

My Health Packet

This packet should remain with the patient during their hospital stay and should be taken home after discharge.



UnityPoint Health
Des Moines

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My Rights and Responsibilities

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. We respect each patient's personal preferences and values. We promote the rights, interests and well-being of our patients. It is our policy that these rights shall be respected, and no patient shall be required to waive these rights as a condition of treatment.

Please see the Patient Rights and Responsibilities brochure for full disclosure of your rights and responsibilities.

If you have any questions about your rights and responsibilities or need more information, please ask your nurse or call Guest Relations at ext. 15000 (from a hospital phone) or (515) 241-5000 (from outside the hospital).



My Health Care Team

Doctors

The doctor who admits you will direct your medical care throughout your stay. Your doctor will order medicine, diet, lab work and tests. He or she may also refer you to and consult with specialists and other health care professionals. Hospitalists may also be involved in your care. Hospitalists are doctors who specialize in caring for patients who need to be cared for in the hospital.

Your family doctor may ask a hospitalist or another provider to care for you while you are in the hospital.

Nursing Staff

Nursing care is provided by a team of registered nurses (RNs), patient care techs (PCTs) and nursing students 24 hours a day. A nurse manager coordinates and directs nursing care on each unit. If you have questions or concerns, please talk to your nurse or ask to speak with the nurse manager or supervisor.

Resident Doctors and Medical Students

Teaching future health care professionals is an important part of our mission. Residents and medical students, supervised by a doctor, may be part of your health care team. Our hospitals provide fully accredited training to resident doctors. Residents are licensed doctors who have graduated from medical school and are completing training programs. Medical students receive clinical training at one or more of our hospitals in their third or fourth year of medical school.

Inpatient Nutrition Services

A registered, licensed dietitian and a trained diet technician are available to provide expert nutrition education, counseling and recommendations to meet your dietary needs. A host/hostess is assigned to patient units to assist with room service, menu selections and delivery of meal trays or nourishments. He or she will also be responsible for documenting what you eat and drink and help assess the nutritional value of your meals.

You and your family's needs are important to us, and we encourage you to communicate any questions or concerns you may have with your care team.

Pharmacists

A pharmacist will review your medication orders and work with your doctors and nurses to make sure you have safe and accurate medication.

Housekeeping

A member of the housekeeping team will clean your room daily. If there is a facility-related problem in your room, please tell a staff member, and it will be taken care of as soon as possible.

Chaplain

To request a chaplain, use your bedside phone to call ext. 16212 or (515) 241-6212 (from outside the hospital), then dial “o” for the hospital operator. You may also ask a nurse to contact a chaplain.

Depending on your individual needs, these are other members of the care team you may meet.

- Occupational Therapist
- Physical Therapist
- Respiratory Therapist
- Speech Therapist

If you would like to write down the names of your care team, there are blank pages for notes in the back of this folder.



Communication

You are the most important part of your health care team.
You owe it to yourself to establish and maintain good lines of communication. The single most important way you can help to prevent errors is to be an active member of your health care team.

Ask Me 3

We want you to ask your doctor, nurse, pharmacist or other caregivers questions about your health. Ask them to tell you in plain language:

- 1. What is my main problem?**
- 2. What do I need to do?**
- 3. Why is it important for me to do this?**

If you do not understand, please tell us.

- Speak up if you are concerned about a test, procedure or medicine.
- Check the information on your ID bracelet for accuracy. Wear the ID bracelet during your stay.
- Be clear and complete about your medical history. Be sure to include all medicines you currently take.
- Clean your hands often, and remind others to do the same.
- Ask for written information about the side effects your new medicine could cause.
- Ask questions until you know exactly what you need to do to get well and stay well.

Call Lights

Your caregiver will show you how to use your call light on the pillow speaker. Please use this if you need help, as it is the fastest way to contact our staff. We ask that you, your family or guests use the call light when you need help.

Communication Boards

Dry-erase boards are in patient rooms. The boards are used to communicate information between the patient, the family and the health care team. Please let your care team know what is important to you while in the hospital.

Please do not hesitate to ask questions about your medications, treatments and care. We encourage you to write your questions down in the “My Notes” section of this packet, so you do not forget to bring them up with your doctor, nurse or other caregivers.

Patient Concerns, Compliments and Feedback

Every department of the hospital strives to provide excellent care and service. We value the opportunity to address any issues while you are here, and you can help us be better. We also like to know when our staff has exceeded your expectations, so we can recognize them. We share both compliments and complaints with the appropriate staff in order for us to better serve you and others in the future.

If you are concerned with any aspect of the care and/or services you receive during your stay at our hospital or if you have ideas for improvement, please bring them to the attention of a hospital employee, or ask for the manager of the department where you are receiving care. During the evening, early morning and weekend hours, please ask to speak with the charge nurse or supervisor.

If after doing so, you are still not completely satisfied with the level of care or service you receive, or if you have concerns after you leave the hospital, please call Guest Relations at (515) 241-5000 between the hours of 8 a.m. and 4:30 p.m. on weekdays.

Daisy Award

UnityPoint Health – Des Moines is proud to recognize our nurses with the DAISY Award for Extraordinary Nurses, a national program honoring the compassionate care and clinical excellence our nurses bring to their patients every day.

DAISY Award recipients should personify UnityPoint Health – Des Moines' remarkable patient experience and our CORE values – Compassion, Openness, Respect and Excellence.

DAISY Awards are given monthly to deserving UnityPoint Health – Des Moines nurses. You can nominate an extraordinary nurse by visiting www.unitypoint.org/daisyaward or by speaking with the nurse manager or supervisor on your unit.



Patient Satisfaction Surveys

Within a few weeks after leaving the hospital, you may receive a patient satisfaction survey. Please take a few minutes to complete the survey, and return it to us. Your responses are taken seriously. This is an important tool, as we pinpoint areas in need of improvement and recognize any caregiver who provides excellent care and service.

Pain

The staff at UnityPoint Health – Des Moines is committed to treating your pain while you are in the hospital with us.

The nurse caring for you will:

- Ask you about your pain frequently
- Work with you to decrease your pain to allow you to do activities that will help you to heal, such as:
 - Moving in and out of bed
 - Walking in the hall
 - Coughing and taking deep breaths
- Teach you about the pain drugs given to you:
 - How the drug works
 - Why it is important to take the drug
 - Likely side effects and how they will be managed
 - Ask you if the pain drug worked to lessen the pain

You can help by talking with your caregivers:

- Doing your best to describe the pain in your own words
- Where the pain is
- What it feels like
- How strong the pain is

Tell your nurse if the pain plan is not working:

- The nurse will work with the doctor to adapt the plan

Tell your caregivers:

- What makes the pain feel better
- What makes the pain feel worse
- What pills you took in the past for pain
- Did the drugs taken in the past work or not?
- Did you have any side effects?
- How long ago and how often did you take the pain pills?

If you have a chronic condition, like arthritis, that causes pain:

- What do you take for it at home?
 - Include over-the-counter pills
 - Medicine: pills, creams, patches prescribed by your doctor
 - Other treatments: activity, heat, ice

Pain medicines often cause constipation. Talk about this with your nurse or doctor while you are in the hospital.

If you have problems with constipation after you leave the hospital, contact your local pharmacist or your family doctor.

My Stay

Patient Admissions

No program or activity administered by UnityPoint Health – Des Moines, or any other subsidiaries which receives federal assistance, shall exclude from participation, deny benefits to or subject any person to discrimination inpatient admissions, room assignments and patient services for reasons of age, race, creed, national origin, color, sex, religion, sexual orientation, gender, identity or disability. These policies are designed to ensure compliance with Title VI of the Civil Rights Act of 1964.

Privacy

We are required by federal law to maintain the privacy of your medical information and offer you our Notice of Privacy Practices, describing our privacy practices, legal duties and your rights concerning your medical information. This notice is available in a separate brochure and will be offered to you at the time you are admitted.

Confidentiality “Do Not Acknowledge” Status

Patients who wish to have complete privacy and avoid all outside contacts may sign a “Do Not Acknowledge” form. In this case, our staff will neither confirm nor deny a patient’s presence at a hospital to anyone. Room and telephone numbers will not be provided, and received items, such as flowers, mail and other gifts or packages, will be returned to the sender. You may speak with your nurse if you would like more information about your status.

Noise

Every effort is made to contain noise in and around patient rooms. We realize the sounds of a hospital are unfamiliar to most, and while we cannot eliminate all noises in patient care areas, we will do our best to keep noise to a minimum. Ear plugs are available upon request to aid in your recovery.

Sensory Assistance Program

Staff can readily help patients whose communication is altered by vision, hearing or speech impairments. Certified sign and oral language interpreters are available upon request. Also available are video phones, closed-captioned TV, personal amplification devices and telecommunication devices for the deaf (TDD). Contact the nursing staff for any of these services.

We want to provide you with the highest quality of care. Our staff will strive to meet your personal needs to make your stay as comfortable as possible.

Room Service

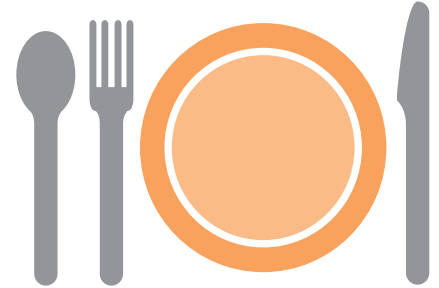
Room service, similar to ordering food in a hotel, is available to patients. You will be given a menu based on your dietary needs. These meals are included as part of your hospital stay.

Meals may be ordered between 6:30 a.m. – 7 p.m. by calling ext. 17333 (from your room phone); family members may order for you by calling (515) 241-7333. The meal is delivered about 45 minutes after the order is placed.

Breakfast: 6:30 a.m. – 7 p.m.

Lunch and Dinner: 10:30 a.m. – 7 p.m.

Cold food is available for patients who are admitted after 7 p.m.



Guest Trays

Family and friends may also order room service. If you need a regular diet menu, you may request one from the nurse. Cash may be used for payment when your meal is delivered. Credit cards may be used for payment when your meal is ordered.

Internet Access

We are pleased to provide wireless Internet service to you during your stay. Under the available wireless networks listed on your laptop or mobile device, select “UnityPoint Guest WiFi.” If you have trouble gaining access to the Internet, you may listen to a help message on our 24 hour phone support system: 1-877-374-0229.

Cell Phone Use

For your safety, all cell phone use is prohibited within three feet of medical equipment. Persons receiving a cell phone call are asked to move outside of this area before answering the call. This will avoid possible medical equipment interference.

Many of our caregivers carry portable phones used to communicate patient care needs. These phones work from an internal wireless network only and do not interfere with medical equipment.

In-Room Phone

Telephones are in most patient rooms. You may receive calls directly at any time. The telephone number is marked on the handset. For general information, dial “0” for the hospital operator.

Mail Service

Mail is delivered to your room in the afternoon by a volunteer Monday through Friday. Outgoing mail may be given to the nursing staff to mail. First-class mail arriving after you have been discharged will be forwarded to your home address.

Flowers and Mylar balloons from the gift shops and outside vendors are delivered to patient rooms by volunteers and staff. Latex balloons are not permitted for safety reasons. Flowers and plants are not allowed in patient rooms in the critical care units (ICU or CCU) at Iowa Methodist Medical Center, Iowa Lutheran Hospital and Methodist West Hospital.

Chaplains/Chapels

The hospital has a staff of professional chaplains who are available to assist you and your family, regardless of your religion. To request a chaplain, call ext. 16212 (from your room phone) or call (515) 241-6212 (from outside the hospital), then dial "0" for the hospital operator. You may also ask a nurse to assist you.

Our chapels are always open for visitors of all faiths for prayer and meditation. If you or a family member would like to visit the chapel, please ask a staff member to direct you.

Animal Assisted Therapy

We understand the special human/animal bond and how it can enhance a positive attitude and aid in the healing process. Animal assisted therapy is a unique approach that provides patients the opportunity to receive visits from certified, pet therapy dogs, part of our Volunteer Services program.

Check with a nurse on your unit to make sure it is all right for you to receive a pet visit. If so, ask the nursing staff to call Volunteer Services.



My Safety



Leaving Your Room or Unit

Check with your nurse before leaving your unit or floor. Staff will need to know where you can be reached if you are not in your room.

For your safety and to help prevent slipping or falling, please wear slippers or shoes when you are out of bed.

Medicine

If your doctor prescribes you medicine during your stay, ask what medicine you are taking and why he or she is having you take it. If you do not recognize a medicine you are given, ask your nurse or doctor. Each time you receive medicine, your nurse will scan the bar code on your armband. This is one way we make sure you get the right medicine.

Federal regulations require the hospital to ensure the safety of all medicine you take while you are in our care. We cannot guarantee the safety of medicine you bring from home. Only in rare instances will you be able to use your own medication from your home.

If you bring medicine from home, we will ask you to send it home with someone, or your nurse will lock it up to keep it secure.

Personal Property, Valuables and Money

Please understand we cannot be responsible for lost or stolen personal property.

We ask that you do not bring valuables or important items with you. Valuables should be given to a family member to be taken home. If this is not possible, ask your nurse to place items in a safe place during your stay.

If you find you left something behind after you have left the hospital, please call (515) 241-6476.

Fire Safety

If you hear a fire alarm (chimes or bells) or see flashing lights, please stay where you are until you have instructions from a staff member or your nurse. During an alarm, please leave all fire doors closed for your protection. Do not use elevators.

Public Safety

Our hospitals are staffed 24 hours a day by professionally-trained officers who provide protective services, security, safety assurance and compliance, emergency preparedness and parking/traffic control. Other customer services include lost and found, escorts and jump-starting vehicles. If you need help, contact your nurse or call ext. 16476 from a hospital phone.

My Medical Decisions

Today, medical technology presents patients with a number of treatments that prolong life. Some people do not wish such treatment, while others wish to take advantage of every treatment available. Often decisions must be made when the patient is no longer able to state his or her wishes. Advance Directives — A Living Will and Durable Power of Attorney — allow a patient to communicate his or her wishes for health care choices if he or she becomes unable to do so.

Living Will

A Living Will is a document directing your doctor that certain life-sustaining procedures should be withheld or withdrawn only if you are in a terminal condition and unable to decide for yourself. A terminal condition is an irreversible condition that, without life-sustaining procedures, will result in death in a relatively short time or in a state of permanent unconsciousness from which there is no likely recovery. The determination of terminal condition must be made by the attending doctor following consultation with another doctor.

Durable Power of Attorney for Health Care

Durable Power of Attorney for Health Care is a document through which you name another person — known as your attorney or agent — to make health care decisions for you, if you become unable. This person is required to make those decisions according to your document or other directions you provide. If your wishes are not known, your agent shall make decisions in your best interest.

The person you name in a Durable Power of Attorney for Health Care should be someone you trust and who agrees to be your agent. The law does not allow this person to be your doctor, nurse or other person providing health care to you on the date you sign the document; or an employee of the doctor, nurse or any hospital or health care facility providing care to you, unless that employee is a close relative.

Your agent can make any decision you can make regarding treatment of your physical or mental condition, including withdrawal of IV feeding or feeding tubes. In all cases, your agent must act according to your wishes, and if you want, you may limit your agent's scope of authority. It is important to discuss your wishes with the person who will be your agent, and you may also state them on the Durable Power of Attorney form. It is advisable to name an alternate agent in case the person you appoint becomes unable or unwilling to act on your behalf.

Preparing an Advance Directive

All hospitals and nursing homes have Advance Directive forms available and may have people who can help you complete the form for free. To be legal in the state of Iowa, an Advance Directive must be notarized or witnessed by two (at least one non-related) people who are not named on the front of the form or as a part of the health care team providing care.

If you need information on Advance Directives or have questions about preparing your own Advance Directives, please contact your nurse. He or she will find someone to talk with you about Advance Directives, answer your questions, help you fill out a form (if you prefer) and make copies.

If you are uncertain about which documents are best for you, consult your doctor or lawyer for guidance. We ensure the wishes of our patients and their families or designated representatives are followed whenever possible, in the hospital's capacity or to the extent permitted by law.

My Instructions For Discharge

You will not be completely recovered when you leave and will probably need extra attention and care at home or another facility. Our goal is that you continue your healing and recovery safely after you leave the hospital.

We will work with you and your family to ensure you have the needed appointments, equipment and community resources after you leave the hospital.

■ Doctors

Each of the doctors who see you while in the hospital must approve your discharge.

■ Transportation

You will need to arrange transportation for your discharge if you are going to your home or to a family or friend's home. While discharge time can vary from early morning to late afternoon, we appreciate you and your family's flexibility regarding scheduling transportation. Your nurse can provide an estimated time of day.

■ Medicine

To make sure you continue your healing and recovery, your doctor, nurses and pharmacists work together to ensure you take the right medication and the right dose at the right time after you leave the hospital. Please be sure to ask any questions you have about your medication before you leave.

■ Caring at home

We will provide you written instructions for your care at home or to the nurses at any facility to which you go. If you will be receiving home care services, we will help you arrange this with the home care company of your choice.

■ Appointments

We will make your doctor's appointments before you leave the hospital, if the doctor's office is open at the time. It is important for your safety and health you keep your appointment or reschedule for another time.

It can take two hours to plan and prepare assistance for you and your family after all of your doctors have approved your discharge.

Please see the SMART Discharge Checklist on the following page. Use this tool early and often during your stay. Talk with your doctor and the staff about the items on the checklist, and write notes for important information, such as names and phone numbers.

My **SMART** Discharge Planning Checklist



Symptoms

I know what symptoms or problems to watch for. I know what I need to get better and stay better. I know who to call if I have problems.

Medicines

I know what medicines I will be taking and what they are for. I know the side effects of my medicines. I know who to call if I have any of them.

Appointments

My follow-up appointments with my doctor have been scheduled.

Resources

I have talked to my care team and family about my plan of care after I leave the hospital. If I am going home, I know who will help me at home. I know what equipment or supplies I need.

Talk to me more about

My doctors and nurses have answered all of my important questions.

My Hospital Bill

If you have any questions about the bill you receive, please call the patient account center at (515) 362-5111, toll free at 1-888-343-4165 or the number listed on your billing statement.

If You Have Insurance

- We will copy your insurance card each time you register at the hospital to keep our records up-to-date.
- It is your responsibility to be aware of exclusions, benefits, co-payments and deductibles in your insurance plan.
- We will submit your bill to your insurance company for payment. We will not send the amount due to you until we have heard from your insurance company.
- You are responsible to make sure your bill is paid in full.

Professional fees for doctor services, such as surgeons, radiologists, pathologists, anesthesia administration and others, may not be reflected and will be billed separately.

Medicare Patients

You will receive a bill for any remaining balance after we have received payment from Medicare and your supplemental insurance.

We must follow certain rules when billing Medicare. These include:

- Asking questions to decide whether Medicare should be listed as the primary or secondary insurance. These questions must be reviewed each time you register to make sure our information is current and accurate.
- Making sure any test or procedure ordered by your doctor is medically necessary under Medicare guidelines. If Medicare does not consider the test or procedure necessary, you will be asked to sign a form agreeing to pay for the test or procedure if you wish to have it done.

Medicaid

If you have Medicaid, you must be eligible for coverage at the time of service and present a card for the current month. If your Medicaid card shows you have additional insurance, you must also present that insurance card at the time you register.

Title 19

If you meet the rules for Title 19, a financial counselor may send you to a Medicaid Specialist. This person can answer your questions and help you complete an application.

If You Do Not Have Insurance

A financial advocate can help you decide if you qualify for any programs from the state in which you reside.

Prompt Payment Discount

If you do not have insurance, you will receive a 20 percent payment discount if your bill is paid in full within 60 days. You will receive a 10 percent discount if your bill is paid in full within six months.

Payment Arrangements

If you do not qualify for Title 19 or financial assistance, you will be asked to make payment arrangements. The amount you pay monthly will be based on the balance of your bill and the time listed in our guidelines.

Guaranteed Bank Loan

If you cannot pay the balance of your bill within 12 months or the bill is more than \$500, you may apply for a guaranteed bank loan. This option gives you up to five years to repay your loan.

Financial Assistance

If you are not able to pay for your entire bill, you may qualify for financial assistance.

The amount of assistance you receive will depend on:

- Household income
- Number of dependents
- Your assets

Call one of the financial advocate phone numbers on next page to learn what you will need to provide to learn if you qualify for financial assistance.

Financial Advocate

We want you to be aware and understand the different financial assistance programs available to you. You may call a financial advocate at any time to learn more about these programs.

- Iowa Methodist Medical Center (515) 241-6277
- Iowa Lutheran Hospital (515) 263-5608
- Methodist West Hospital (515) 241-6277

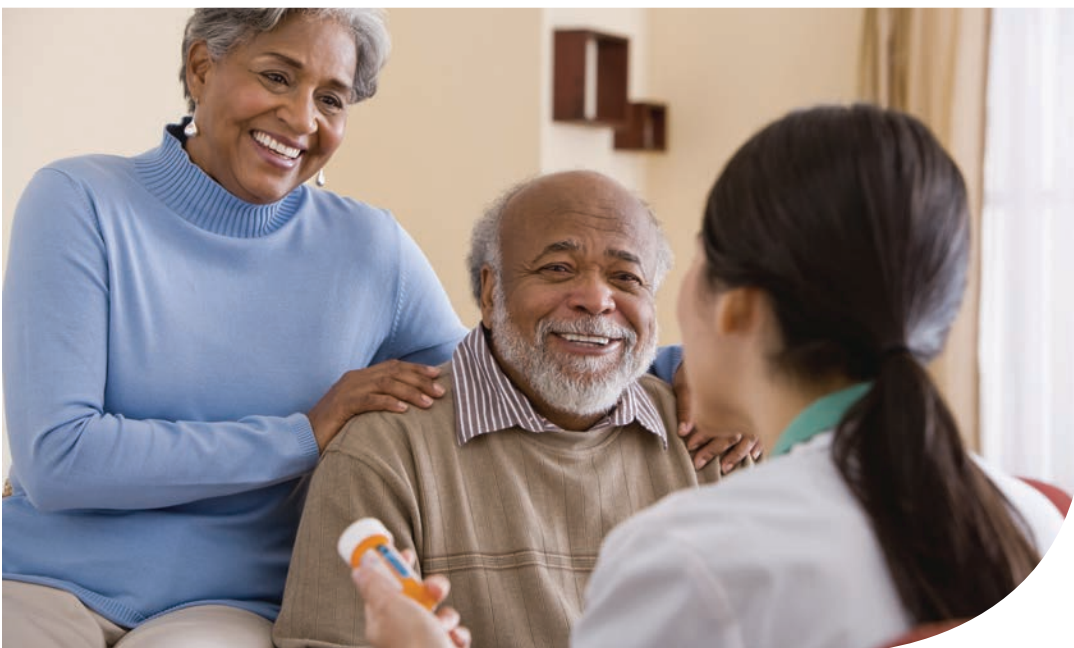
The best way to meet with a financial advocate is to make an appointment. Our hours are Monday through Friday, 8 a.m. to 4:30 p.m.

Senior Health Insurance Information Program (SHIIP)

If you have questions about health insurance for seniors, a free and confidential consultation may be arranged. Volunteers work with the Iowa Insurance Commissioner's office to provide counseling to seniors and their families.

SHIIP has trained volunteers to help you with Medicare claims, health insurance questions and comparison of policies. (Note: They will not recommend specific policies, companies or insurance agents.) To make an appointment for a free consultation, please call the Iowa Lutheran office at (515) 263-5227 or the Methodist West office at (515) 343-1645.

To find a SHIIP counselor in your area, call 1-800-351-4664 or visit www.therightcalliowa.gov.



My Health Care Resources



We are honored to be your choice for health care services. Every day, our staff, doctors and volunteers help us provide the kind of care we want for our loved ones or for ourselves. Please see the additional health care resources below we are proud to offer you and your family.

Website — unitypoint.org

Our website is always available to help you find more information about our hospitals and clinics or help answer your health questions. You can also find a list of the wide variety of classes and events we offer to connect you with different opportunities taking place within our hospitals and clinics around the community.

My UnityPoint

MyUnityPoint is a secure patient website that allows you to conveniently manage your personal health online. Because MyUnityPoint is web-based, you can log in at any time, any place. From communicating with your UnityPoint Clinic health care team to requesting appointments, MyUnityPoint allows you to take an active role in managing your health. To learn more or sign up, visit unitypoint.org/myunitypoint.

My UnityPoint Nurse

“My UnityPoint Nurse” is a free health information service for the public staffed by registered nurses 24 hours a day, seven days a week. My UnityPoint Nurse can answer your health questions and can help you find a doctor. If you call to ask about how to treat a health concern, our nurses will thoroughly analyze your symptoms and offer guidance on whether you should treat the problem at home, see your doctor or even get immediate emergency treatment. To contact My UnityPoint Nurse, call toll free at 1-877-242-8899.

Walk-in and Urgent Care Clinics

Conveniently placed throughout the metro, UnityPoint Clinic offers several walk-in care and after-hours care for non-emergency situations (ear infections, strep throat, sprains, strains, etc.). Insurance co-payments are usually lower for clinic visits than for emergency room visits. You may view wait times at our clinics by visiting our website at unitypoint.org. UnityPoint Clinic urgent care locations are listed below:

Ankeny

1105 N. Ankeny Blvd.
Ste. 100, Ankeny
(515) 964-4600

MONDAY – FRIDAY

8 a.m. – 8 p.m.

SATURDAY & SUNDAY

9 a.m. – 3 p.m.

Lakeview

6000 University Ave.
Ste. 101
West Des Moines
(515) 241-2600

MONDAY – FRIDAY

8 a.m. – 8 p.m.

SATURDAY & SUNDAY

9 a.m. – 3 p.m.

Merle Hay

4020 Merle Hay Rd.
Ste. 100, Des Moines
(515) 278-0949

MONDAY – FRIDAY

8 a.m. – 8 p.m.

SATURDAY & SUNDAY

9 a.m. – 3 p.m.

Southglen

7481 Highway 65/69
Des Moines
(515) 953-1500

MONDAY – FRIDAY

8 a.m. – 8 p.m.

SATURDAY & SUNDAY

9 a.m. – 3 p.m.

Urbandale

2901 86th St., Urbandale
(515) 276-3406

MONDAY – FRIDAY

9 a.m. – 9 p.m.

SATURDAY

8 a.m. – 8 p.m.

SUNDAY

9 a.m. – 8 p.m.

