



Welcome



PROVEN
QUALITY
HEALTHCARE



Decatur
Memorial
Hospital

Welcome

to Decatur Memorial Hospital.

*On behalf of our entire
healthcare team, thank you
for choosing DMH as your
healthcare provider. Since*

*we first opened our doors nearly
100 years ago, DMH has been
committed to providing quality care
and excellent customer service.*

*For your convenience, we have
created this reference booklet.*

*We hope you find it a useful tool in
answering any questions during your
stay.*

Kenneth L. Smithmier

Sincerely,

Kenneth L. Smithmier,

President and CEO



Your Room

We will do our best to assign you a room of your choice—private or semi-private. If your preference is not available when you are admitted, we will transfer you as soon as a room of your choice becomes available.

Infection Control

Hospital patients are more susceptible to infections as they recover from surgery or illness. Therefore, it is important that everyone—patients, family members, friends, hospital staff—work together to prevent infections.

- ***Wash your hands.*** The most effective way to prevent the spread of infections is thorough hand washing. Use warm water and soap or an alcohol-based hand rub. Patients should wash hands before eating and after using the bathroom. Hospital staff should always wash their hands before having any contact with patients. Patients should feel free to remind staff to wash hands.
- ***Cover your cough.*** To help prevent spreading colds, flu or other respiratory infections, everyone should cover his or her mouth or nose with a tissue or with upper sleeve when sneezing or coughing. Visitors who suspect they have a cold or other infection should call rather than visit in person.
- ***Preventing Infections After Surgery.*** Preventing infection starts BEFORE you come to the hospital. Take a bath or shower the morning of your surgery using antibacterial soap. Do not shave your surgical area. The Surgery staff will remove hair if necessary. If you smoke, refrain from smoking the night before surgery. If you have diabetes, eat properly to maintain a healthy blood sugar level. After surgery, wash your hands frequently and do NOT touch your surgical site (the incision or dressing). Ask visitors to wash their hands or use alcohol foam hand sanitizer when they enter your room. When you go home, shower or bathe daily, including brushing your teeth. Keep your incision clean and dry. Make sure you know when and how to change your bandage. Eat a healthy diet to promote healing. Report any signs or symptoms of infection to your doctor.
- ***Special precautions*** are sometimes necessary. When required, a special “precaution” sign will be placed on the patient door with specific instructions for patients, family and visitors. All hospital staff members are expected to follow these instructions as well. For more information or if you have any questions, ask your nurse.

Valuables

Unfortunately, we cannot be responsible for valuable personal items. We suggest that you leave jewelry, credit cards, money, unnecessary clothing and other valuables at home.

Safety

All materials in your room are flame resistant. The beds have side rails and the bathrooms are equipped with safety handles and bars. In addition, each room and bathroom has an easily accessible nurse-call button. Your nurse will show you where these are located and how to use them.

Identifying Staff

All DMH employees can be identified by a badge that displays the employee's picture, first name and position or title. In addition, each employee who provides for your care in any way should identify him or herself. Expect healthcare workers to introduce themselves when they enter your room. If not, please ask the employee to tell you who they are, the department they are from and what service they are performing.

Medication

For your protection, the medications you receive at DMH will be ordered by your doctor and will be prepared and administered by hospital personnel. While you are in the hospital, do not bring or take medication from home unless you are asked to do so. Tell us about all the medications you take including vitamins, herbal supplements and over-the-counter drugs.

Speak up

If you have any questions or concerns, ask. If you don't understand, ask again. Thoroughly read all medical forms and make sure you understand before you sign anything. If you don't understand, ask your doctor or nurse to explain them. You are the center of the healthcare team. Participate in all decisions about your treatment.

What is a Hospitalist?

While you are hospitalized, your primary care physician may have asked a DMH Hospitalist to coordinate your inpatient care. Hospitalists are fully trained physicians who devote all of their clinical time to the care of hospitalized patients.

DMH's team of Hospitalists—who are all board certified in Internal Medicine—coordinate your inpatient care and can react in real time

throughout the day to changes in clinical data and your medical status. At each step, whether ordering treatments, tests, or consulting with specialists when appropriate, communication between the Hospitalist and your primary care physician is seamless.

Decatur Memorial Hospital employs pediatric Hospitalists who are specially trained and prepared to handle the medical needs of pediatric and newborn patients. They are available 24 hours a day, seven days a week. A physician assistant is also available to assist with any needs related to pediatrics or newborn care. The pediatric Hospitalist is available for consult to all areas of the hospital where children are treated.

Hospitalists are available throughout your stay to answer questions, discuss test results and more. For information, call 876-4360.

Visitors

General visiting hours are from 11 am to 8 pm. Only two people should visit at a time. Visitors should not sit on beds, handle bedside articles or use patient bathrooms. We ask that visitor regulations be strictly observed. Visitors under age 12 must be accompanied by a responsible adult. Children under age six may visit parents only under the guidance of DMH's Family Visiting Program. Contact the nursing supervisor if you have any questions or require assistance.

- On the DMH Family Birth Center, Dad, labor coach or significant other has unlimited visiting privileges. No visitors are allowed (except for siblings and grandparents) when the baby is in the mother's room.
- Depending on the patient's condition and due to the complicated nature of the care involved, the Intensive Care and Cardiovascular Care units may have very limited visit times.
- On the Transitional Care Unit, visiting hours are set at the convenience of the patient and visitor with no age restrictions.

DMH Family Lodge

Open every day for out-of-town family members of DMH inpatients, the DMH Family Lodge is conveniently located just southeast of DMH at 2254 N. Union St. The 3,500 square-foot, two-story facility has six private bedrooms each with its own bathroom and private phone line. Complete with a handicapped-accessible main floor, one bedroom has a wheel chair accessible bathroom and shower. The DMH Family Lodge includes a common kitchen and dining room, family room and laundry area. Ask your nurse for more information.

Patient Education Television

Tune to Patient Education on DMH's Channel 4 for continuous patient information. The segments rotate and include topics such as diabetes, cancer, irritable bowel, cholesterol, migraines, arthritis, asthma and allergies, osteoporosis, stroke, urinary incontinence and more. Tune in at the top of each hour for a list of upcoming segments.

Organ Donation

We are required by law to ask about organ donation. This is an important issue. Discuss your views and wishes with members of your family.

Decatur Area Center For Living Wills

To make sure your wishes about your health care are known and followed, make sure to complete a Healthcare Power of Attorney and Living Will. Information is available at www.dmhcares.com.

Smoking

Decatur Memorial Hospital is a smoke-free facility and campus. Smoking is not permitted anywhere in the hospital or on our campus.

Parking

Free visitor and patient parking is located outside all main hospital entrances. Free patient and visitor valet service is available outside Kirkland Registration lobby and at the West Hay Medical Center complex. The valet service is available Monday—Friday at both locations. The Kirkland valet service operates from 6 a.m. to 5 p.m. The valet at West Hay is available from 7:30 a.m. to 4 p.m.

Where To Eat

- *DMH Room Service* allows patients to make food selections and set their meal times. Room Service is available 6:30 am—7:30 pm. For assistance, dial ext. 4888. For a small fee, Room Service is available to patients' visitors. Cash/checks accepted upon delivery.
- *Café DMH* is located on the hospital's main floor and is open from 6:30 am to 7:30 pm.
- *DMH Coffee Shop*, operated by the DMH Auxiliary, is located on the main floor adjacent to Barnes Lobby and is open from 7:30 am—7 pm Monday—Friday; 9 am—4 pm Saturdays; and from 11 am—4 pm Sundays.
- *Subway®* is located on the hospital's lower level.

Gift Shop

Operated by the DMH Auxiliary, the DMH Gift Shop is located adjacent to Barnes Lobby and is open Monday—Saturday from 8:45 am to 7 pm, and from 11 am to 4 pm on Sundays.

Going Home

DMH provides a variety of comprehensive *home health services*. For details, ask your nurse, doctor, or call 217-876-4600.

If your doctor prescribes medications for you to take at home, you may have your *prescriptions* filled at the pharmacy of your choice. For your convenience, DMH's Physicians Plaza Pharmacy is located inside the patient registration entrance and is open from 9 am to 5:30 pm Monday—Friday. If you choose to use Physicians Plaza Pharmacy, your doctor or nurse will get your prescription to the pharmacy. Patients who are new to Physicians Plaza Pharmacy will need to provide a copy of their prescription insurance card, which is usually different from the hospitalization insurance card. If you do not have your prescription insurance card with you, arrangements can be made for you to provide it at a later time.

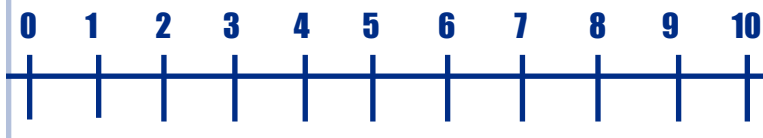
Prescriptions from Physicians Plaza Pharmacy can be delivered to your hospital room or they can be picked up as you leave the hospital. Patients who live in Decatur can have their prescriptions delivered free of charge to their homes. Payment is required at time of service; if necessary, other arrangements can be made. (Note: By law, prescriptions CAN NOT be included in your hospital bill. Prescriptions will be billed separately.)

As a service to our patients, *we will bill your insurance carrier* directly. Your hospital bill will include room charges and other hospital services such as nursing, laboratory and medications. If you have been seen by a hospital-based physician (radiologist, anesthesiologist, etc.), you will receive a separate bill from that physician. If you have questions, call 217-876-3785 from 8 am—4 pm, Monday—Friday.

Other Concerns

Patients and families who have social, emotional or financial concerns related to their illness and hospitalization can talk to a case manager. Call 217-876-6700.

Pain Scale



*You will be asked to rate your pain on a 0-to-10 scale:
0 meaning no pain; 10 meaning the worst pain.
This helps us measure your pain and see if you are improving.*

Pain Control

Pain control is an important part of your recovery. You know your pain best. *What you need to know:*

- If you are in pain—**tell us**.
- If what we are doing is not helping—**let us know**. Your doctors and nurses want to know about your pain and if it is not relieved.
- Your doctor will order one or more types of pain control treatments, depending on your type of pain and needs.

Tips to help control pain:

- Ask for pain medication when pain begins, do not wait until the pain is bad; the medication will not work as well.
- Take your pain medication before activity and at bedtime.
- Your pain medication is usually scheduled on an as-needed basis. You will need to ask for your medication when you need it.
- You may want to take your pain medication at regular intervals. (You will need to call for your medication when you need it. Talk to your nurse about what to do through the night.)
- Use a pillow for support when you are sleeping, moving or coughing and doing deep-breathing exercises.

Do I need to worry about—

- **Side effects?** Your treatments are safe, but side effects such as itching, nausea, drowsiness or constipation can occur. Talk to your doctor or nurse if you experience side effects. These side effects do not necessarily mean you need to stop taking your medication; we can help you with these problems.

- **Addiction?** Don't worry about getting "hooked" on the pain medications. This is very rare unless you currently or previously have had a drug problem. We will help monitor you.

Patient Controlled Analgesia

Patient Controlled Analgesia (PCA) is a computerized pump that injects pain medication into your IV when you need it. This pump is controlled by you, the patient. To request pain medication, you simply push the button and receive pain medication when you need it!

- The pain medication in the PCA is ordered by your doctor.
- The pump has settings that will **not** allow you to take too much medicine or take it too often.
- Once you push the button, you will receive the medication immediately; it will begin to work within minutes.
- It is important not to wait to take the medication until the pain is severe. You need to push the button when you start to have pain.
- Only the patient receiving the pain medicine should push the button. **Do not allow family or friends to push your PCA button for you.** You need to be awake enough to know that you need the pain medication.

The PCA gives you smaller doses of medication. This allows you to safely have the medication more often, (as frequently as every 10 minutes **if** you need it).

You may need to take additional medications when you are not able to use the PCA for an extended period of time (such as bed-time to help your pain stay in control while you sleep).

If your pain is not relieved by the PCA, **let us know**. We can often do something in addition to the PCA.

Call your healthcare provider if—

- You become very sleepy and still have a lot of pain.
- You have nausea, vomiting or itching. (We may be able to help with these side effects.)
- The area where the IV tube goes into your skin is red, swollen, painful, warm or bleeding.
- The pumps alarm goes off.

Safety Tips

To help prevent falls in the hospital:

- When walking—even if briefly—wear socks with grippers or non-slip fitted shoes.
- Call for help to get up if you—
 - are told by your doctor or nurse not to get up without help.
 - feel unsteady, dizzy or shaky.
 - have equipment you need help with such as an IV or catheter.
 - are not sure if you should be up without assistance.
- Make sure you can reach your call-light at all times.
- Get up slowly after you sit or lie down.
- Alert staff immediately if something is spilled on the floor.
- If needed, use assistive devices, such as a walker or cane.
- DO NOT hold onto unstable items when getting up.

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To help prevent falls at home:

- Remove items that may trip you (books, clothes or electrical cords).
- Turn lights on before walking into a dark room. Keep a night light on in the bathroom.
- Keep items that you use often in cabinets you can reach easily.
- Use hand railing and take your time climbing stairs, getting in/out of the tub/shower and/or answering the door or phone.
- Have handrails installed in stairways, bathrooms or other areas.

Reduce your risk of falls by—

- Exercising regularly to keep your muscles strong.
- Review all medications—even over-the-counter—with your doctor or pharmacist. Some medications can make you drowsy or dizzy.

To help prevent medication errors while in the hospital:

- Be sure your nurse checks your medicines each time you receive them.
- Be sure your nurse knows you and checks your arm band identification.
- Be sure the medicines are yours. If you don't recognize a medication or have questions, ask.
- Question anything you don't understand or that doesn't seem right.

- Before you are discharged, be sure you understand—
 - Your new medicines and how to take them;
 - When to take your next dose of medication;
 - Whether you should still take medicines you were taking before you were hospitalized.

To help prevent medication errors at home

- Keep an up-to-date written list of all medicines (include dosage and how often you take it). Include all prescriptions and over-the-counter medicines, dietary supplements, medicine skin patches.
- Make sure all your doctors, nurses and pharmacists know the medicines you take by giving them a copy of your list. If necessary, bring your medicines with you; and then be sure to send them home with someone.
- Tell your health care provider how you take your medication, especially if it differs from the originally prescribed directions. Don't be afraid or embarrassed; it is important for them to know.
- Make sure your doctor knows about any allergies or bad reactions you have had to medicines.
- *Ask questions to understand your medicines.* What is the medicine for? How do I take it and for how long? What side effects are likely? What do I do if I have a reaction? Is the medicine safe to take with other medicines? What food, drink or activity should I avoid?

General tips

- Take your medicine as it is prescribed.
- When you get a new medicine, ask if there is another medicine you should stop taking.
- If you have any questions, ask your pharmacist.
- Use one pharmacy when possible. Get to know your pharmacist.
- Be sure you can read your doctor's written prescription. If you can't, ask to have your prescription printed or rewritten.
- Read the label on your prescription medicine.
- Make sure your prescription label has your name on it and the correct medicine name. Some medicines have similar names and can be confusing.
- Ask your pharmacist to explain if your medicine looks different from your last refill.



About Decatur Memorial Hospital

When Decatur Memorial Hospital first opened its doors on Jan. 1, 1916, an American flag bearing only 48 stars waved above the structure. And just as this symbol of our American heritage has endured war, plague, growth and prosperity, DMH's commitment has withstood the test of time, growing stronger and more dedicated with each passing decade. Throughout the decades, DMH has been transformed from a one building facility to a medical complex offering the latest in healthcare diagnostic and treatment modalities.

DMH is a private, not-for-profit hospital. Providing philanthropic support for the hospital, Decatur Memorial Foundation accepts financial contributions to support the healthcare programs and services most needed in our community. Many patients and families show their appreciation by making a gift to the Foundation. For information, call 217-876-2105.

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