Thank you for choosing



Jersey Community Hospital.

If you have any questions, comments, or concerns please contact the Community Relations Department at (618)498-8466

Patient Information and Visitor Guide









JGH Jersey Community Hospital 400 Maple Summit Road Jerseyville, IL 62052

Jersey Community Hospital

400 Maple Summit Road Jerseyville, IL 62052 (618) 498-6402 www.jch.org

JERSEY COMMUNITY HOSPITAL

Thank you for choosing Jersey Community Hospital for your current Hospitalization. We know that being in a Hospital can be difficult for patients and families alike, so we are reaching out to go the second mile to make everyone involved as comfortable as possible. If you have any special needs or suggestions, please don't hesitate to let your caregivers know. In the Spirit of Excellence, they'll be happy to do all that they can.



Counting physicians, staff and volunteers, there are nearly 500 people forming the team to provide your care. We are proud of the fact that we are your Community Hospital. Jersey Community Hospital is, in fact, owned by the residents of Jersey county and shared by the residents of Greene, Calhoun and other surrounding countries.

We are honored by the community support that has allowed Jersey Community Hospital to grow and advance since its origin in 1954. The trust that people place in us has enabled us to grow Centers of Excellence, like the Wellness, and Women's Centers. It has kept traditional services strong, like Surgery, ER and Inpatient Care.

Again, thanks for your confidence. We work hard every day to keep you among family and friends and close to Home.

Sincerely, Larry Bear Administrator Ext. 8300 The Lean Bean

Coffee Shop

Great coffees, teas, smoothies, juice drinks and more...

SERVING DAILY

M-F 5:30am-6pm Saturday 7am-1pm & Sunday 10am-1pm Located in the JCH Wellness Center

PATIENT RIGHTS

HUMAN DIGNITY

Recognizing the basic rights of human beings is always of great importance. It is our intention to always respect the patient's inherent dignity. As a hospital, we have a prime responsibility to assure that your rights are preserved while under our care. To this end, the patient will be routinely consulted on matters relating to his or her care, medical treatment, and discharge. If a patient is unable to speak on his or her own behalf, an appropriate family member or guardian will be consulted. The patient shall be granted impartial access to treatment or accommodations which are available or medically indicated regardless of race, creed, sex, national origin, religion, or source of payment.

PRIVACY AND CONFIDENTIALITY

The patient has the right, within the law, to personal privacy and confidentiality. All communication and records pertaining to his or her care are confidential and read only by individuals directly involved in his or her treatment or the monitoring of its quality.

REFUSAL OF TREATMENT

A patient has the right to refuse treatment, based on his or her own personal, moral, or religious beliefs – to the extent permitted by law – and to be informed of the medical consequences of his or her refusal.

RECEIVING INFORMATION

The patient, or the patient's parent or guardian, has the right to receive information from the patient's care coordinator, complete and current information concerning his or her diagnosis, treatment, any known prognosis, and unexpected outcome. This information should be communicated in terms the patient can reasonably understand.

IDENTITY

The patient has the right to know the identity and professional status of individuals providing service to him or her and to know which physician or other practitioner is primarily responsible of his or her care.

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his or her care. The patient is also responsible for following the instructions of nurses and allied health personnel.

PAIN MANAGEMENT SCALE

WONG-BAKER FACES PAIN RATING SCALE



CONSULTATION

The patient has the right, at his or her own request and expense, to consult with a specialist.

The patient is responsible for the consequences if he or she refuses recommended treatment or does not follow the practitioner's instructions.

The patient has the right not to be transferred to another facility unless he or she has received a complete explanation of the need for the transfer, the alternatives to such a transfer, and acceptance by another facility.

CONSENT

The patient has the right:

- To reasonably informed participation in decisions that involve his or her care. Not to be subjected to any procedure without voluntary, competent consent, or the consent of a legally authorized representative or guardian.
- To be informed of and voluntarily give or refuse consent of participation in, any human experimentation or other research/ educational projects affecting his/her care of treatment.
- To know who is responsible for authorizing and performing the procedures or treatment.

SAFETY

The patient has the right to expect reasonable safety in the medical center's practice and environment.

COMMUNICATION

The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, he or she should have access to an interpreter.

I have a question for the NURSE...

I have a question for the DOCTOR...

CONTINUITY OF CARE

The patient has the right to expect reasonable continuity of care and assistance in locating alternative services when indicated.

SERVICES

The patient has the right to services appropriate for his or her individual or age-specific needs. These services will include furniture and equipment concurrent with a patient's individual and development needs. Inform the nursing staff if you have a particular need for this equipment.

RESPECT AND CONSIDERATION

The patient is responsible for following rules and regulations affecting patient care and conduct. The patient has the right to know what hospital rules and regulations apply to his or her conduct as a patient, including the right to complain to the hospital Administrator.

For the good health of our patients and employees, Jersey Community Hospital is smoke free campus. However, we cannot be smoke-free without the cooperation of all patients and visitors – please don't smoke inside or outside Jersey Community Hospital.

PATIENT RESPONSIBILITIES

If a patient lacks the capability to exercise these responsibilities on his or her behalf, the obligation falls to appropriate family members or to a guardian. A patient is considered responsible if he/she recognizes the rights and human dignity of others.

PROVISION OF INFORMATION

A patient has the responsibility to provide to the best of his or her knowledge, accurate and complete information about matters relating to his or her health and any perceived risks in their care or any unexpected changes in their condition.

HOSPITAL CHARGES

The patient is responsible for assuring that the financial obligations of his or her care are fulfilled in accordance with the payment guidelines of Jersey Community Hospital. It is the responsibility of the patient to provide information and assistance in securing payment from the patient's insurance carrier.

The patient has the right to examine and receive an itemized and detailed explanation of his or her bill, regardless of the source of payment. The patient has the right to timely notice prior to termination of his eligibility for reimbursement by any third-party payer for the cost of his or her care. Upon arrival at Jersey Community Hospital, you are asked to provide insurance information. Many times a procedure needs to be Pre-Certified, and this has already been done by the Doctor's office. On admission our Business Office will call to inform your insurance company of your admission. They will then usually talk to the Nurse about medical necessity and a treatment plan. If you have any insurance questions feel free to call the Business Office during normal business hours (8:30 a.m. to 4:30 p.m.) at Extension 8307.

Enclosed is a message from Medicare outlining your rights as a Medicare patient. If you have questions contact the Utilization Review department at extension 8312.

PATIENT GRIEVANCE

A patient's grievance will be addressed, in a timely manner, by the department head/ patient care unit where the patient is located or the Director of Nursing at 618-498-8467 or the Administrator of Jersey Community Hospital at 618-498 -8301 or a patient may contact the Illinois Department of Public Health, regardless of whether he or she uses the hospital's grievance process.

Illinois Department of Public Health 535 West Jefferson Street Springfield, IL 62761 (217) 782-4977

All patients grievance will be addressed and a verbal or written response will be given within 10 working days.

Reporting a complaint to The Joint Commission E-mail: <u>complaint@jointcommission.org</u> Fax: (630) 792-5636 Mail: Office of Quality Monitoring: The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181

Summarize the issue in two pages or less and include the name and full address of the organization in question. For more information, call The Joint Commission's toll free number, (800) 994-6610, available weekdays, 8:30 a.m. to 5 p.m., Central Time.

PATIENT CONFLICTS

Patient care conflicts regarding admission, treatment, and discharge issues will be addressed by the department heads, Director of Nursing, or Administrator. Depending on the nature of the conflict, the issue may instead be addressed by the attending physician, the Service Director or the Medical Staff President. The final authority for addressing patient complaints and patient care conflicts is the hospital's Administrator.

Notes

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Patient Services

VISITORS Visiting Hours are 11:00 a.m. to 8:00 p.m.

We ask you to limit visitors to two in a room at a time out of courtesy to others. Visitors and family may use the waiting area in the front lobby. Obstetrics, Intensive Care and Pediatrics has restricted visiting hours and may be obtained from those departments.

OB & ICU have specified waiting areas. A parent or guardian of a Pediatric patient is requested to remain with the child during his or her stay to be available to make medical decisions. A bed or recliner will be provided for the parent staying with the child. Pediatric visitors are required to check in at the nurses' station prior to visiting. Parents will be informed of any safety guidelines to be observed during the child's stay.

SOCIAL SERVICES

If during your stay at Jersey Community Hospital, you need assistance with discharge plans, other social services, or life choices, let your Nurse know your needs and assistance will be provided.

LIFE CHOICES

Living Will forms and Durable Power of Attorney for health care forms are available from nursing personnel who will be glad to help with any questions you may have. Enclosed in this packet are samples and printed information explaining the above documents. If you currently have a living will or durable power of attorney for health care, please inform your nurse and have it brought to the hospital to be part of your permanent medical records. If you have any questions contact Extension 8311 or 8312.

If you have not completed a Living Will or a Durable Power of Attorney for Health Care and you desire to do so, please contact your nurse or Social Services for assistance.

A patient has the responsibility of informing his or her physician and the hospital of any advance directives (such as a "Living Will") or religious beliefs that he or she may have.

TV GUIDE—Channel 26

ETHICS COMMITTEE

Jersey Community Hospital has an Ethics Committee representing various disciplines or medicine, law and religion. The purpose of this committee is to allow patients, family, and hospital personnel to voice their concerns, involving the sometimes complex moral, social, and economical issues of health care. To assess this committee or voice a concern, speak with your nurse or Administration at Extension 8301.

CHAPLAINCY PROGRAM

Jersey Community Hospital and the Jerseyville Ministerial Association are please to provide religious support for patients and families. We would be glad to call the minister of your choice upon request.

MEALS

Jersey Community Hospital is pleased to offer nutritious food based on the diet the doctor has ordered for you. Each day a menu will be brought to your room to be filled out for meals for the following day. If you need assistance, a volunteer will be glad to help you fill out your menu. The Dietician qualified personnel are available for any problems or dietary counseling. The cafeteria is open daily from 7:00 a.m. to 6:30 p.m. There is a vending

area next to the cafeteria. The local newspapers and the ATM are available there also.

Please contact your nurse:

- If you receive foods you do not tolerate or like, the nurse will inform dietary and request a substitution.
- If you have cultural, religious or ethnic food preference, or want a snack, the nurse will contact us.

If someone brings you food, the nurse will need to check if it is allowed on your diet. Food from outside sources is discouraged, as we cannot assure it's safety. Please discard any leftovers.

TELEPHONE

Each patient is provided with a private telephone. To reach an outside line dial "9" and the local number. Credit card calls may be made by dialing "9" and following the usual credit card procedure. To call the hospital operator dial "0" and for outside operator dial "9-0" hospital personnel are willing to help if you have a problem or require assistance. To reach a patient room directly from the outside the hospital, dial 498-8402. While the automated attendant message is playing the outgoing message, type the room you'd like to reach

(ex:211A-2111 or 211B-2112).

TELEVISION

Television is provided in each patient room with the controls on each patient bed (roommates must share the television) please be courteous and keep the volume at a reasonable level so as not to disturb other patients.

WIRELESS INTERNET

Patients and visitors can use wireless-equipped laptop computers and other devices to access the Internet. Surf the Web, check emails and chat with friends and family from anywhere in the hospital. It's a great way to stay connected during your stay with us. If you need help with this contact a nurse and she will be happy to help you.

<u>MAIL</u>

Mail is delivered to patient rooms by our hospital volunteers. Outgoing mail can be picked up by volunteers or nursing personnel. Stamps are available in the gift shop. Email greeting cards are available through JCH.org and will be delivered daily by the volunteer department.

USE OF CELL PHONES IN THE HOSPITAL

If you have brought your cell phone to the hospital please be considerate of others when using it. It may be difficult for the doctor or staff to provide patient care if you are engaged in a conversation with others. Inform the staff if you have your cell phone and possibly your charger so they will be sure to send it with you on discharge. If visitors are using a cell phone, please ask them to be considerate of you and others by stepping into the hallway or waiting room to use it. You may need to rest and your care is important to us.

GIFT SHOP

The gift shop is located near the front entrance of the hospital. It is staffed by our auxiliary. All proceeds are used for hospital improvements. Gifts, cards, florals, and baby items, etc. are available. Open Monday – Friday 9:30 a.m. to 4:00 p.m. & Saturday and Sunday Noon to 4:00 p.m.

PATIENTS IN ISOLATION

Patients are sometimes placed in Isolation to protect them or others from possible infections. All family and visitors will be expected to follow Isolation Guidelines. Please ask visitors to contact the nursing staff for instruction when they arrive.