



Methodist Women's Hospital

GUIDE TO PATIENT & VISITOR SERVICES


METHODIST
WOMEN'S HOSPITAL

An Affiliate of Methodist Health System

Welcome

Welcome to Methodist Women's Hospital, and thank you for giving us the opportunity to provide you with excellent care. We will do everything possible to protect and enhance your health, safety, comfort and well-being. If you have any questions or concerns, please do not hesitate to contact me or other members of our staff. We are here to help.

Sincerely,

A handwritten signature in white ink that reads "Sue Korth". The signature is written in a cursive, flowing style.

Sue Korth, BSN, MPH, PhD
Vice President and Chief Operating Officer
Methodist Women's Hospital
(402) 815-1122

Patient Rights & Responsibilities

Methodist Women's Hospital respects your personal dignity and your right to make independent decisions about your care.

Your Rights as a Patient include the right to:

- Access services regardless of race, creed, sex, age, national origin, religion, disability or source of payment for care.
- Receive respectful care that recognizes your personal dignity and cultural and spiritual beliefs.
- Have a family member or person of your choice be notified of your hospital admission.
- Receive care in a safe setting, free from all forms of abuse and harassment.
- Expect personal privacy and confidentiality for your health care information.
- Participate in treatment planning.
- Make informed decisions regarding the testing and treatment you wish to receive.
- Have your health care providers comply with your advance directives, including living wills and health care durable powers of attorney. If you want more information about advance directives, ask to speak with a chaplain or an administrative coordinator. Please note that you are responsible for preparation of advance directives.
- Be notified if your insurance will not cover your inpatient care.
- Receive individualized management of your pain.
- Be free from physical restraints that are not necessary for medical/surgical care or behavioral management.
- Receive information about outcomes of care, treatment and services that have been provided, including unanticipated outcomes.
- Receive a timely response to any concerns regarding the care and services you are receiving.

Please share any concerns, complaints or grievances you might have with your caregiver or the department supervisor. If your concerns cannot be resolved, ask to speak with a hospital administrator.

Your Right to Make Decisions as a Patient

Advance Directives

Adults who are capable of making health care decisions have the right to accept or refuse medical treatment. You may wish to discuss treatment options with your family, close friends, clergy, doctors and/or an attorney before making decisions about your treatment. If you have already prepared a health care power of attorney or living will, please ask a family member or friend to bring copies of these documents to the hospital. Your nurse will make sure it is added to your medical record. If you have questions about advance directives, please ask your nurse or the chaplain for more information.

Student Practitioners

A student may be assisting a professional with your care. If you do not wish to have a student attending, please let us know and we will note it in your chart.

Questions or Concerns

During the course of your medical care, if you have questions or concerns about situations associated with treatments, procedures or your care in general, talk with your physician and/or caregiver. If your situation is not resolved, or if you need additional information, please contact Methodist Women's Hospital Administration by dialing (402) 815-1122. To file a formal complaint, contact the Nebraska Department of Health and Human Services at (402) 471-2306, The Joint Commission at (800) 994-6610, or e-mail complaint@jointcommission.org.

Protective Services

If you need help regarding guardianship, advocacy services, conservatorship and/or child/adult protective services, or if you have concerns about emotional, physical or sexual abuse, contact your caregiver, Methodist Social Services at (402) 354-2346, or:

Nebraska Adult Protective Services (402) 595-3474

After-Hours Hotline (from Nebraska only) (800) 652-1999

Iowa Protective and Advocacy Services (800) 779-2502

Douglas County Child Protective Services (402) 595-3330

After-Hours Hotline (from Nebraska only) (800) 652-1999

Sarpy County Child Protective Services (402) 595-2600

After-Hours Hotline (from Nebraska only) (800) 652-1999

Pottawattamie County Child Protective Services

(712) 328-4875

Family Services Domestic Abuse (Nebraska)

(800) 523-3666

Family Services Domestic Abuse (Iowa) (712) 328-0266

Nebraska Domestic Violence/Sexual Assault Crisis Line

(800) 876-6238

Your Responsibilities as a Patient:

- Provide complete and accurate information about your medical condition and history to the best of your ability.
- Comply with hospital rules and participate in the agreed-upon treatment plan.
- Treat other patients and health care providers with respect and consideration.
- Promptly pay hospital bills. If you cannot make prompt payments, contact the Patient Accounts Office at the number provided on your bill.

For Your Information

Visiting Hours

Family members and friends are welcome to visit during your stay. General hospital visiting hours end at 8:30 p.m. daily.

If you wish to limit visits, please tell your nurse.

An adult must accompany all children who visit the hospital, and health and age restrictions may apply. Family members should check with the nurse before bringing children into the patient's room.

Room Service for Patients

Methodist Women's Hospital offers 24/7 hotel-style room service for cooked-to-order meals or snacks. See the in-room menu to place your order, which will be delivered within 45 minutes. Call 54900 from the phone in the room, and our room service representative will guide you in placing your order.

Guest Meals

We offer 24/7 room service guest trays at à la carte pricing. Family members and other guests can place their orders at the time you order, or they can order at another time of their choosing. Orders will be delivered within 45 minutes.

Cafeteria

The Cafeteria, located on 1st Floor, is open Monday through Friday, 6:30 a.m. – 2 p.m.

Barista

Our Barista area, located in the Cafeteria, offers coffee, specialty drinks and snacks. Hours are Monday through Friday, 6:30 a.m. – 3:30 p.m.

Vending

Our main vending area is located on the 1st Floor near the Cafeteria and is available 24/7. Other 24-hour vending areas are available throughout the hospital.

McGowan Family Resource Center

The McGowan Family Resource Center is located on the 1st Floor next to the Baright Gift Shop. Volunteers help provide health information resources for patients and their families, visitors and staff. Two computers and a TV/DVD are available for use.

Baright Gift Shop

The Baright Gift Shop, inside the 1st Floor main entrance, stocks a variety of apparel and gifts for women and children, greeting cards, flowers, magazines, candy and sundries.

Breastfeeding Boutique

The breastfeeding boutique inside the Baright Gift Shop offers a wide selection of breastfeeding products and services, including breast pump sales and rentals, as well as nursing bras and custom bra fittings by a certified bra fitter.

Restrictions on Latex Balloons & Plants

For the safety of our patients and visitors, latex balloons are not allowed at Methodist Women's Hospital. Flowers and plants are not permitted in patient rooms in Neonatal Intensive Care or in Adult Intensive Care.

About Your Room

Calling the Nurse

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

- Hear an alarm from any of the computerized equipment in your room.
- Need assistance getting up.
- Need something for pain management.
- Have any questions or concerns.

Telephone Tips

- Your hospital room telephone number is (402) 815-_____ plus your four-digit room number. For example, the telephone number of Room 1234 is (402) 815-1234.
- Room-to-room calls: Dial the last five digits. The in-house extension for patient room 1234 is 51234.
- Hospital operator: Dial “0#.”
- Local calls: 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, dial “9” and then “0.”

Personal Items

We ask that you send watches, jewelry, checkbooks, credit cards, large amounts of cash and other valuable personal items home with family members. The hospital is not responsible for your valuables. In-room personal safes are available in some units. For more information, ask your nurse.

Convenient storage for personal items such as eyeglasses, dentures or hearing aids is in the drawer of your bedside table.

Computers & Cell Phones

Computers for the use of patients and their families are available in the family lounges on each floor and the McGowan Family Resource Center. Wireless Internet is available throughout the hospital. Cell phones are permitted throughout the hospital except in places where electronic monitoring is used.

Tobacco-Free for Health

Methodist Women’s Hospital is tobacco-free. You may wish to talk with your doctor about a nicotine replacement option during your stay.

Fire & Fire Drills

In case of 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.



Television

To operate the television, use the TV remote control. Additional TV controls are located near your nurse call button. Several patient education channels are available on your television, including on-demand TIGR patient education programming.

- | | | | |
|----|-----------------------|----|-------------------------------|
| 2 | Cox | 37 | The Discovery Channel |
| 3 | Home Shopping Network | 38 | A&E |
| 4 | News 4 You | 39 | BET |
| 5 | KMTV (CBS) | 40 | ABC Family |
| 6 | C-SPAN 2 | 41 | E! - Entertainment TV |
| 7 | C-SPAN | 42 | CNBC |
| 8 | WOWT (NBC) | 43 | The Weather Channel |
| 9 | KETV (ABC) | 44 | Headline News |
| 10 | KPTM (Fox) | 45 | AMC - American Movie Classics |
| 11 | KXVO (CW) | 46 | Comedy Central |
| 12 | NET 1 (PBS) | 47 | Fox Sports |
| 14 | QVC | 48 | Disney Channel |
| 16 | NET 2 (PBS) | 49 | FX |
| 17 | FYI/Knowledge Network | 50 | VH-1 |
| 18 | TV Classroom | 51 | Cartoon Network |
| 19 | TV Guide Channel | 53 | Syfy |
| 21 | EWTN | 54 | Food Network |
| 22 | CTI | 55 | Turner Classic Movies |
| 23 | Univision | 56 | Travel Channel |
| 24 | GoScout Homes | 57 | ION TV |
| 25 | TLC | 58 | Fox News |
| 26 | WGN - Chicago | 59 | HGTV |
| 27 | WTBS - Atlanta | 60 | History Channel |
| 28 | Lifetime | 62 | Bravo |
| 29 | Spike TV | 63 | Golf Channel |
| 30 | ESPN 2 | 64 | CMT |
| 31 | ESPN | 65 | TV Land |
| 32 | USA | 66 | msnbc |
| 33 | CNN | 67 | Animal Planet |
| 34 | Nickelodeon | 70 | Telemundo |
| 35 | MTV | 75 | CARE |
| 36 | TNT | | |

76-83 TIGR On-Demand Patient Education Programming

TIGR stands for Telephone-Initiated Guided Response, an interactive system that plays health-related educational videos you may be requested to view on your room TV as part of your care program. Your nurse can help you use your patient room phone to request your video.

To watch a TIGR video:

- *Dial 8-8888, and follow the directions.*
- *Press 1 for English; press 2 for Spanish.*
- *Next you will be asked which video you want to see.*
- *Use the telephone keypad to enter the access code for your video. Video titles and access codes are available at bestcare.org/tigr.*
- *TIGR will tell you which TV Channel (76-83) to watch.*
- *Should all available patient education channels be in use, TIGR will call you back on your room phone when your video is ready to play.*

95 The Newborn Channel (English)

96 The Newborn Channel (Spanish)

97 The Patient Channel

Preparing to Go Home

In most cases, planning for your discharge begins as soon as you are admitted to the hospital. Staff members will work with you to ensure your departure is efficient and easy.

- 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 main hospital entrance. In bad weather, we can arrange for you to meet your transportation at a convenient location inside our underground parking garage.
- If you need home health services, we will provide you with a list of home health agencies that serve your area as part of discharge planning. Methodist Home Health and Hospice 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.

Important Numbers

Administration

(402) 815-1122

Business Office

(402) 354-4230

Financial Counseling

(402) 354-4009 or 354-4012

Foundation

(402) 354-4825

Gift Shop

(402) 815-1134

Home Health, Home Infusion

(402) 354-3200

Hotel Accommodations Line

(402) 354-4791

Local Calls

9 + Local Number

Long Distance Calls

9 + 0

Operator

0#

Pastoral Services

0#

Patient Information

(402) 815-1112

Phone Number for Your Room

(402) 815 + (Your 4-Digit Room Number)

Social Services

(402) 354-2346

Volunteer Office

(402) 815-1130



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Spirit of
Women