

Things You Should Know

When Hospitalized At SwedishAmerican



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Your Accommodations

Your Room

Your room assignment at SwedishAmerican is based on your admitting diagnosis and the bed availability at the time of your admission. Our Hospital has both private (single bed) and semi-private (two beds) rooms. We will do our best to honor your request for a private room, however, one may not be available due to high census or because other patients may require medical isolation. There is no additional charge for a private room.

Calling Your Nurse

You must use a handheld call button to contact your nurse. Your nurse will show you how it works, so you can call for assistance. For additional safety, you'll find an emergency button in your bathroom.

Safety

Your safety is one of our main concerns. Please follow these safety guidelines, and if you need any assistance or have any concerns about your safety, please ask!

- The ID band placed on your wrist when you are admitted tells the staff your name, hospital number and physician's name. Please make sure you always wear an armband during your stay—if it's removed for any reason, please ask your nurse for a replacement.
- Remind doctors and nurses about washing their hands before working with you—remember, hand washing is the number one way to prevent the spread of infections in the hospital.
- Because most patient-owned electrical equipment and appliances are not individually grounded nor tested, they can be serious hazards in the Hospital. For this reason, we request that you do not bring into the Hospital any electrical appliances or personal equipment, such as hair dryer, shaver, VCR, or computer.
- The bed in your Hospital room is probably higher and narrower than the one you have at home. If your doctor permits you to get out of bed, please ask your nurse for assistance. The patient care staff will also help you adjust the bed rails.
- Because we care about the comfort and safety of our patients and staff, we have instituted the "Get-A-Lift"® program which uses mechanical devices to lift and transfer patients safely. All nursing staff has been trained to use the equipment competently and will assess patients to determine whether a lifting device is necessary. Your cooperation is appreciated.

- In the event of a fire or other emergency situation, your cooperation with the patient care staff is essential. Our staff has been trained about what to do in the event of such emergencies to protect your safety. If you hear an alarm, please stay where you are until directions are given.

Reporting Medical Errors

Everyone has a role in making healthcare safe—physicians, healthcare executives, nurses, technicians and you. SwedishAmerican is working to make healthcare safety a priority. You, as the patient, can also play a vital role in making your care safer by becoming an active partner with your healthcare team. Research has shown that patients who take part in decisions about their healthcare are more likely to have better outcomes. Please speak up if you suspect that a medical error has occurred or whenever you have a patient safety concern.

Medical errors can occur anywhere in the healthcare system and can involve medicines, equipment, or information. Examples of possible patient safety concerns that we hope you would bring to our attention might be—receiving the wrong medicine or encountering a delay in getting medication as prescribed; or observing a family member not being repositioned or not being encouraged to get up in a chair.

If you have any concerns about your care or safety, please let us know. Timely feedback helps us to make sure we are meeting your needs. When you have a concern, please bring it to the attention of your caregiver, the operational supervisor or the department manager. If you are not satisfied with their response, or if you'd prefer, you may contact the Guest Relations office at (815) 489-4008 for assistance. You may also report your concerns directly to the Illinois Department of Public Health at 1-800-252-4343 or the Joint Commission for the Accreditation of Healthcare Organizations at 1-800-994-6610.

Security

Security staff regularly patrols our campus to protect you, your visitors, our staff, and our property. All persons associated with SwedishAmerican wear a badge displaying their name, photograph, and department. Feel free to ask the name and duties of any person involved in your care. If you should observe any suspicious or unusual activity, please report it to your nurse or dial "0" for the operator.

Because we support your right to access protective services, our staff will assist you in finding the help you may need. If you are concerned about your personal safety and feel that you may need protective services, we urge you to speak to your nurse or physician immediately.

Telephones

Telephones are provided in each room, except on the mental health floors and in the critical care units. To place a local call, dial **93**, then the number. All long distance calls must be placed collect or charged to a credit card. For long distance, dial 820 plus the area code plus the number.

If you need assistance making calls, dial "0" to reach the Hospital operator. Because you need to rest, we do not connect calls to your room between 10:00 p.m. and 6:00 a.m. We can also limit incoming phone calls to your room if you prefer. Just ask your nurse.

Cellular telephones of visitors and patients may be used anywhere in the Hospital, except within three feet of any patient monitoring equipment.

Pay phones are located in the main lobby, near the family waiting areas on the second and third floors and outside the Commons cafeteria on the fourth floor.

Radios and Televisions

A radio and television are provided in your room at no charge. You have your own radio, but if you have a roommate, you must share the television. Please show consideration for others by keeping the volume low. TV channels are listed in this booklet.

Interpreters and Services for the Hearing Impaired

SwedishAmerican subscribes to 24-hour telephone interpretation services and also has in-person Spanish interpreters available. The phone service gives us immediate access to interpreters who speak more than 140 languages to provide communication services to our patients and families who speak languages other than English.

Certified signers for the hearing-impaired patients are available for interpretation, as well as sound amplifiers, telephone amplifiers, and TDD telephone devices for those who are hard of hearing. These services are provided at no cost to patients and families. For any special assistance, please ask your nurse and steps will be taken to effectively communicate with you and your family.

No Smoking Policy

SwedishAmerican, along with the other local medical facilities, is committed to providing a healthy environment for all our patients, guests, and employees. **Effective November 14, 2006**, smoking will be banned from the entire SwedishAmerican Health System campus. **This means no smoking will be allowed anywhere on campus, either inside the building or outside of any of the buildings.** Please be assured that our physicians and nurses will offer appropriate medical interventions to

patients who normally smoke at home to help deal with any withdrawal symptoms they may experience. If you have any concerns, however, please speak to your nurse or your physician. Your cooperation with this community-wide policy is expected.

How to Prevent the Spread of Infection

To prevent the spread of respiratory infections, SwedishAmerican asks all patients, their families and visitors, as well as our staff to 'COVER YOUR COUGH.' This applies to anyone in the Hospital who may have a cough, congestion or runny nose. It's really very simple—we ask that you please cover your mouth and nose with a tissue whenever you cough. Then, wash your hands. Your cooperation will help reduce the spread of respiratory infections and make our Hospital a healthier place.

Our hands are home to many germs (bacteria and viruses) and a common way that diseases are spread. Hand washing is the number one way to prevent the spread of infections in the hospital. Everyone, including all caregivers, visitors, and family, should wash their hands before and after visits, after removing gloves, masks, and other items or after touching equipment. You can use soap and water or Purell® Hand Sanitizer as described below.

Handwashing:

1. Use warm water and soap.
2. Scrub well for at least 15 seconds – rubbing removes germs.
3. Get between fingers and back of hands.
4. Rinse hands and leave water running.
5. Dry hands with a clean paper towel.
6. Use the paper towel to turn off water.

Purell® Hand Sanitizer: (when hands are not visibly soiled)

1. Apply a thumbnail-sized amount of sanitizer.
2. Rub briskly over backs of hands, wrists, between fingers and under fingernails until dry.

For more contagious diseases, signs will be posted on the outside of the patient's door. All family and visitors must comply with these precautions or their visiting privileges may be revoked for their own safety. The four signs you may see are as follows:

Airborne Precautions for diseases spread through the air.

- Visitors need to check with nursing staff about use of a mask.
- Door should remain closed.
- You will wear a mask when leaving the room.

Droplet Precautions for diseases spread by sneezes or coughs.

- Visitors need to check with nursing staff about use of a mask.
- You will wear a mask when leaving the room.

Contact Precautions for diseases or conditions spread by touching.

- Visitors are asked to wear gloves and possibly gowns depending on the circumstances.
- Prior to leaving gown and gloves should be removed in the room and handwashing performed.

Special Contact Precautions for diseases that are very contagious through contact with the skin.

- Visitors are asked to wear gloves and gowns while in the room.
- Prior to leaving gown and gloves should be removed in the room and handwashing performed.

Personal Belongings

Valuables or Lost Items

Patients are asked not to bring items of value to the Hospital. If you do have cash, special jewelry, or any other valuable item, it should be deposited in our safe. You will be given a written receipt for all items which must be presented when you withdraw them. Please ask your nurse for assistance with your belongings.

SwedishAmerican does not accept responsibility for items of value unless they are deposited in our safe. Please understand this includes money and all electronic items, such as cell phones, PDAs, laptop computers or hand-held video games. If you lose something please notify your nurse immediately, and we will make every effort to help you find it. Unclaimed articles are turned in to the Lost and Found Office and kept for 30 days. To inquire about lost articles, call (815) 489-4092.

Dentures, Hearing Aids and Eyeglasses

Please take special care with these personal items. Always store them in the proper container in your bedside table. Items left on a meal tray, misplaced in your bedding, or placed under your pillow may be lost and are not the responsibility of the Hospital.

Guidelines For Visitors

Visiting Hours

Your family and friends are welcome to visit you. Generally, visiting hours are from 10:30 a.m. until 9:00 p.m. Please encourage all visitors to check with the information desk or your nurse regarding specific guidelines for your unit. Please understand that all family and visitors must comply with any Infection Control precautions that may be posted on your door.

All children under age 12 must be accompanied and supervised by a responsible adult while in the Hospital. Please understand that children under the age of 12 are prohibited from visiting on the Critical Care, pediatric and maternity units unless they are a sibling of the patient.

We prefer that no more than two people visit each patient in our semiprivate rooms to avoid disturbing others. There are times when visiting may be restricted due to the severity or nature of your illness or condition. The adult critical care units have unique visiting protocols available from the nursing staff. Brief visits by families are allowed, however, our first priority is to provide the very best medical and nursing care to these critically ill patients. Nursing and medical staff may also limit visiting in the event of an emergency or during certain procedures. Your family's cooperation is appreciated.

No latex balloons are allowed inside the Hospital. Mylar balloons are acceptable, except in the pediatric unit. Also, no plants or live flowers are allowed in the critical care areas or in the cancer care unit on the 7th floor.

Rest is an important part of your care. If at any time you do not feel up to visitors, please tell your nurse. We will place a sign on your door and restrict phone calls to your room for as long as you request.

Patients' Rights And Responsibilities

As an important component of SwedishAmerican's mission, the medical staff, employees, and volunteers jointly affirm and recognize your rights and responsibilities as a patient at our Hospital.

It is your right as a SwedishAmerican Patient:

1. To receive care without regard to your race, color, national origin, religion, age, gender, ability or disability, or lifestyle.

2. To request and receive medically appropriate treatment and services as recommended by your physician and that is within the organization's capacity and its mission.
3. To request and receive respectful, quality care that reflects your individual cultural, spiritual and social values, and is consistent with sound nursing and medical practices. To receive care which promotes your dignity, privacy, safety, and comfort.
4. To expect pain management that includes information about pain and pain relief measures and concerned staff who are committed to pain prevention and management and responsive to your reports of pain.
5. To be free from restraints or seclusion unless it is the most appropriate means to protect your safety.
6. To expect that efforts will be made to provide continuous, coordinated, and appropriate care during and after your hospitalization.
7. To be informed of the nature of your illness and treatment options, including potential risks, benefits, alternatives and costs, and to participate in your healthcare decisions.
8. To expect that all staff will communicate with you in a manner you can understand.
9. To accept or refuse recommended tests or treatments and to be informed of the medical consequences of your choices.
10. To complete Advance Directives (living will or power of attorney for healthcare), and to expect that these directives will be followed when applicable. If you have no Advance Directive, you can expect that appropriate surrogate decision-makers will be sought if you can't make your own decisions.
11. To receive information about, and access to, protective and advocacy services when they are an appropriate option.
12. To raise ethical issues concerning your care with your caregivers and/or with the Bioethics Committee, and to participate in the resolution of those issues.
13. To have reasonable access to visitors and unrestricted communication by mail and telephone unless you have been informed that there are medical or institutional reasons to restrict such access.
14. To be informed of any proposed research or experimental treatment that may be considered in your care, and to consent or refuse to participate.
15. To be assured that your medical and personal information will be handled in a confidential manner.

16. To express complaints or grievances about the quality of care or services and to voice them without fear of reprisal or discrimination and to receive prompt and courteous response to your concerns.
17. To have access to your medical records within a reasonable time of your request.
18. To request and receive information regarding the charges for any treatment and to receive an explanation of your bill upon request.
19. To request and receive information regarding nurse staffing levels.

It is your responsibility as a SwedishAmerican Patient:

1. To provide all personal and family health information needed to provide you with appropriate care.
2. To participate to the best of your ability in making decisions about your medical treatment, and to comply with the agreed upon plan of care.
3. To ask questions of your caregivers when you do not understand any information or instructions.
4. To inform your caregivers of any Advance Directives that you may have or if you wish to revoke them.
5. To inform your physician if you desire a transfer of care to another physician, caregiver, or facility.
6. To inform your caregivers if you are concerned about your personal safety and feel that you may need help.
7. To be considerate and respectful to other patients and to Hospital personnel and property.
8. To observe facility policies and procedures, including those regarding smoking, noise, and visitors.
9. To accept financial responsibility for your healthcare services and to work cooperatively to resolve your financial obligations.

We are committed to respecting your rights as a patient. In addition, we appreciate your efforts in partnering with us to best address your healthcare needs. If you have any concerns about your care or safety or feel that your rights have not been respected, please let us know. Timely feedback helps us to make sure we are meeting your needs. When you have a concern, please bring it to the attention of your caregiver or to the department manager. You may also contact the Guest Relations office at (815) 489-4008 for assistance. If you prefer, you may also report concerns directly to the Illinois Department of Public Health at (800) 252-4343 or the Joint Commission for the Accreditation of Healthcare Organizations at (800) 994-6610.

Television Channels

To make your stay more comfortable we offer a wide range of television channels as listed below:

Channel	Channel #
CNN	2
Fox (WQRF 39)	3
ESPN	4
PBS (WHA 21)	5
Arts & Entertainment	6
WTVO 17 (ABC)	7
IND (WGN 9)	9
Headline News	10
CBS (WIFR 23)	11
TNT	12
WREX 13 (NBC)	13
Patient Education	14
USA Network	15
Newborn Channel (English)	16
Disney	17
Three Angels Broadcasting	18
Cartoon Network	19
Discovery Channel	20
Learning Channel	21
Nickelodeon	22
Nick At Nite	23
Newborn Channel (Hispanic)	24
Animal Planet	25
Fox Family Channel	26
American Movie Classics	27
Home and Garden (HGTV)	28
Food Network	29
Lifetime	30
Travel Channel	31
Fox News	32
Weather Channel	33
TBS Superstation	34
Univision (Hispanic)	35
Galavision (Hispanic)	36
Trinity Broadcasting	37
C.A.R.E. Channel	42 & 43

Food Services

Patient Meals

Nourishing, well-balanced meals are an important part of your treatment and recovery. SwedishAmerican makes every effort to provide nutritious meals that are prepared according to your doctor's orders.

Occasionally your meal may be delayed if you are scheduled for a special test or treatment. Whenever possible, you will be served after your examination or test.

Your breakfast tray will include a menu from which you can order your next day's meals. Please mark your menu so it will be ready for pickup by morning. If you have difficulty making menu selections, the food services staff will be happy to help you. Notify your nurse and a food service staff member will be contacted. If you are on a special diet prescribed by your doctor, you will receive menus tailored to your specific medical needs. Should you have any questions or special dietary needs, please contact your nurse or call the food services department at (815) 489-4665.

Visitor Meals

If you would like to have a family member or friends eat in your room with you, arrangements can be made to have a reasonably priced guest tray delivered to your room. Contact the dietary staff for assistance at (815) 489-4660.

The Commons Cafeteria, open to the public, is located on the fourth floor of the main Hospital. Service is available from 6:30 a.m. – 6:30 p.m. Hot entrees are served, as well as soups, salads, grilled sandwiches, and specialties. Fresh fruits, assorted desserts, frozen yogurt, and a variety of hot and cold beverages are available. All items are served à la carte for your convenience.

Vending machines are always accessible and are available on the first and second floors. Snacks are also available in Jenny's Gift Shop located near the State St. entrance on the third floor.

Spiritual Care

Recognizing the importance of the spiritual dimension in healthcare, SwedishAmerican has an active Pastoral Care Department available to assist you 24 hours a day. These clinically-trained chaplains are ready to help you in making your hospital stay a time of personal and spiritual growth, as well as a time of physical healing. Our pastoral staff can make bedside visits to offer a listening ear, a helpful prayer, or a word of encouragement and support.

“Medicine for the Soul,” a fifteen minute worship service meets in the chapel every Sunday morning at 10:00 a.m. Notify your nurse if you wish to attend. The chapel is located on the first floor of the Hospital near the Healing Garden and is always open for meditation.

The Pastoral Care Department sponsors religious television 24-hours-a-day. Programs originate from the Three Angels Broadcasting Network on Channel 18 and are selected by the Department for your comfort and inspiration.

If you would like to contact a chaplain, please tell your nurse or dial (815) 489-4620. If you would like to leave a confidential prayer request, please dial (815) 489-4330.

Pain Management

Our staff is committed to the prevention and management of your pain. As a patient you can expect to receive information about pain and pain relief options and that your reports of pain will be believed and responded to. We have dedicated pain relief specialists who will assist your physician. However, they need your cooperation to keep you as comfortable as possible. Your physician and nurse will expect that you will ask for pain relief when pain first begins, help assess your pain, tell staff when your pain is not relieved and tell your physician or nurse about any worries you may have about taking pain medications. Our goal is to partner with you in managing your pain to keep you as comfortable as possible.

Special Inpatient Services

Gift Shop

Jenny's Gift Shop is located near the State St. entrance on the third floor and offers a variety of gifts, cards, magazines, candies, and personal items. The main shop is usually open from 7:00 a.m. – 7:30 p.m. weekdays, Saturdays 9:00 a.m. – 2 p.m. and Sundays noon – 5:00 p.m. There is a satellite gift shop, Jenny's Too, located on the first floor of the Hospital near the Charles Street entrance, which is open from 7:00 a.m. until 4:00 p.m. on weekdays only.

Guest Accommodations

For the convenience of your family and friends who want to stay nearby, we have a Guest Hotel located on campus. For availability, please contact Registration at extension (815) 489-4694. On the Pediatric Unit, one parent may “room in” with the patient. Arrangements are made with the nurse.

Healing Garden

Hospitals can be stressful, busy places. Patients, their families and caregivers alike need an oasis—a calm, beautiful spot for reflection and renewal. The Healing Garden is that oasis. Accessible from the first floor of the Heart Hospital, the Garden inspires its visitors to relax, take a deep breath in a peaceful outdoor environment, and enjoy the sounds of water and the beauty of the trees and flowers. If your doctor allows you to leave the nursing unit, you may be able to visit the Garden. Please ask your nurse for assistance.

ATM Cash Machine

An ATM machine is located on the fourth floor near the Commons cafeteria for your convenience.

Notary Public

Notary public services can be provided for you during your hospital stay. Contact Guest Relations at extension (815) 489-4008 for assistance.

Mail and Flowers

Volunteers deliver mail Monday through Friday mornings and flowers Monday through Saturday from 10:00 a.m. – 4:30 p.m., as they arrive. To purchase flowers or cards, inquire at Jenny's Gift Shop on the third floor near the State Street entrance or on the first floor near the Charles Street entrance.

Newspapers

The Rockford daily newspaper is available for sale each morning to patients on the general floors. You may also call Jenny's Gift Shop at extension (815) 489-4320 to have a paper delivered to your room.

Pet Room

Do you miss your pet? If you'd like to see your pet during your stay, ask your nurse about using our Pet Room. If your doctor allows you to leave the nursing unit, and a friend or relative brings your pet to the Hospital, you can visit together in a special room reserved for this purpose. The Pet Room is located on the first floor of the Hospital.

Valet Parking

Free valet service is provided at the Charles Street and East State Street entrances on weekdays from 6:00 a.m. until 7:00 p.m. Your car can be retrieved after these hours by calling Security at extension (815) 489-4092.

Concerns Regarding Care And Service

We are committed to providing you with excellent service. Our constant goal is to deliver considerate and respectful care that addresses your personal, spiritual, and cultural needs. If you have concerns about your care or safety or feel that your needs have not been completely satisfied, please let us know. We want to do everything we can to ensure that your hospital stay is as pleasant as possible.

Please rest assured that if you choose to voice your complaints, your concerns will be kept confidential and your present and future care will never be compromised.

We encourage you to discuss your concerns with the person providing your care. If it is not addressed to your satisfaction, please ask to speak to the supervisor, department manager or nurse manager. If you prefer, you may direct your problem or complaint directly to Guest Relations by calling (815) 489-4008, and the patient advocate will assist you. Every effort will be made to accommodate your needs to the best of our abilities. You may also report your concerns about your Hospital treatment to the Illinois Department of Public Health by calling (800) 252-4343 or to the Joint Commission for the Accreditation of Healthcare Organizations at (800) 994-6610.

Ethical Issues

There may come a time when you or a member of your family is seriously injured or gravely ill. In the midst of your crisis, you may be asked to make difficult decisions about the level of medical treatment—such as use or withdrawal of life support systems—and these decisions may raise ethical dilemmas for you.

Ethical dilemmas usually occur when there is a conflict of loyalties, or personal, cultural or religious values. For example, the value of preserving life may conflict with other values, such as relieving suffering and respecting patient's wishes. Each value is good in itself, but complicated situations may bring them into conflict.

SwedishAmerican's Bioethics Committee is available to you, your family, and our staff to provide that assistance. Members of the committee are drawn from medicine, nursing, social work, pastoral care, ethics, law and psychology. Their goal is to help you and your healthcare team understand all relevant issues so you and others affected by the difficult situation can reach a decision. The information provided by the committee is only a suggestion, and you are not required to follow their recommendation.

While the Bioethics Committee can serve as a useful sounding board, it does not replace your relationship with your doctor. Your physician provides information about medical aspects of care and the risk/benefits of your treatment.

Anyone—medical or clinical staff, patients, or their families—who would like help in resolving an ethical dilemma may contact the Bioethics Committee. In some cases, patients and family members are referred to the Bioethics Committee by hospital staff. All referrals are confidential and are handled according to written policy.

If you have a question about whether you need a consult, ask your nurse, doctor, chaplain or social worker for assistance. For a complete copy of our policies regarding ethical/medical decision making, please contact the Guest Relations office at (815) 489-4008.

Advance Directives

Have you every heard of Advance Directives? These are legal documents that enable you to specify ahead of time what forms of treatment you want performed or withheld, should you become unable to communicate this information on your own. Information about the Illinois law on Advance Directives was provided to you or your family upon admission. We encourage you to learn more about the three types of

Advance Directive documents – Living Will, Durable Power of Attorney for Healthcare, and Declaration for Mental Health Treatment.

If you have already prepared such a document, please be sure to have someone bring a copy to the Hospital for placement in your record. If you are unsure about what Advance Directives may mean to you, whether you need one or how to create one, ask your nurse to refer you to a chaplain, social worker, or guest relations for assistance. One of these staff members will be happy to provide copies of these forms, answer any questions you might have, and if you desire, help you complete them during your hospital stay.

Patient And Family Education

SwedishAmerican recognizes that education is necessary for your successful recovery. During your stay several health care professionals will be teaching you and your family about your illness or injury and how to care for yourself once you go home. SwedishAmerican also subscribes to The Patient Channel, a 24-hour satellite network providing easy to understand, accurate and up-to-date education for patients and their family members. The goal of the channel is to educate you and your family to increase your awareness of medical issues, encourage informed communication with your healthcare team, improve their ability to make informed decisions, and promote a sense of empowerment during the times when accurate information is most needed. We encourage you to watch The Patient Channel on channel 14 on your room TV to learn more about your illness and to identify ways to improve your health.

SwedishAmerican's web site is also a valuable resource for education. Log onto to www.swedishamerican.org for information. Our Learning Center is also available to you and your family to access the Internet, check your personal e-mail, or locate additional educational resources. The Center is located on the first floor. To contact a librarian for assistance, please call (815) 489-4563.

The Center for Women is our resource for every aspect of women's health. Our staff of nurses and women's health nurse practitioners is available to listen to your individual needs. For more assistance, call (815) 961-2294.

Going Home

Discharge Planning

SwedishAmerican offers the services of specially trained nurses and social workers to assist you in creating your individual post-hospital plan. The staff works closely with you and your family to assess needs, provides options, and makes arrangements with community resources. Staff members are also available to help you and your family cope with the emotional and physical demands of post-hospital care. If you have any questions, please call (815) 489-4175.

Preparing to Leave

We recognize that most patients are eager to go home from the Hospital, however, we ask for your patience once your doctor has informed you that you may go home. You may need to complete tests or treatments before leaving, prescriptions and self-care instructions need to be given, and appointments need to be made. Please check with your nurse before making any arrangements for someone to pick you up on the day of your discharge.

Discharge Instructions

Your physician and nurse will give you written instructions about your post-hospital care. This written copy provides a reference for you once you are at home. Included is information about medications, diet, and follow-up with your physician. Please ask questions so that you understand how to care for yourself.

Support Services

SwedishAmerican Hospital offers a number of programs and services designed to help you and your family understand your illness and its physical, emotional, and spiritual effects. Our specially trained social workers can help you by providing information about and referrals to community agencies, financial assistance programs, supportive counseling, educational programs, and support groups. To request assistance, ask your physician or nurse or call (815) 489-4175.

Patient Survey

After you leave the Hospital, you may be mailed a patient survey or be called at home asking that you evaluate your stay here by Press Ganey Associates. We value your opinion and hope you will take the time to complete the survey. You are our best source of information to help us improve our service.

In addition, there are comment cards available for you or your family to complete. These "Let Us Know What You Think" cards are postage paid and are available at various public locations throughout the Hospital, or ask your nurse for one.

Insurance, Billing And Credit Policy

Our mission is “through excellence in healthcare and compassionate service, we care for our community.” We will provide medically necessary services, within our capacity, to our patients regardless of their ability to pay. If you feel you may need help to pay for your hospital services, please contact our Business Office in confidence at (815) 391-7380 to request information about our community assistance program.

To continue SwedishAmerican’s strong commitment to healthcare in our community, the Hospital must maintain a sound financial position. Your cooperation with our credit policies helps ensure this success.

SwedishAmerican will bill all insurers provided to us at registration. You should remember, however, that your insurance policy is a contract between you and your insurance company. You have the final responsibility for payment of your hospital bill. All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the Hospital’s billing procedures and charges. We will cooperate with you and your insurer to speed payment on any claim.

Please remember that many employers, insurance companies, and HMOs/PPOs now require notification by the patient, family member, or doctor prior to or shortly after any Hospital admission. If you do not comply with this requirement, your medical benefits could be jeopardized or your insurance company could refuse to pay your bill in part or in full. For your own protection, please check with your benefits provider to see if you need to contact them.

If payment is not received from your insurance company within 45 days from the billing date, we will expect payments from you. You may pay by cash, check, money order, or major credit card. If the account cannot be paid in full, the business office will review your financial situation to help determine how the bill can be paid.

Financial counselors are available to assist you. The counselor may contact you to obtain additional insurance information, explain your benefits, or help you make financial arrangements.

If you have any questions concerning your insurance benefits and/or SwedishAmerican’s finance and charity policies, please call the business office at (815) 391-7380.

To get answers to your questions about the cost of services provided at SwedishAmerican please call (815) 966-2695. Our finance staff will gladly provide you with a preliminary cost estimate for a prospective procedure or explain any items on your hospital bill.

How You Can Help

The SwedishAmerican Medical Foundation

A gift to The SwedishAmerican Medical Foundation is an excellent way to honor the life or memory of a family, a family member or a friend, or through the creation of an ongoing endowment fund in that individual's name. The annual income from the endowment fund can be restricted to a program or service of your choosing.

To learn more about honoring or memorializing the life of a loved one through The SwedishAmerican Medical Foundation endowment fund, please call (815) 961-2496.

Become a Volunteer

A volunteer is a special kind of person who freely chooses to give his or her time and talents to help others. At SwedishAmerican, our volunteers are a vital part of the healthcare team, assisting patients and staff in a variety of ways. Volunteers assist with dismissal, flowers, mail, family information, escort service, transporting, clerical, and many other duties. If you're interested in volunteering, please contact the Volunteer Office at (815) 489-4310 or you may go online to www.swedishamerican.org and download an application.

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HOSPITAL

1401 East State Street
Rockford, Illinois 61104
www.swedishamerican.org