Coffee service is available Monday – Friday, 6 a.m. – 4:30 p.m. Vending machine service is available 24 hours a day, 7 days a week.
- Vending machines are also located on the 1st Floor outside the Emergency Department.
- Snacks are also available for purchase from the volunteers' mail delivery cart.

Interpreters & Other Communication Assistance

Hearing impaired and non-English speaking patients and their family members may request auxiliary aids/language line and/or an interpreter to ensure effective communication during your stay.

Please tell your nurse if you are having any difficulty understanding your doctor or other hospital staff.

Pastoral Services

Pastoral Services staff members are available 24 hours a day, seven days a week. To request pastoral services, please dial "0."

Social Services

Social Services personnel are available to assist you with planning for care after you leave the hospital and can provide additional information or services that will promote continued healing. To reach Social Services, please dial 2346.

Mail/Newspaper/Flower Delivery

Hospital staff and/or volunteers will deliver newspapers, mail and flowers to patient rooms and also operate a mobile cart with snacks available for purchase. Reading material is available weekdays from the Volunteer Office. Dial 4533 for assistance.

Cell Phone Policy

Cellular phone usage is limited in some areas of Methodist Hospital due to interference with certain kinds of equipment. Please follow any instructions posted in the lobby area of each floor regarding cell phone restrictions.

About Your Room

Your Whiteboard Information Center

- A whiteboard, located on one wall of your room, is used to communicate information about your care with you and appropriate staff members.
- Information placed on the whiteboard may include vital signs, times of medications, goals or instructions about your care.
- Please let your nurse know if there is any information you do not want listed on the whiteboard.

Calling the Nurse

The control to call your nurse is located in the rails of your bed or within easy reach. Please call your nurse if:

- The alarm on the computerized equipment in your room, such as an IV, begins to signal unexpectedly.
- You need assistance getting up.
- You need something to help you control pain.
- You have questions or concerns at any time during your stay.

Personal Items

- The hospital is not responsible for your valuables. Please send watches, jewelry, checkbooks, credit cards, large amounts of cash and other valuable personal items home with family members.
- Personal items such as eyeglasses, dentures or hearing aids should be placed in the drawer of your bedside table.
- Please do not put your personal items on your food tray where they may be picked up or misplaced.
- Please put your clothing in the closet, instead of on your bed or chair where it might be mistaken for hospital laundry.

Telephone Tips

- Your hospital room telephone number is (402) 354-3___ plus your room number. For example, the telephone number of Room 555 is (402) 354-3555.
- Local calls: First dial “9” and then the number.
- Long distance calls: For collect calls or long distance calls billed to your home phone number or credit card, first dial “9” then “0.”
- Incoming calls will be forwarded directly to your room from 7 a.m. to 10 p.m.
- Cell phones may not be used in some areas of Methodist Hospital due to interference with certain equipment. Check with a member of your care team or look for cell phone instructions posted in the lobby area of your floor.

Television & Radio

Controls to operate the television and radio are located either in the rails of your bed or within easy reach. Several patient education channels are available on your television.

No-Smoking Policy

For the health and safety of our patients, visitors and employees, smoking is not permitted inside the hospital or on hospital grounds.

Climate Control

A thermostat that adjusts the temperature of your room is located on the wall across from your bed.

Fire & Fire Drills

In the event of a fire or severe weather, please wait in your room until a hospital employee comes for you. If the alarm sounds for a fire drill, the operator will make an announcement on the public address system.



As You Prepare to Go Home

In most cases, plans for your discharge from the hospital are underway as soon as you are admitted to the hospital. It's a good idea for you, too, to make plans regarding rides home, home health services, etc. Staff members will work with you to ensure your departure is efficient and easy.

Leaving the Hospital

- Your nurse will keep you informed about your doctor's plan for your dismissal so that you will have time to prepare for leaving.
- You will be given any prescriptions, as well as instructions on how to care for yourself.
- A staff member will escort you to meet your transportation at the upper driveway near the hospital entrance.

Home Health Care

- At the time of discharge planning, if you need home health services, you will be provided with a list of home health agencies that serve your area. Methodist Home Health offers continued care at home by coordinating the services of health care professionals and arranging for the rental or purchase of medical equipment. For more information, call (402) 354-3200.

Billing & Financial Questions

- Patient financial counselors can answer financial questions you may have regarding your hospital stay, including billing procedures and payment plans. They are available from 8 a.m. to 4:30 p.m., Monday – Friday, at (402) 354-4009, (402) 354-4012 or (402) 354-2545.
- After your dismissal, a detailed statement from the hospital will be mailed to your home. If you provided the hospital with your insurance information, your insurance company will be billed. You may also receive a separate bill from the Anesthesia or Radiology departments, if they assisted in your care. Please contact the Business Office at (402) 354-4230 if you have any questions or concerns about your hospital bill. The Business Office is open Monday – Friday from 8 a.m. to 3:30 p.m.

Television and Radio Channels

- 2 KGOR-FM
- 3 KMTV (CBS)
- 4 KFAB-AM
- 5 KOMJ-AM
- 6 WOWT (NBC)
- 7 KETV (ABC)
- 8 KZFX-FM
- 9 Vital Signs Network – Patient Education
- 10 Radio Talking Book
- 11 Spiritual Well-Being Television Channel
- 12 Nebraska Public Television (PBS)
- 13 Iowa Public Television (PBS)
- 14 Discovery Channel
- 15 Fox Family
- 16 ESPN Sports
- 17 American Movie Classics (AMC)
- 18 The Learning Channel (TLC)
- 22 ESPN2 Sports
- 23 Health Network
- 24 Diabetes Channel – Patient Education
- 25 Animal Planet
- 26 KXVO (WB)
- 28 Cardiovascular Channel – Patient Education
- 30 KPTM (Fox)
- 32 Newborn Channel (Español) – Información para parentes, para cuidar tu hijos
- 34 Newborn Channel (English) – Information on parenting and the care of infants
- 35 The Patient Channel

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