



Gottlieb  
Memorial  
Hospital



# Patient Guide



*We also treat the human spirit.™*

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## *Welcome to Gottlieb*

As part of Loyola University Health System, Gottlieb Memorial Hospital is honored to care for you. Our first priority is to make your stay with us safe and comfortable. We keep you, the patient, at the center of all we do. Ongoing and clear communication between you and the healthcare professionals caring for you is of the most importance. Always feel free to ask any questions. We want to be sure we have answered all your questions about your care by the time you leave us. Our goal is to provide the best possible experience for you and your family.

Thank you for choosing Gottlieb Memorial Hospital. It is our privilege and pleasure to serve you!

Lori Price, FACHE, MSA, RN  
President, Gottlieb Memorial Hospital

### **PHONE SERVICES**

For incoming calls, please inform your family and friends that they may reach you directly by dialing 708-681-3200, ext. 86 + your room number. If the room number is unknown, dial 708-681-3200 and the operator will connect you.

To make outgoing local calls within the Chicago area, dial 9 + 1 + area code and the number you are calling.

### **IMPORTANT NUMBERS**

**Customer Service/Billing:**

708-538-4902

**Housekeeping:**

708-538-4030

**Meal Service:**

708-538-6368

**Patient Relations:** 708-538-4103  
or Patient Hotline (located directly on your phone)

**Social Services/Care Management:**

708-538-4730

**Pharmacy Hotline:** 708-538-4114

**Professional Building Pharmacy:**

708-538-4941

## ADMISSION

Whether your hospital stay was planned or the result of an emergency, you should have signed a number of forms during the admission process that help us provide the best care and service. These forms include waivers for the release of information and a general consent to receive medical services.

Part of the admission process includes signing the General Consent for Treatment form that covers important information regarding your stay. If you did not read this form in its entirety, we recommend you do so.

To receive another signed copy of this form, please call the admitting office at 708-538-4901. In particular, the General Consent for Treatment form addresses:

- Assignment of benefits
- Consent to treat
- Independent physician services
- Medicare payment and assignment of benefits
- Release of medical information
- Responsibility for payment
- Responsibility for personal belongings

When you are admitted, you will also be asked whether you have an Advance Directive on file with the hospital. The hospital and your physician can act on your wishes only when they have a copy of your signed document on your patient chart.

## PATIENT AND VISITOR SERVICES

### Room Service Dining:

### Patient Meals - "AT YOUR REQUEST"

Gottlieb is committed to your complete satisfaction with food service. As part of this commitment, we provide the "AT YOUR REQUEST" complete room service dining program with a restaurant-style menu. We offer a wide range of delicious food choices

available for breakfast, lunch and dinner. This menu also reflects the particular dietary restrictions that you are under at your physician's request. Our nutritional assistants are here to guide you in making your meal selections according to your dietary orders.

Call the number on the menu or press the "Food Service" button on your phone to place an order between the hours of 6:30 am and 6:30 pm. We are committed to delivering your meal within an hour or less.



We also offer guest trays to family members at a nominal fee, which includes one entrée, two sides, a dessert and a beverage choice. Only debit or credit card payment is accepted (Visa, MasterCard or Discover).

### Food Choices for Your Visitors:

**Gottlieb Cafeteria:** You will find a wide selection of foods available.

**Hours of operation:** Monday - Friday, 6:30 am - 6 pm. Closed Saturday and Sunday.

-  Stop by our Mindful station. Rotating daily, this station features a healthy menu option featuring a protein, vegetable and starch. Baked fish, tasty chicken dishes and global culinary flavors are just some of the offerings you will find.
-  The WOW café offers delicious items such as New Orleans-style chicken wings and tenders, grilled chicken sandwiches, gourmet burgers, homemade soups, salads, quesadillas and monthly specials.
-  We offer a full-service Starbucks coffee station where you can enjoy your favorite specialty drinks. In a hurry, grab a cup of freshly brewed coffee, such as Pike Place Regular, Decaf Pike Place and Veranda Blend Blonde.

-  Red Mango Frozen Yogurt™ features rotating flavors of a healthy treat and lots of toppings to choose from, such as fresh fruit, chocolate chips, nuts, sprinkles and gummy bears.
- Grab-and-go items include cold sandwiches, salads, fruit cups, puddings and hummus, as well as chips and other snacks.
-  Subway restaurant is located in the Professional Building on the first floor main hospital campus next to the gift shop. It is open seven days a week from 6 am to 11 pm.

### Vending:

For 24/7 access to fresh food, pastries, snacks and hot and cold beverages, please visit our vending banks located in the first floor emergency department waiting room, second floor ICU/surgical waiting lounge and on the lower level in the main cafeteria.

### Lunch and Learn:

Learn while you eat! Come join us once a month in the cafeteria for our “Ask a Dietitian” lunch and learn session. Our licensed, registered dietitians will present a new topic every month and will be available to answer all your nutrition-related questions. You can sample the food discussed while you learn. Nutrition handout materials will be provided.

## ADDITIONAL GUEST SERVICES

### Free Wi-Fi Service

Free public Wi-Fi is available in all patient rooms and public areas of Gottlieb. To access the public wireless network, first open your internet browser. The Gottlieb Public Wireless Network Log In screen should open. Enter your email address and click the Log In button.

If the Gottlieb Public Wireless Network Log In screen does not open, go to Settings > Wi-Fi and select the ‘GMH\_Guest’ network.

### Housekeeping

Our professional environmental services team is committed to the cleanliness of your room and restroom during your hospital stay. Your room will be cleaned every day and the associate will introduce themselves when they enter your room. If you have any comments or concerns about the cleanliness of your room, you may dial us directly at 708-538-4030, or you may also inform your nurse.

### Language Services and Interpreters

Qualified medical interpreters are available to help you better understand your care. If you prefer to communicate in a language other than English, please notify your caregiver.

Telephone interpreters are available 24 hours a day, seven days a week, in over 250 languages. On-site medical interpreters and video remote interpreters are also available as needed.

### Mail/Flowers

Mail and flowers/plants will be delivered to your room. However, for the safety of our patients, flowers/plants are not permitted in the intensive care unit.

### Gottlieb Auxiliary

Established in 1961, the Gottlieb Auxiliary brings together service-minded members from all walks of life – physicians, residents, former patients, employees and benefactors. Composed of more than 200 dedicated members, the Auxiliary is governed by an executive board of six officers and 25 board members. Since our inception, we have been committed to Gottlieb Memorial Hospital, its patients and the surrounding community.

We contribute by:

- Volunteering thousands of service hours every year.
- Providing financial support for construction and renovation of key medical units and new diagnostic and treatment technologies.
- Operating the gift shop.
- Funding and awarding annual scholarships to high school and college students pursuing healthcare careers.

### Gift Shop

The gift shop is located on the first floor in the hospital's main lobby, near the front entrance and next to Subway restaurant.

Many lovely gift items and an assortment of newspapers, magazines, flowers, cards and candy are available for purchase. The gift shop is open from 9 am to 4:30 pm, Monday through Friday. To obtain gift shop items by phone, call 708-538-4931. Staff will deliver the items to your room. Purchases cannot be charged to your hospital bill.



## VISITING HOURS AND PARKING

### Visiting

General visiting hours for many patient care areas are from 11 am to 8 pm daily. However, some units, such as intensive care, have visiting hours that vary according to the needs of the patient. You will be informed when there may be visitation restrictions. Read more about your right to visitors on page 21.

When visitors come to visit you at Gottlieb, they will be asked to get a visitors badge to ensure the safety of all our patients and staff. All visitors must bring a valid form of picture identification (driver's license preferred) to receive a visitor's badge before entering a patient room.

Visitors may obtain a badge at any of the following locations at Gottlieb:

1. Main/valet parking entrance
2. Diagnostics reception desk
3. Security desk

### Family and Friends

Your loved ones are important to your healing process. Please select a primary person that you would like us to communicate with and who will share information with your other visitors and loved ones. Please remember we can only share information with your permission. If you are sharing a room with another patient, please be respectful of their space and privacy.

- Invite only two visitors into the room at a time.
- Turn your TV off or lower the volume at night.
- Speak in a low volume.
- Do not leave children unattended.
- If your family or friends are sick, please have them refrain from visiting.

### Parking

Self-park lots and valet parking services are available for our patients and visitors. There is a nominal fee for parking in front of the main hospital entrance. Valet parking service is available Monday through Friday from 5:30 am to 4:30 pm and is complimentary for those who present a disabled parking permit. Valet parking service is not available on weekends or holidays.

## YOUR HEALTHCARE TEAM

We know that it can be difficult to remember all of the different care providers whom you will meet during your stay. It may be helpful to know what color uniform or lab coat is worn by various care providers. While this is not a complete list, these are the care providers that most patients are likely to frequently encounter. Please feel free to ask any care provider what their role in your care is, any time you have questions.



Nursing (RNs/LPNs)  
*Ciel blue*



Patient care assistants/  
ED techs  
*Teal*



Rehab  
*Cobalt Blue*



Mammography  
*Pink*



Operating room,  
Recovery room, Sterile  
processing department,  
Women's health, Cardiac  
catheterization and  
interventional radiology lab,  
Same day surgery, GI lab,  
Radiology techs  
*Misty Green*



Respiratory care  
*Hunter Green*



Cardiology technicians,  
Medical imaging  
*Grey*



Pharmacy techs  
*Royal Blue*



Transportation  
*Burgundy*



Dietary  
*Black*



Phlebotomy  
*Green*



Pastoral Care  
*Royal Blue*

## Medical Staff

Your primary care physician or a hospitalist (a physician who specializes in inpatient care) will supervise your care while you are in the hospital.

## Nursing Services

In each nursing unit, a registered nurse (RN) is responsible for supervising patient care and directing the nursing and support staff of the unit. RNs are assisted by patient care assistants (PCAs).



## Dietitians

Licensed, registered dietitians are on staff for all your diet and nutrition-related questions. Our dietitians are dedicated to improving your health and wellness by focusing on balanced nutrition. Whether you have questions regarding diabetes, kidney disease, high blood pressure, heart disease or simply a more healthy diet, our dietitians can provide one-on-one education and counseling to help meet your nutrition goals. Please feel free to ask your nurse if you would like to speak with a dietitian.

## Rehabilitation Therapists

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.

## Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasounds, CT scans, MRIs, cardiac catheterizations, EKGs and respiratory care that help in diagnosing and treating your illness or injury.

## Pastoral Care

At Gottlieb, we also treat the human spirit. Our chaplains are an important part of your care team, who serve all faiths with an approach grounded in the Catholic tradition. Chaplains are available Monday through Friday, 8 am to 8 pm, with holy communion sacrament available upon request. Our all-faiths chapel is located on the first floor of the hospital near the front lobby. Call 708-538-4998 or speak to your nurse to request a chaplain visit.



## Care Management

Care management 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:

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

## 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. When there is a noticeable change in the patient's condition, the RRT is called to respond and provide immediate attention.

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

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

If the patient, family or friend feels there is a medical emergency, please notify the nurse.

## DURING YOUR STAY

### Reaching Your Nurse/Nurse Call

For your safety, if you need to call your nurse, you can use the call button that is located on the nurse call handset. There is an emergency button in the bathroom in the event that you require assistance. Your caregiver will explain how to use the handset and emergency button upon arrival to the unit.

### Learning About Your Room

The hospital bed in your room is designed for safety. Your nurse will teach you how the bed operates. For your safety, please call for assistance before getting out of bed.

### Your Personal Belongings/ What to Send Home - Your Money and Valuables

We cannot accept responsibility for valuables you bring to the hospital.

We strongly encourage you to leave your money and valuables at home or send them home with family members. This includes medications, unless otherwise instructed by your doctor. Also, leave any electric or electronic devices, such as a hair dryer or laptop computer, at home.

If you require eyeglasses, dentures and/or hearing aids for daily living activities during your stay, these items require special care. Tell your nurse that you use these items. Take care not to leave any of these items on your meal tray or lying on your bed, as they may be accidentally disposed of or lost. We cannot assume responsibility for these items, should you misplace them.

## No Smoking – Smoke Free Campus

To protect the health of our patients, visitors and employees, smoking is not allowed anywhere on our hospital campus. If you and your family members would like to learn more about how to quit smoking, please notify your nurse.

## Purposeful Hourly Rounding

During hourly rounding, one of our nursing staff will check on you at least once an hour to make sure your needs are anticipated and met. Your overall well-being will be assessed. You will be asked questions regarding your pain, positioning and the need for bathroom assistance. The nurse will check the environment of your room to make sure it is clutter-free and all needed items are within reach. Please use this time to discuss any questions and share any concerns.

## Identification Band

An identification band will be placed on your wrist to wear at all times during your hospital stay. Be sure the information on the band is correct and that all staff members check your identification band before any medication, procedure, test or surgery.

## Understanding Your Medications

We will ask you about all the medications you take at home, which include over-the-counter medications such as multivitamins. In addition, we will ask questions about how often you take these medications, what time of day you take them, any side effects, how you take them and from which pharmacy you buy your medications. It is important to answer these questions accurately and to the best of your ability so that we can help you get better. It is important for you to ask us any questions you have related to your medications.

If you have concerns about your medications when you are here, you may call the pharmacy hotline at 708-538-4114.

## Infection Prevention

For your protection and the protection of all patients, healthcare workers at Gottlieb consistently take precautions to prevent the spread of germs when they perform certain procedures, which are called Standard Precautions. Healthcare providers are required to wash or sanitize their hands before and after seeing you. If you don't see your physicians or other members of the care team washing their hands or using antiseptic hand gel before touching or examining you, please speak up! Don't be afraid to remind your caregivers that they need to practice good hand hygiene when caring for you.

Your visitors should wash or sanitize their hands as well. If your friends or family members are sick, it may be in your best interest to ask them to stay home.

Your healthcare providers may also wear masks, gloves or other protective clothing when caring for you and other patients. In certain situations, they may ask you, or family or friends, to wear protective clothing.

## Pain Management

Pain treatment and prevention are important. You have a right to have your pain assessed and treated. You will receive the most effective treatment that can safely be provided to manage your pain. If you experience pain, please call your nurse and inform them of how much pain and where the pain is located.

## Palliative Care

Palliative care is a consulting service within the hospital that focuses on easing the symptoms and suffering that often occur during serious

illness. Palliative care is a holistic approach that responds to the needs of the body, mind and spirit during serious or advanced chronic illness such as cancer, dementia, advanced heart and lung disease, as well as other debilitating medical conditions. The goal is to achieve the highest quality of life for patients and their families. Patients can receive palliative care at any point in their illness, with or without medical treatment. Our interdisciplinary team, which includes a board-certified physician in palliative care, hospitalist, social worker, nurses and chaplain, will coordinate a palliative plan of care with your medical team.

The palliative care service addresses:

- Distressing physical or emotional symptoms
- Information and assistance in making complex care decisions
- Emotional and spiritual support for the patient and family
- Coordination of care in the hospital and after discharge

As part of our tradition, Gottlieb commits to going beyond the disease to treat the whole person.

To inquire about whether palliative care may be right for you, please contact your nurse or primary care physician.

## Preventing Falls

Providing our patients with high-quality care is our top priority. Your care and safety are what matter most. We want you to be an active, informed member of the healthcare team. That means you should ask questions if you don't understand, tell the nurse or doctor if something doesn't seem right to you and carefully follow the discharge instructions you receive when you leave the hospital.

Falling can cause serious injury. While you may have no problems walking at home, the medicines and treatments you receive in the hospital may make you weak and unsteady.

We evaluate your risk of falling in order to prevent injury. If you are at higher risk, we likely will do the following:

- Put a yellow arm band around your wrist.
- Give you yellow non-skid socks.
- Place an alarm on your bed that alerts us to come help if you are trying to get up.

An unfamiliar room can be particularly confusing at night. To prevent falls, please follow these safety measures:

- Put on your call light when you want to get out of bed and stay in bed if the doctor or nurse tells you to do so.
- Wait for help. Responding to your call quickly is the top priority of the nursing staff. Bed and chair alarms may be used to help prevent a fall. These devices will play music when patients try to get out of bed alone.
- Always wear well-fitting, non-skid slippers or shoes while you are in the hospital.
- Don't walk in the dark - turn on a light.
- Sit on the side of the bed for a moment before standing. If you feel weak or dizzy, do not stand. Call a nurse for help.
- Please tell the nurse immediately if you need to use a cane, walker or any other assistive device, have any special needs due to the loss of bladder or bowel control or if you need to use the bathroom often.
- Place everything you need within reach. Don't try to reach too far. Be sure your call button is close to your hand to call for help. Ask for help if you need it.

## Quiet Environment

If you are sleeping, we will only wake you when it is medically necessary. Nurses continue to do hourly rounds at night to take care of your needs and check on your safety. If you are asleep when rounds are done, we will not wake you. We update the whiteboard in your room to show that you were checked on.

We can also bring you ear plugs and keep your door shut to provide you with a restful environment.

## Advance Directives

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance. Advance Directives include a living will, healthcare proxy and durable power of attorney for healthcare. These legal documents allow you to give direction to medical personnel, 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. For more information about Advance Directives or to obtain forms, please speak with your nurse, or visit the Illinois Department of Public Health page:

[www.dph.illinois.gov/forms-publications](http://www.dph.illinois.gov/forms-publications).

## Concerns or Questions

Your team of care professionals is dedicated to your satisfaction. However, if you should have any concerns, please speak to your physician, nurse, nurse manager or nurse supervisor. The contact information for the charge nurse and/or nurse manager is listed on the wall in your room.

If you need further assistance, you can also call patient relations at 708-538-4103 or use

the patient hotline, which is programmed on your hospital room phone, to directly connect you to patient relations or a nurse supervisor.

If your concerns are not met, you or your family members may contact the Illinois Department of Public Health (IDPH) directly at 800-252-4343. Patients or family members may also contact The Joint Commission at 800-994-6610.

Remember to speak up if you have questions or concerns. If you don't understand something, please ask again. Read more about being active in your care on pages 12-13.

## About Privacy and Confidentiality

You have privacy rights under a federal law that protects your health information and sets rules and limits on who can review and receive your health information.

You have the following rights:

- To receive a copy of Gottlieb's Notice of Privacy Practices upon your first visit to Gottlieb Memorial Hospital after April 14, 2003 or any time thereafter that you request a copy.
- To have confidentiality of all communications and records pertaining to your care.
- To be interviewed, examined and cared for in a setting that provides as much privacy as possible. This includes the right to have a person (chaperone) of your own sex present during physical examinations, treatment or procedures that are of an intimate nature.
- To 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.
- To access, request an amendment to and/or obtain information on disclosures of your health information in accordance with the law.

## **SPEAK UP**

**Let us know if something is bothering you or if you have questions. It's your body and you have a right to know.**

Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other healthcare professional tells you.

Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.

Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.

Don't hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

**Participate in all decisions about your treatment. You are the center of the healthcare team.**

- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your visit summaries from previous outpatient visits and hospitalizations and share them with your healthcare team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.



## **Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.**

- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. Ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

## **Ask a trusted family member or friend to be your advocate.**

- Your advocate can ask questions that you may not think of while you are under stress.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support by bringing your Advance Directive.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and who to call for help.

## **Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.**

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you are given an IV, ask the nurse how long it should take for the liquid to “run out.” Tell the nurse if it doesn't seem to be dripping properly (if it is too fast or too slow).
- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.

## **Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals. Don't assume anything.**

- Tell your nurse or doctor if something doesn't seem quite right.
- Expect healthcare workers to introduce themselves when they enter your room and look for their identification badges.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Ask the caregiver if they washed their hands.
- Make sure your nurse or doctor confirms your identity - that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

## WHEN YOU ARE DISCHARGED

### Planning for Discharge

The day you are admitted to the hospital, we will work together to start planning for your discharge. Before you are discharged from Gottlieb, we want to make sure you are prepared to continue your healing process safely at home or your next level of care. Your care team, including your nurse, physician, case manager and/or social worker and other ancillary department members will assist you with the resources you need for your next level of care. Once your physician determines you are medically ready to leave:

- Discharge orders will be written.
- Your prescriptions will be prepared.
- You will receive your discharge instructions from your nurse. These instructions will include details about your at-home care, physician follow up, self-care instructions and medication list.

Your care team (nurse, case manager and/or social worker) can help you and your family members with follow-up care such as home healthcare, rehabilitation, skilled nursing, home medical equipment and assisted living. It is important that you have a full understanding

of your discharge instructions or post-hospital care. Please ask your care team if you have questions or concerns.

### Discharge Prescription Program

Our outpatient pharmacy may fill your discharge prescriptions before you leave the hospital. Leaving the hospital with your discharge medication is an important step in ensuring your good health. Before discharge, a pharmacy staff member is available to discuss this convenient service, which is available Monday through Friday, 9 am to 5 pm. Our pharmacy staff member will work with you and your nurse to coordinate your prescription fills with your estimated discharge time. Before you leave, your medications will be delivered to your room. Our pharmacists will explain your medications to you and answer any of your medication questions. For more information on this service, contact the pharmacy staff at 708-538-4941.

### Patient Satisfaction Survey

After you leave the hospital, a confidential patient satisfaction survey may be mailed to your home. We appreciate your feedback on anything we can do to improve our care and services.

### myLoyola Patient Portal

Loyola offers a free online patient account called myLoyola that enables you to manage and receive information about your health on a secure Internet connection. On this site, you can schedule medical appointments, view your current health summary (which includes test results and current medications), pay bills online and communicate electronically and securely with your medical care team. Upon discharge, your After Visit Summary will include an activation code to enroll in myLoyola. If you have any difficulty using myLoyola, our support team is available to help. Just contact them at 888-LUHS-888 or email [myLoyolaNotify@lumc.edu](mailto:myLoyolaNotify@lumc.edu).



## **BILLING**

### **Hospital Bills**

You are not given your bill when you leave the hospital. You will be mailed a summary of your bill for hospital costs.

Your hospital bill will list two types of charges:

- A daily room charge, which covers 24-hour nursing care, patient meals and housekeeping.
- Charges for tests, X-rays, therapies, the operating room, anesthesia, medications and all other services ordered by your physician(s).

For questions about your hospital bill, you can call customer service at 708-538-4902, Monday through Friday, from 8 am to 4 pm.

### **Insurance**

To assist patients in meeting financial obligations, the hospital will bill health insurance carrier(s) as long as an updated insurance card and/or verifiable insurance information is presented at registration. If you were not asked for insurance information, or if you need to update your insurance information, please contact the admitting department at 708-538-4901 or customer service at 708-538-4902.

### **Uninsured and self-pay patients**

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

- A self-pay patient will receive a discount.
- A limited-in-time, interest-free payment plan.
- Financial assistance to families meeting specific income guidelines. Financial assistance is an option of last resort because all other financial opportunities must be exhausted first.

### **Charity Care**

Gottlieb gives a discount on charges for patients who have no insurance coverage. Charity care is offered for patients who, based on income, are not able to pay their bill. If you have billing questions or would like information on charity care, please call customer service at 708-538-4902, Monday through Friday, from 8 am to 4 pm.

### **Physician Charges**

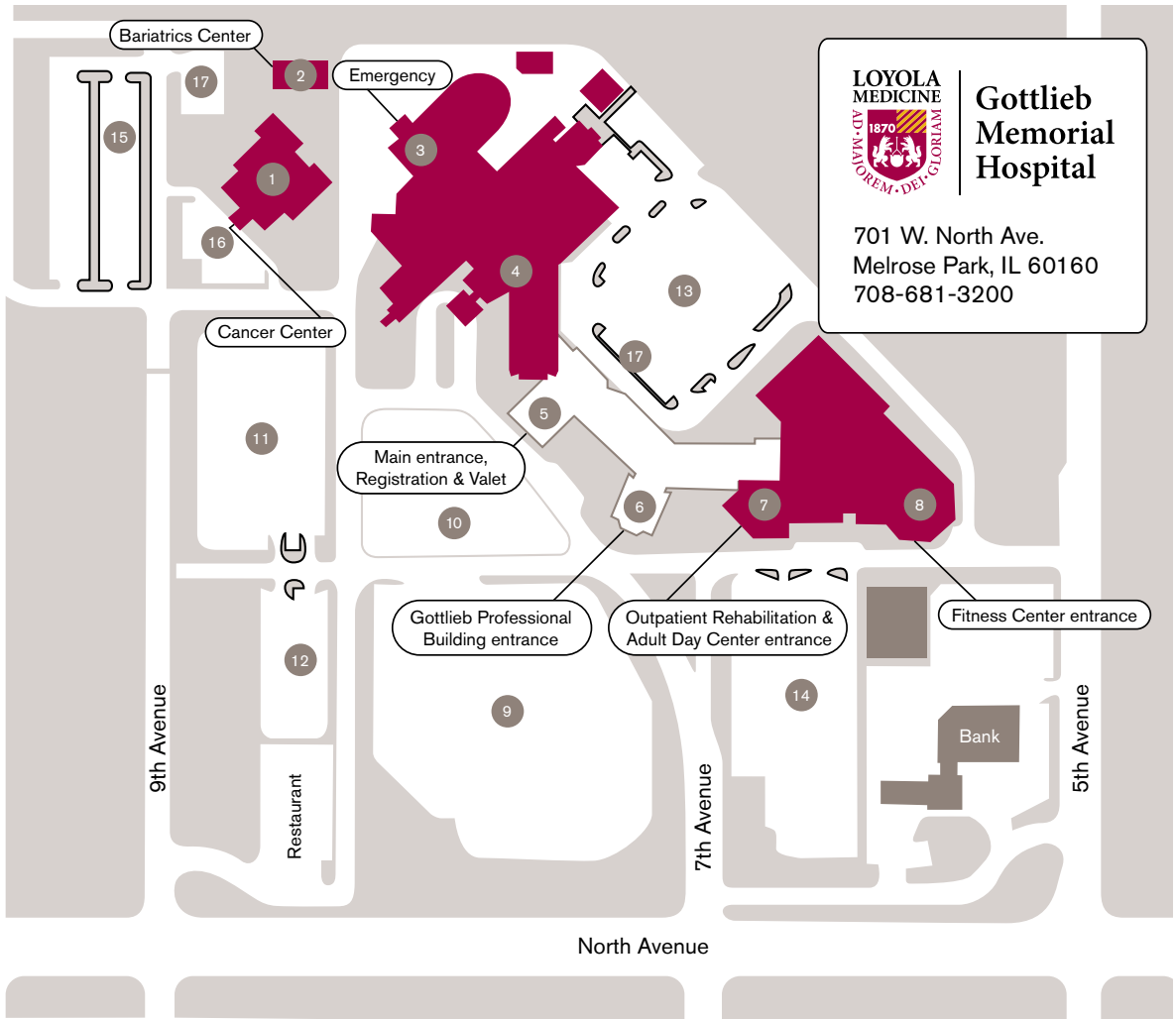
Physician services are billed separately. Depending on your insurance plan, independent physicians involved in your care may bill you separately from the hospital. These physicians can include your primary care doctor, anesthesiologists, surgeons, cardiologists, pathologists and other specialists. These physicians may or may not be contracted with the same insurance carriers as the hospital. If you have any questions regarding the bills you receive from these physicians, please contact each billing office directly at the telephone number listed on the statement sent to you. You may also call the customer service department at 708-538-4902, Monday through Friday, from 8 am to 4 pm.

### **Payment Options**

Gottlieb accepts payment by check or credit card. Accepted credit cards are Visa, American Express, Discover and MasterCard. If you would like to make a payment over the phone, please call customer service at 708-538-4902, Monday through Friday, from 8 am to 4 pm.



# SITE MAP AND BUILDING LEGEND



- |   |   |    |   |
|---|---|----|---|
| 1 | Loyola Cancer Care & Research at the Marjorie G. Weinberg Cancer Center | 9  | Lot A (Free Public Parking)   |
| 2 | Loyola Center for Metabolic Surgery & Bariatric Care                    | 10 | Lot B (Pay Parking \$2)   |
| 3 | Emergency Department  | 11 | Lot C (Employee Parking)  |
| 4 | Patient Pickup  | 12 | Lot D (Free Public Parking)   |
| 5 | Hospital Main Entrance, Registration & Valet                            | 13 | Lot E (Physician Parking)   |
| 6 | Gottlieb Professional Building  | 14 | Lot F (Parking for Fitness Center & Outpatient Rehabilitation Services) |
| 7 | Outpatient Rehabilitation Services & Adult Day Center                   | 15 | Lot I (Free Public Parking)   |
| 8 | Gottlieb Center for Fitness   | 16 | Cancer Center Parking   |
|   |   | 17 | Free Parking  |

## TELEVISION CHANNEL GUIDE

| NAME                            | GMH CHANNEL |
|---------------------------------|-------------|
| CBS                             | 2           |
| WYCC (Channel 20)               | 3           |
| WCIU (Channel 26)               | 4           |
| NBC                             | 5           |
| FOX (Channel 32)                | 6           |
| ABC                             | 7           |
| PAX (Channel 38)                | 8           |
| WGN                             | 9           |
| TMO (Channel 44) <i>Spanish</i> | 10          |
| WTTW                            | 11          |
| UNI (Channel 66) <i>Spanish</i> | 12          |
| UPN (Channel 50)                | 13          |
| TFT (Channel 60) <i>Spanish</i> | 17          |
| CNN                             | 18          |

| NAME                     | GMH CHANNEL |
|--------------------------|-------------|
| TNT                      | 19          |
| Cartoon Network          | 20          |
| USA                      | 21          |
| TBS                      | 22          |
| FOX (News Channel)       | 23          |
| C-SPAN 2                 | 24          |
| CNN (Headline News)      | 25          |
| BTV (Bloomberg)          | 26          |
| Weather Channel          | 27          |
| FAM                      | 28          |
| AMC                      | 29          |
| APL (Animal Planet)      | 30          |
| DISC (Discovery Channel) | 31          |
| TLC                      | 32          |

## **PATIENT RIGHTS AND RESPONSIBILITIES**

As our patient, you have the right to respectful and considerate care. In addition, there are other specific rights and responsibilities you have:

- The right to be informed of your rights as a patient.
- The right to identify an individual of your choosing to serve as your representative, and to have this person be informed of your rights as a patient.
- The right to be given access to treatments and facilities regardless of race, color, religion, national origin or ancestry, sex, sexual orientation, age, marital status, veteran status, physical or mental handicap/disability or any other classification protected by applicable law.
- The right to accommodation of any special needs or disabilities, including provision of interpreter services or assistive devices.
- The right to be respected as an individual deserving competent, private and compassionate care. You are entitled to know the names of your healthcare team members as well as their level of training and their role in your care.
- The right to be listened to with full attention and focus on your needs.
- The right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- The right to receive visitors, in accordance with hospital visitation policies, as designated by you, including but not limited to: a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend. You also have the right to designate a support person for purposes of exercising your visitation rights.
- The right to withdraw or deny consent of a designated individual to visit.
- The right to receive pastoral care and/or spiritual services as desired.
- The right to receive care and treatment consistent with sound nursing, medical and rehabilitation practices in a safe setting free of abuse or harassment of any kind. Patients' requests for preferences will be considered in patient care assignments as feasible. When intimate care is provided, consideration for providing two caregivers should be considered.
- The right to access protective and advocacy services.
- The right to be free from seclusion and restraints of any form that are not medically necessary, or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Both you and your representative, if you have named a representative, have the right to be informed of your health status, condition and proposed treatment, to be involved in care planning and treatment, and to make informed decisions regarding your care.
- The right to be informed about the outcomes of care, treatment and services, including unanticipated outcomes.
- The right to participate in the development and implementation of your plan of care.
- The right to pain management.
- The right to request or refuse treatment to the extent permitted by law. You do not have the right to demand services deemed medically unnecessary or inappropriate.

- The right to request a consultation or second opinion from another physician, as well as to change physicians, hospitals or outpatient centers.
- The right to have a family member or representative and your physician notified of your admission.
- The right to participate in research studies after receiving an explanation of the nature and possible consequences of the research before it is conducted and after giving informed consent. The right to refuse to participate in research studies without such refusal affecting care.
- The right to consent to, or refuse to consent to, being filmed or recorded without such a decision affecting the healthcare received.
- The right to request and participate in an ethics consultation.
- The right to know the approximate cost of hospital or outpatient services or whether a service is covered by Medicare or other insurer, before admission or treatment, and to examine and receive a reasonable explanation of your total bill for services rendered by your physician or healthcare provider, including the itemized charges for specific services received.
- The right to formulate Advance Directives, and to have your end-of-life wishes honored by your caregivers.
- The right to personal privacy and to the confidentiality of your medical records and information (to the extent provided by law).
- The right to inspect, copy and request amendments to your medical information and to have access to your medical record in the presence of a physician while hospitalized. After discharge, you may request a copy of your medical record.
- The right to request restrictions or limitations on the medical information Gottlieb Memorial Hospital uses or discloses about you.



- The right to receive confidential communications (i.e., that we only contact you in a certain manner or at a certain location).
- The right to an accounting of disclosures required by the Health Insurance Portability and Accountability Act's Privacy Rule.
- The right to discuss any dissatisfaction with your care or any concerns about patient care and safety. We are committed to your satisfaction with care and services you receive at Gottlieb. Please discuss dissatisfaction or concerns about the quality or safety of patient care with your nurse, physician or patient relations at 708-538-4103. You may also report your concerns directly to the Illinois Department of Public Health, 525 W. Jefferson St., Springfield, IL, 62761, telephone 800-252-4343, fax 217-782-0382, TTY 800-547-0466 (hearing impaired use only) or The Joint Commission at 800-994-6610.
- The right to complain if you believe your privacy rights have been violated. For privacy-related complaints, please contact patient relations at 708-538-4103. You may also contact the Secretary of the Department of Health and Human Services online at [www.hhs.gov/ContactUs.html](http://www.hhs.gov/ContactUs.html), by mail at 200 Independence Ave., S.W., Washington, DC, 20201, by telephone 202-619-0257 or toll-free 877-696-6775.
- The right to receive a written statement at time of admission of all the above rights if you are admitted to Gottlieb Memorial Hospital or as soon thereafter as your condition permits.
- The right to receive a copy of Gottlieb's *Notice of Privacy Practices* upon your first visit to Gottlieb Memorial Hospital after April 14, 2003.

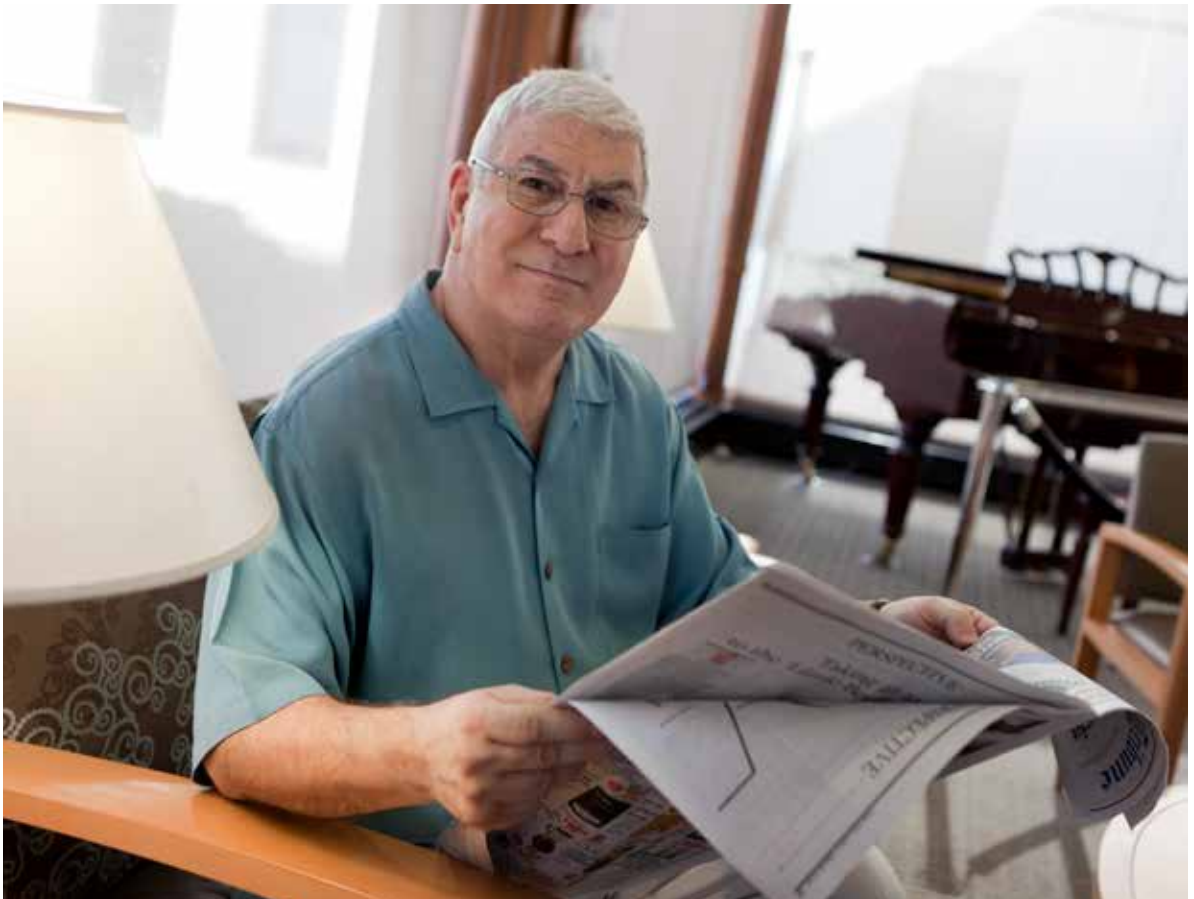
## The responsibilities of the patient/patient's representative include:

- The responsibility to provide an accurate and complete medical history upon admission.
- The responsibility to provide information that facilitates provision of care, treatment and services.
- The responsibility to abide by Gottlieb Memorial Hospital policies as found in the *Patient Guide*.
- The responsibility to follow instructions, policies, rules and regulations in place to support quality of care for patients and a safe environment for all individuals in the hospital.
- The responsibility to follow the treatment plan and inform the medical team of any changes in condition.
- To be responsible for the outcomes if the care, treatment and service plan is not followed.
- The responsibility to ask questions or acknowledge when you do not understand the treatment course or care decision.
- The responsibility to support mutual consideration and respect by maintaining civil language and conduct in interactions with physicians, staff and other patients.
- The responsibility to meet financial commitments to provide timely payment for services provided.
- To tell us if you have durable power of attorney for healthcare or legal guardianship of the patient.

## Your Right to Visitors

We support the patient's need for the presence of family, as defined by the patient, which could include spouses, domestic partners, other family members and friends. We want you to know that the hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision maker or legally authorized representative. The hospital does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. Children between the ages of 6 and 16 may visit but must be in the company of a responsible adult. Children under six

years of age may visit only when the unit has a special family visiting program, and these children should always be in the company of a responsible adult. General floor visiting hours are from 11 am to 8 pm daily. Critical and intermediate units have department-specific visiting regulations, but exceptions will be permitted based on patient and family needs. In addition, a family member may remain in the hospital overnight with the approval of the nursing supervisor, nurse manager or charge nurse. Overnight family/visitors may be directed to an appropriate waiting area if they cannot be accommodated in the patient room due to the patient's medical condition and/or in consideration of the needs of the roommate (if the patient is in a semi-private room).



## ABOUT GOTTLIEB

As part of Loyola University Health System, Gottlieb Memorial Hospital has expanded its specialty care services, including:

### **Acute Inpatient Rehabilitation (AIR).**

AIR provides inpatient, comprehensive rehabilitation for patients across a wide variety of diagnoses. Patients must meet criteria based on a physician assessment for this level of care.

**Adult Day Center.** Patients receive the assistance and supervision they need during the day so they may continue to live at home.

**Bariatric Medicine.** The Loyola Center for Metabolic Surgery & Bariatric Care offers multiple types of bariatric surgery and a medically supervised weight loss program.

**Cancer Care.** Comprehensive oncology diagnostic and treatment services are offered through our partnership with Loyola Cancer Care & Research at the Marjorie G. Weinberg Cancer Center on the Melrose Park campus.

**Center for Fitness.** Gottlieb's full-service health club offers a wide variety of exercise equipment, two pools and group exercise.

### **Emergency Department.**

Board-certified emergency physicians provide care to adults and children in our Level II Trauma Center.

**Geriatric Behavioral Health Care.** The unit provides Medicare-certified services designed to diagnose and treat the complex mental health issues that may occur in adults ages 65 and older.

**Heart Care.** Gottlieb and Loyola cardiologists direct cardiology care, advanced cardiac diagnostics, cardiac surgery, vascular medicine and a multi-phase cardiac-rehabilitation program.

**Home Health.** Healthcare professionals provide in-home services to the patient through the recovery process.

**Hospice.** Compassionate care is provided to terminally ill patients in their own homes.

### **Orthopaedics & Rehabilitation.**

Gottlieb and Loyola specialists offer a joint-reconstruction program and a full range of physical therapy services.

**Plastic Surgery.** Gottlieb and Loyola specialists use the latest techniques to offer both cosmetic and reconstructive procedures.

**Surgical Services.** Highly skilled general and specialty surgeons provide expert services from routine, minimally invasive procedures to the most complex surgical cases.

**Transitional Care.** A 34-bed Medicare-Medicaid-certified skilled nursing unit cares for patients discharged from the hospital who still need special care in order to return home.

**Women's Health.** Gottlieb obstetricians and gynecologists provide prenatal care, as well as gynecology inpatient services and emergency obstetric care.

**Wound Healing & Hyperbaric Medicine Center.** The center treats patients who have chronic, non-healing wounds.

## MISSION STATEMENT

### We Treat the Human Spirit

The Mission of Loyola Medicine at Gottlieb Memorial Hospital and its affiliated programs is to provide interrelated health programs that will meet the healthcare needs of the community to enable people to function at their optimal level. The goal of Gottlieb is to provide coordinated services humanely, effectively, efficiently and with recognized excellence through collaborative action and the interdependent efforts of our professional and volunteer staff.

Gottlieb is proud of its not-for-profit mission to provide quality healthcare to all people who need it regardless of ability to pay. Gottlieb will treat all people equitably and with dignity and compassion.

## OUR MAGIS VALUES

### Care

- Cultivate kindness, give generously and embrace the Golden Rule.
- Make safe, clean and quiet our quality standard.
- Communicate clearly.

### Concern

- Be an advocate.
- Make time meaningful.
- See things differently.

### Cooperation

- Focus on the solution.
- Act with an owner's mind – and a servant's heart.
- Be adaptable and think “team.”

### Respect

- See the dignity in others.
- Take pride in who you are.
- Be humble.



**Gottlieb  
Memorial  
Hospital**

708-681-3200 ▪ [gottliebhospital.org](http://gottliebhospital.org)