Dear Patient,
Welcome to Methodist.

Your health, comfort and safety are our highest priorities.

While you are our guest, please let us know if there is anything we can do for you. If you have any questions or concerns, ask your doctor, your nurse, or any staff member. Your satisfaction is important to all of us!

If at any time, in any way, we fail to meet your expectations, we want to know that too. Our Patient Advocate is dedicated to easing the stress of your stay. You can call your Patient Advocate by dialing 8209.

Sincerely,
Debbie Simon
Interim President and CEO

Please tell your nurse if you prefer the Spanish version of this handbook.
Por favor, digale a su enfermera si usted prefiere la versión en Español de este folleto.

Your Room
Your room was chosen for you based on the type of care you need and the rooms available. It is equipped with a dry-erase board that will assist with communication regarding your care. If there is ever anything we can do to make you more comfortable, please tell your nurse, or dial 4444 on your hospital phone.

Your Care Team
A Registered Nurse and a Certified Nursing Assistant will take care of you. Their names will be written on the dry-erase board in your room. They will be happy to help you with anything you need. Your nurse will show you how to use the call button attached to your bed. Your care will be coordinated by a Case Manager and/or Social Worker Patient Care Facilitator, who is there to ensure your comfort, safety and highest quality care.

Your Medicine
Your nurse will give you all the medicines you need, including any medicine you regularly take at home. You should not keep any personal medication at your bedside. Every time you get medicine, the nurse will check your wristband. The nurse may also scan the barcode on your wristband and check it on the computer. This is to make sure you get the right dose of the right medicine at the right time. If you think you are about to get the wrong medicine, or you don’t get your medicine when you think you should, speak up! Tell your nurse or doctor if you have any questions.

Patient Action Line
Is there anything we can do to make you more comfortable? Is there anything about your room or your care that bothers you? Call the Patient Action Line for immediate action on your comments, compliments and concerns. Dial 5555.
Your Convenience

**Your Phone**

Your family and friends can call you direct. Please give them the 7-digit number on the phone in your room.

You can make calls in the 309 area code at any time, free of charge. Dial “9” and the 7-digit phone number. Calls outside the 309 area code are long-distance. You must bill them to your home phone or credit card, or you can call collect. Dial “9,” then “0,” the area code and the number.

**Cell Phones**

Cell phones can interfere with some medical equipment. If a sign in your room says it is a “No Cell Phone” area, or if your nurse tells you cell phones are not allowed in your room, please turn your phone OFF and ask visitors to do the same.

Cell phones, like other valuables, are the responsibility of the patient/family and are best left at home.

**Internet Access**

Methodist offers public wireless internet service throughout the hospital. There are also public computers in several of our waiting areas.

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**Your TV**

There is no charge for the TV in your room. The remote control is attached to your bed. The nurse will show you how to use it. Please be considerate of other patients by playing your TV softly. Closed-captioning is available on your TV.

You can learn more about your health with our free on-demand videos. Just pick up your phone and dial 2225. Then follow the easy instructions to view any of our health education videos. The instructions will lead you to a list of topics, or ask your nurse for a list of what’s available.

*For a guide to the channels, see the back of this card.*

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**TV Channel Guide**

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<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>2</td>
<td>MENU &amp; MUZAK</td>
<td>30</td>
<td>USA</td>
<td>46</td>
</tr>
<tr>
<td>6</td>
<td>CBS (WMBD-31)</td>
<td>31</td>
<td>TBS</td>
<td>47</td>
</tr>
<tr>
<td>7</td>
<td>ABC (WHOI-19)</td>
<td>32</td>
<td>TNT</td>
<td>48</td>
</tr>
<tr>
<td>8</td>
<td>NBC (WEEK-25)</td>
<td>33</td>
<td>WGN</td>
<td>49</td>
</tr>
<tr>
<td>9</td>
<td>UPN (WAOE-59)</td>
<td>34</td>
<td>Home &amp; Garden TV</td>
<td>50</td>
</tr>
<tr>
<td>10</td>
<td>FOX (WYZZ-43)</td>
<td>35</td>
<td>Travel Channel</td>
<td>52</td>
</tr>
<tr>
<td>11</td>
<td>PBS (WTVP-47)</td>
<td>36</td>
<td>Discovery Channel</td>
<td>53</td>
</tr>
<tr>
<td>12</td>
<td>The CW</td>
<td>37</td>
<td>Learning Channel</td>
<td>54</td>
</tr>
<tr>
<td>*13</td>
<td>Care Channel</td>
<td>38</td>
<td>ABC Family Channel</td>
<td>*58</td>
</tr>
<tr>
<td>24</td>
<td>CNN Headline News</td>
<td>39</td>
<td>Animal Planet</td>
<td>*59-62</td>
</tr>
<tr>
<td>25</td>
<td>Weather Channel</td>
<td>40</td>
<td>Cartoon Network</td>
<td>*63</td>
</tr>
<tr>
<td>26</td>
<td>CNN</td>
<td>41</td>
<td>Disney</td>
<td>*66</td>
</tr>
<tr>
<td>27</td>
<td>Fox News</td>
<td>42</td>
<td>Food Network</td>
<td>*67</td>
</tr>
<tr>
<td>28</td>
<td>C-Span 2</td>
<td>43</td>
<td>Womens Entertainment</td>
<td>*</td>
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</tbody>
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| 29 | FX | 44 | National Geographic | }
Your Meals
Nutritious meals are an important part of your treatment. Your doctor will order the type of diet that is best for you while you are in the hospital. A Food Technician will speak to you each day about your menu choices for dinner breakfast and lunch. If you have any questions, your Food Technician will be happy to answer them or call 4954 for assistance.

Guest Meals
Your visitors are welcome to dine in your room with you. Dial 4954 to request a guest tray and inquire about the featured items for the next meal. The Guest Tray will be delivered when you receive your tray. You may ask your nurse or the Food Technician for the time that the cart arrives to your floor. A $7.00 charge will be collected at the time of the tray delivery. We accept cash or checks.

The Cafeteria
Our Cafeteria is on the 4th floor near the Crescent elevators. Every day our chefs prepare delicious hot meals, freshly carved meats, grilled items, pizza, deli sandwiches, soups and salads.

Hours:
Monday - Friday
6:30 a.m. - 7:00 p.m.
Saturday & Sunday
7:30 a.m. - 6:30 p.m.

Hot food is available Monday - Friday:
- Breakfast 6:30 a.m. - 9:30 a.m.
- Lunch 10:30 a.m. - 1:45 p.m.
- Dinner 4:30 p.m. - 7:00 p.m.

Vending Machines
Snacks and beverages are always available in vending machines at these locations:
- 5th floor near The Wonder Center (birthing center)
- 4th floor Snack Room outside the Cafeteria
- 3rd floor Snack Room across from the Southwest elevators
- In most of the family waiting areas
Your Family & Friends

Your Visitors
Your loved ones play an important role in your recovery. We actively respect your right to decide whom you like to visit and support you, while you are a patient here. While also recognizing that too many visitors can keep you from getting the rest you need, only 2 visitors should be in your room at one time. Healthy children age 6 to 12 are welcome if they are with a responsible adult. Healthy children under 6 may visit if they have permission from your nurse. For the protection of our new babies, only siblings are allowed to visit in maternity. Your visitors should know that smoking is not permitted anywhere on the Methodist campus, including buildings, sidewalks and parking areas.

Visiting Hours
- General Nursing Units . . . . . . 8 a.m. - 8 p.m. every day
- Birthing Center . . . . . . . . . . . 11 a.m. - 8 p.m. every day
- Pediatrics . . . . . . . . . . . . . . Ask your nurse about visiting hours
- (Grandparents, siblings and others: 11 a.m. - 8 p.m.)
- Mental Health . . . . . Ask your nurse about visiting hours
- Critical Care Units . . Ask your nurse about visiting hours

Parking
Parking is always free at Methodist! Your guests should park in Deck A located on Hamilton Blvd. directly across from the main entrance (Entrance A). Free valet parking is available at Entrance A 7 days a week. Your visitors can also take Deck A elevators to level 3 and cross the skywalk to Entrance A.

Waiting for You
If you're having surgery, your family and friends can wait in our comfortable lounges. There is a lounge on every patient floor and in the 2nd floor SurgiCare Center. From 7 a.m. to 6 p.m., our Surgical Host will update your guests on your progress and let them know when you will be back in your room. After 6 p.m., Surgery will call a special phone line with updates. For help, dial 4987.

For information on overnight accommodations for family and friends, see the back of this card.

Where to Stay, What to Do
We can help your family and friends find places to stay, eat and shop…

The Methodist Inn
The Methodist Inn offers comfortable, hotel-like rooms. These rooms can be located by taking the Glen Oak elevators to the 6th floor. It is available to your out-of-town family members on a first-come, first-served basis. These rooms are also available for patients scheduled for outpatient procedures. You can request an Inn room for the night before or after your procedure. Smoking is not permitted. The Methodist Inn is free for our patients and guests, but donations to the Methodist Foundation supporting the Methodist Inn are welcome. Space in the Methodist Inn is limited. Dial 8282 for more information.

Family House
Out-of-town family members can stay nearby at Family House. This home-like facility has bedrooms, apartments, a playroom, laundry and cooking facilities and on-site parking. Trained volunteers and a house manager help families and provide support. Transportation to and from Methodist is available. Trained volunteers and a house manager help families and provide support. Call 685-5300 for information and rates.

Hotels & Motels
The social worker on your floor has a list of hotels and motels in the Peoria area. They can also direct your guests to nearby restaurants and activities. Ask your nurse to get the social worker for you, or dial 5580.
Your safety and security are our highest priority. Security officers are available 24 hours a day, 7 days a week. If you need help or see anything unsafe, please tell us immediately. Dial 5921.

**ID Bracelet**
You were given an identification bracelet when you were admitted. This bracelet is for your safety and must be worn at all times while you are here. Please tell your nurse if any information on the bracelet is wrong, if it is too tight or too loose, or if the bracelet falls off.

**Smoking**
Methodist Medical Center is 100% smoke-free. Smoking is not allowed anywhere on our campus, including buildings, sidewalks and parking areas. If necessary, your doctor can order nicotine patches, lozenges, or gum to help make you more comfortable while you are in our care.

**Valuables & Personal Items**
Methodist Medical Center is not responsible for personal property kept in patients’ rooms. Please send your valuables home with a family member. You can also put your jewelry and cash over $5 in the hospital safe. If necessary, your doctor can order nicotine patches, lozenges, or gum to help make you more comfortable while you are in our care.

Keep dentures, glasses and hearing aids in the drawer of your bedside table when not in use. Do not leave them on the bed or on a meal tray, or wrap them in tissue. Items wrapped in tissue may be mistaken for trash.

** Appliances**
Because of fire and safety codes, you cannot use plug-in electrical appliances from home in your room. This precaution also applies to all cell phone chargers. Battery-powered appliances are OK in rooms where patients are not on oxygen.

**Fire Drills**
For your protection, Methodist conducts regular fire and disaster drills. If there is a drill while you are here, stay in your room and don’t be alarmed. Your nurse or an employee will help you if there is an actual emergency.

**Lost & Found**
Report lost or found items to the Security Office on the 1st floor or dial 5921.

**Motorist’s Aid**
Cars parked in the Methodist deck should be locked at all times. Keep valuables in the trunk or out of sight. Our Security officers are happy to escort you to your car. They will also help with minor car problems, such as unlocking car doors and jump-starting batteries. Dial 5921 for help or to ask for an escort.

**Preventing Falls**
We want to keep you safe while you are here. Be aware that weakness, medicines, medical procedures and being in an unfamiliar place can make you more likely to fall. While you are here:

- Follow your doctor’s orders and your nurse’s instructions about moving or walking around.
- Ask for help if you feel weak or dizzy.
- Wear low-heeled, non-skid shoes or slippers.
- Do not change your bed’s siderails or other safety devices that may be used.
- Keep personal items in easy reach. Keep glasses, dentures and hearing aids in your bedside table.
- If you can’t reach something easily, press the call button for your nurse.
Your Special Needs

Services for the Physically Impaired
Special services for our hearing-impaired patients include a TDY (TTD), an amplified telephone and close-captioned TV. Let your nurse know if you need an interpreter or other help with communication. If you have visual or other physical impairments that require special assistance, please tell your nurse.

Mail & Flower Delivery
Volunteers deliver mail and flowers every day, Monday - Friday. Mail that arrives after you leave the hospital will be forwarded to your home.

You can buy stamps in the Mailroom on the 1st floor, just off the main lobby, from 10 a.m. - 3 p.m., Mon.-Fri.

Escorts
Volunteer escorts transport patients to and from different areas of the Medical Center for tests and procedures, admissions and discharges. You can recognize them by their red uniforms and warm smiles.

Notary
A Notary Public is available at Methodist for notarizing healthcare power of attorney documents (we are unable to notarize financial or real estate documents). Dial 2103 or 4926.

Gift Shop
The Methodist Gift Shop is located on the First Floor. It is operated by the Methodist Service League with all proceeds benefiting patients and families at Methodist.

In the Gift Shop you will find flowers, plants, silk arrangements, jewelry, toys, stuffed animals, cards, books, magazines, baby clothes, handmade items, gifts and appropriate holiday items. The shop also carries personal needs such as lip balm, hand lotion, robes, slippers and socks; and a large selection of candies and beverages. Dial 5717 to reach the Gift Shop by phone.

Hours:
Mon. Tues. Wed. Fri. Sat. 9:30 a.m. - 8:00 p.m.
Thurs. 7:00 a.m. - 8:00 p.m.
Sun. Noon - 8:00 p.m.

Flowers
Fresh and Silk flowers, plants and balloons are available every day from the Gift Shop during operating hours. Special orders are welcome and delivery is free within the Methodist Medical Center complex. Please note that flowers are not permitted in the Intensive Care units. You may order flowers by dialing the Flower Shop at 5184 or the Gift Shop at 5717 or online at MyMethodist.net.

Courtesy Van
Through the support of contributors to the Methodist Medical Center Foundation and the efforts of the Methodist Service League, transportation to your home is available from 8 am to 3 pm weekdays for patients, including wheelchair patients. One person can accompany the patient. This service is for patients being admitted, patients being discharged, outpatient surgery, or outpatient treatment and is available on a first-come, first-served basis. Please dial 2999 in advance of your need for transport in order to make arrangements. Limited to Peoria, Tazewell and Woodford County residents.

Methodist Medical Center Foundation
Established in 1975, the Methodist Medical Center Foundation funds many services for patients and family members, thanks to the generosity of contributors to the Foundation. Pastoral Care services, complimentary overnight lodging for family members of patients in the ICU units, patient care and comfort enhancements such as the safe patient lifting system, continuing education for nursing staff and patient transportation are just a few of the things that have been instituted due to gifts to the Foundation. For information on giving opportunities, please dial 5741 or visit MyMethodistFoundation.net.
The Howard B. Johnson Chapel is located on the 1st floor across from the Crescent elevators.

Pastoral Care
Your emotional and spiritual needs are important to us. Clergy and laity from different faiths are available to give you and your family emotional/spiritual support. Chaplain assistant volunteers visit patients throughout the hospital. There are staff chaplains available 24/7 to assist with your emotional and spiritual needs. Your nurse can page a chaplain at any time for you, or dial “0” and ask to have a chaplain paged.

Holy Communion is available to both Catholics and Protestants. You can request it at any time during your stay. Catholic lay people commissioned as Eucharistic Ministers provide communion for our Catholic patients daily.

Chapel
Our Chapel is always open for you, 24 hours a day. Protestant worship is held on Sunday at 11 a.m. Holy Day services are announced overhead. The Chapel is located on the 1st floor across from the Crescent elevators.

Bioethics Committee
There may come a time when you or a family member becomes seriously ill or injured. In the midst of a medical crisis, you or your family may be asked to make very difficult decisions. These decisions may be about the appropriate level of medical intervention that’s right for you or your loved one – questions such as the use of, or withdrawal of, life support systems may raise ethical dilemmas for you.

An ethical dilemma can happen when there is a conflict of loyalties, or personal, cultural, or religious values. Trying to preserve life can conflict with other values like relieving suffering or respecting the patient’s stated wishes. Having enough information can help with these decisions. You may find it helpful to talk with others when facing ethical dilemmas or conflicting values, or when you are feeling overwhelmed.

Methodist Medical Center’s Bioethics Committee is here to help you, your family members and your health care providers. The Bioethics Committee includes case managers, chaplains, doctors, nurses, social workers and other members – all available to help serve you in difficult times.

The Bioethics Committee is an advisory group that can offer nonbinding recommendations. While the Committee can serve as a useful resource for discussion, it does not replace your relationship with your doctor. All referrals are confidential and handled according to established written policy.

If you need an Ethics Consultation, ask any member of the nursing staff Medical Center. They will contact the Bioethics Committee and a committee member will then contact you.
Utilization Management
The federal government requires hospitals participating in federally funded payment programs such as Medicare or Medicaid to operate under a system of utilization management.

At Methodist, the Care Facilitator/Utilization Management Department is responsible for utilization management. The Centers for Medicare and Medicaid Services have provided guidelines by which a patient’s admission is managed. Admissions must be:

- Medically necessary and
- Patients must be discharged when admission criteria are no longer met and care and/or services can be provided in a less acute setting.

Medicare, Medicaid and insurance providers reimburse the hospital for services only when it is medically necessary to be hospitalized, since less costly alternatives are available.

If the Care Facilitator/Utilization Management Department or the peer review organization determines that Medicare will not cover your admission or continued care in the hospital, you will be notified in writing. If you decide to remain in the hospital after receiving this notification, Medicare will not cover the remainder of your hospital stay and you may be financially responsible. If you have questions, please dial 5580 for the Care Facilitator/Utilization Management Department.

Medicare Information
If you are a Medicare participant, you were given a form entitled “An Important Message from Medicare” when you were admitted to the medical center. Please keep this form. You will receive another copy of “An Important Message from Medicare” before you are discharged. Information regarding your rights as a Medicare patient are in this message. If you misplace your form and want to get another copy, please call the Patient Registration Department. Dial 4833.
Patient Account Services
While you are here, we want you to concentrate on getting well. Our Patient Accounts office will help you take care of any financial concerns. If you have questions about your bill, please dial 4800 or call 1-800-845-0231.

Method of Payment
We accept cash, personal checks, Visa, MasterCard and Discover.

If You Have Medicare
We will bill Medicare first. After Medicare pays its share, we will bill your secondary insurance. If your secondary insurance does not pay us within 30 days, we will bill you directly. If you do not have secondary insurance, you will be fully responsible for the part Medicare does not pay.

If You Have Insurance
We will bill your insurance company. If you did not have your insurance card with you when you were admitted, it is your responsibility to call us – dial 4800 or call 1-800-845-0231 and provide your insurance information. You will also have to mail us a copy of the front and back of your insurance card. We need this to submit your claim to your insurance company. If your insurance company does not pay within 30 days, we will bill you directly.

If You Have Work-related Injuries
If your employer has recognized your injury as “work-related,” we will bill your employer.

If You Have Liability Injuries (not work-related)
If your personal insurance is not involved, you are fully responsible for your hospital bill unless you can provide written authorization from the responsible party.

If You Do Not Have Insurance
Payment in full is expected within 30 days from the date of discharge. We can help you arrange a payment schedule. Methodist does not charge interest, service charges or late fees. Please dial 4800 or call 1-800-845-0231.

If You Receive Public Aid
We will bill the Department of Public Aid for you. You must provide a valid Public Aid card.

If You Need Help With Your Bill
We are committed to serving our patients, regardless of ability to pay. If you need financial assistance with your medical bills, please let us know. Tell any employee, or dial 4800 or 4956. Assistance can include helping you apply for Public Aid, setting up a payment plan, or helping you apply for our Community Care Program. This program provides quality medical care at a discounted rate for those in need.

Physician Charges
Certain doctors, physician assistants and nurse practitioners providing services at Methodist are not employed by the hospital. These include pathologists, radiologists, anesthesiologists and emergency room physicians. In addition to your hospital bill, you may receive a bill from one or more of these doctors as a result of services provided to you at Methodist. Some hospital professionals may not be participating in the same insurance plans as Methodist. You may have greater costs for services provided by hospital professionals not under contract with your health plan. If you have any questions about a bill from these providers, please contact the physician’s office or your health plan.
Your Rights & Responsibilities

While you are a patient at Methodist, we will do our best to protect and promote your personal rights in accordance with all relevant state and federal laws and Joint Commission quality and performance standards. For additional information about your rights, please contact our Patient Advocate. Dial 8209.

Access to Care
You/your representative's rights include:

- Access to medical care regardless of race, creed, sex, disability, sexual orientation, national origin or source of payment.
- Have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- A medical screening examination and stabilizing care, regardless of ability to pay.
- A consultation or second opinion from another doctor as well as to change doctors, hospitals or outpatient centers.
- Examination and a reasonable explanation of your hospital or outpatient services bill.
- A family member or representative and your doctor notified of admission.
- Accommodation of any special needs or disabilities including provision of interpretive assistance or assistive devices.

Respect/Dignity/Confidentiality/Safety
You/your representative's rights include:

- Considerate care that safeguards your dignity and respects your cultural, psychosocial and spiritual values.
- Confidentiality of your medical records and information.
- Care in a safe and secure setting.
- Protection from all forms of abuse or harassment.
- Access to protective services, including counseling or guardianship and to reach the maximum level of independence.
- Access to pastoral care upon request.
- The identity and profession of all those providing patient care services.
- Freedom from restraints of any form that are not medically necessary or that are used as a means of coercion, discipline, convenience, or retaliation by staff.

Involvement in Care/Informed Consent/Research
You/your representative's rights include:

- Access to all information concerning your medical condition, treatment, prognosis and other treatments available and to choose among these alternatives.
- Participation in ethical issues that arise in the course of your care.
- Making informed decisions regarding your care. This right includes being informed of your health status, being involved in care planning and treatment and being able to request and refuse treatment and to know what may happen if you don’t have this treatment.
- To have an advance directive (such as a living will or healthcare power of attorney) concerning treatment or designating a surrogate decision-maker. The hospital will honor the intent of that directive to the extent permitted by law and hospital policy.
- Designating a decision-maker if you are incapable of understanding a proposed treatment or unable to communicate your wishes regarding care.
- Participation in research studies after giving informed consent. To refuse to participate in research studies without such refusal affecting care.
- Participation in the development and implementation of your plan of care.
- Pain management support.
- Access to your medical record in the presence of a doctor while hospitalized. Otherwise, you may request a copy of your medical record.
Your Rights & Responsibilities

Complaint/Grievance Procedure
You/your representative's rights include:

- Discussion of any concerns/dissatisfaction with the care received, which cannot be resolved by available staff, by contacting the Patient Advocate at (309) 671-8209 or ask any staff member to contact them on your behalf.
- Response to Patient Advocate calls on the same day that the call is received, even if further investigation of the concerns/dissatisfaction is required.
- Contacting the Illinois Department of Public Health’s Central Complaint Registry at 1-800-252-4343 or writing them at Illinois Department of Public Health, Office of Health Care Regulation, 525 W. Jefferson Street, 5th Floor, Springfield, IL 62761-0001.
- Contacting the Joint Commission if you believe you have pertinent and valid information about Joint Commission standards, which deal with organizational quality, safety-of-care issues and the safety of the environment in which care is provided. Write to: Division of Accreditation Operations, Office of Quality Monitoring, Joint Commission, 1 Renaissance Blvd., Oakbrook Terrace, IL 60181; fax: 630-792-5636; email: complaint@jointcommission.org. The Joint Commission addresses all complaints that relate to quality-of-care issues within the scope of their standards. The Joint Commission does not address individual billing issues and payment disputes.

Community Care Program
You may contact our Patient Accounts Department for financial assistance if you are unable to pay for your medical or hospital services. For hospital services, call 1-800-845-0231; for physician services, call 672-4809 or 1-888-772-5351.

Your Responsibilities as A Patient
You and/or, when appropriate, your family is responsible for:

- Providing, to the best of your knowledge, accurate and complete information about your present medical problems, past illnesses, hospitalizations, medications, advance directives and other matters relating to your health.
- Reporting unexpected changes in your condition to the responsible doctor and telling your doctor whether or not you clearly understand the medical care and treatment you are receiving and what is expected of you.
- Following the treatment plan developed with your doctor. You should express any concerns regarding your ability to follow a proposed course of treatment and your doctor should make every effort to adapt the treatment plan to your specific needs and limitations.
- Your actions if you refuse treatment or do not follow your doctor’s instructions.
- Assuring that all of your financial obligations for your care are fulfilled.
- Following all hospital rules and regulations affecting your care, conduct and safety.
- Consideration of the rights of other patients and hospital employees.

Right to Inspect and Copy Your Health Information.
You have a right to look at or get a copy of your medical record file and billing records maintained by us. Under limited circumstances, we may deny you access to a portion of your records. If you desire access to your records, please obtain a record request form from the Health Information Services Department or your doctor’s office and submit the completed form to the Health Information Services Department or your doctor’s office. If you request copies, we may charge a fee for the cost of copying, mailing, or other related supplies.
Making Difficult Decisions

You have the right to make decisions about the health care you get now and in the future. An advance directive is a written statement you prepare about how you want your medical decisions to be made in the future, if you are no longer able to make them for yourself. A do-not-resuscitate order (DNR order) is a medical treatment order that says cardiopulmonary resuscitation (CPR) will not be used if your heart or breathing stops.

Before a DNR order may be entered into your medical record, either you or another person (your legal Guardian, healthcare power of attorney or surrogate decision maker) must verbally consent to the DNR order. If a DNR order is entered into your medical record, appropriate medical treatment will be provided with the exception of treatment for a cardiopulmonary event. Two doctors must certify that you cannot make decisions and have a qualifying condition in order to withdraw or withhold life-sustaining treatment. If you health care surrogate decision maker decides to withdraw or withhold life-sustaining treatment, this decision must be witnessed by a person who is 18 years or older. A health care surrogate may consent to a DNR order; however, this consent must be witnessed by two individuals 18 years or older, which will be placed in your medical record.

If you make one or more advance directives and/or a DNR order, tell your doctor and other health care providers and provide them with a copy. You may also want to provide a copy to family members and to those you appoint to make these decisions for you.

State law provides copies of sample advance directives forms and DNR order forms.

Patients admitted to the hospital have the right to have an advance directive concerning treatment or designating a surrogate decision-maker. Patients admitted to the hospital can cancel their DNR order (DNR order) is a medical treatment order that says death-delaying procedures will not be used if your heart or breathing stops. If you make one or more advance directives and/or a DNR order, tell your doctor and other health care providers and provide them with a copy. You may also want to provide a copy to family members and to those you appoint to make these decisions for you.

State law provides copies of sample advance directives forms and DNR order forms.

Patients admitted to the hospital have the right to have an advance directive concerning treatment or designating a surrogate decision-maker. Patients admitted to the hospital can expect that Methodist will honor the intent of that directive to the extent permitted by law and hospital policy. It is the policy of Methodist Health Services Corporation not to honor advance directives for you.

Health Care Power of Attorney

The health care power of attorney lets you choose someone to make health care decisions for you in the future, but only if you are no longer able to make these decisions for yourself. A mental health treatment preference declaration lets you say whether you wish to be admitted to a mental health facility for up to 17 days of treatment.

The agent you choose cannot be your doctor or other health care provider. You should have someone who is not your agent witness your signing of the power of attorney.

The power of your agent to make health care decisions on your behalf is broad. Your agent would be required to follow any specific instructions you give regarding care you want provided or withheld. For example, you can say whether you want all life-sustaining treatments provided in all events; whether and when you want life-sustaining treatment ended; instructions regarding refusal of certain types of treatments on religious or other personal grounds; and instructions regarding anatomical gifts and disposal of remains. Unless you include time limits, the health care power of attorney will continue in effect from the time it is signed until your death. You can cancel your power of attorney at any time, either by telling someone or by cancelling it in writing. You can name a backup agent to act if the first one cannot or will not take action. If you want to change your power of attorney, you must do so in writing.

Living Will

A living will tells your doctor whether you want death-delaying procedures used if you have a terminal condition and are unable to state your wishes. A living will, unlike a health care power of attorney, only applies if you have a terminal condition. A terminal condition means an incurable and irreversible condition such that death is imminent and the application of any death delaying procedures serves only to prolong the dying process.

Even if you sign a living will, food and water cannot be withdrawn if it would be the only cause of death. Also, if you are pregnant and doctors think you could have a live birth, your living will cannot go into effect.

You can use a standard living will form or write your own. You may write specific directions about the death-delaying procedures you do or do not want.

Two people must witness your signing of the living will. Your doctor cannot be a witness. It is your responsibility to tell your doctor if you have a living will if you are able to do so. You can cancel your living will at any time, either by telling someone or by cancelling it in writing.

If you have both a health care power of attorney and a living will, the agent you name in your power of attorney will make your health care decisions unless he or she is unavailable.

Mental Health Treatment Preference Declaration

A mental health treatment preference declaration lets you say if you want to receive electroconvulsive treatment (ECT) or psychotropic medicine when you have a mental illness and are unable to make these decisions for yourself. It also allows you to say whether you wish to be admitted to a mental health facility for up to 17 days of treatment.
Making Difficult Decisions

You can write your wishes and/or choose someone to make your mental health decisions for you. In the declaration, you are called the “principal” and the person you choose is called an “attorney-in-fact.” Neither your doctor nor any employee of a health care facility in which you reside may be your attorney-in-fact. Your attorney-in-fact must accept the appointment in writing before he or she can start making decisions regarding your mental health treatment. The attorney-in-fact must make decisions consistent with any desires you express in your declaration unless a court orders differently or an emergency threatens your life or health.

Your mental health treatment preference declaration expires three years from the date you sign it. Two people must witness you signing the declaration. The following people may not witness your signing of the declaration: your doctor; an employee of a health care facility to which you are admitted; or a family member related by blood, marriage or adoption. You may cancel your declaration in writing prior to its expiration as long as you are not receiving mental health treatment at the time of cancellation. The revocation must also be signed by your doctor, thus indicating that you are capable of making this decision. If you are receiving mental health treatment, your declaration will not expire and you may not cancel it until the treatment is successfully completed.

Do-Not-Resuscitate Order
You may also ask your doctor about a do-not-resuscitate order (DNR order). A DNR order is a medical order stating that cardiopulmonary resuscitation (CPR) will not be started if your heart or breathing stops. You may sign a document directing that if your heart or breathing stop, efforts to resuscitate you will not be started. Your attending doctor may also sign a DNR order.

Before a DNR order may be entered into your medical record, either you or another person (your legal Guardian, health care power of attorney or surrogate decision maker) must verbally consent to the DNR order. If a DNR order is entered into your medical record, appropriate medical treatment will be provided with the exception of treatment for a cardiopulmonary event.

What happens if you don’t have an advance directive?
Under Illinois law, a health care “surrogate” may be chosen for you if you cannot make health care decisions for yourself and do not have an advance directive. A health care surrogate will be one of the following persons (in order of priority): guardian of the person, spouse, any adult child(ren), either parent, any adult brother or sister, any adult grandchild(ren), a close friend, or guardian of the estate.

The surrogate can make all health care decisions for you, with certain exceptions. A health care surrogate cannot tell your doctor to withdraw or withhold life-sustaining treatment unless you have a “qualifying condition,” which is a terminal condition, permanent unconsciousness, or an incurable or irreversible condition. A “terminal condition” is an incurable or irreversible condition for which there is no reasonable prospect of cure or recovery, death is imminent and life-sustaining treatment will only prolong the dying process. “Permanent unconsciousness” means a condition that, to a high degree of medical certainty, will last permanently, without improvement; there is no thought, purposeful social interaction or sensory awareness present; and providing life-sustaining treatment will only have minimal medical benefit. An “incurable or irreversible condition” means an illness or injury for which there is no reasonable prospect for cure or recovery, that ultimately will cause the patient’s death, that imposes severe pain or an inhumane burden on the patient and for which life-sustaining treatment will have minimal medical benefit. Two doctors must certify that you cannot make decisions and have a qualifying condition in order to withdraw or withhold life-sustaining treatment. If your health care surrogate decision maker decides to withdraw or withhold life-sustaining treatment, this decision must be witnessed by a person who is 18 years or older. A health care surrogate may consent to a DNR order; however, this consent must be witnessed by two individuals 18 years or older, which will be placed in your medical record.

A health care surrogate, other than a court-appointed guardian, cannot consent to certain mental health treatments, including treatment by electroconvulsive therapy (ECT), psychotropic medication or admission to a mental health facility. A health care surrogate can petition a court to allow these mental health services.

Final Notes
You should talk with your family, your doctor and any agent or attorney-in-fact that you appoint about your decision to make one or more advance directives or a DNR order. If they know what health care you want, they will find it easier to follow your wishes. If you cancel or change an advance directive or a DNR order in the future, remember to tell these same people about the change or cancellation.

No facility, doctor or insurer can make you execute an advance directive or DNR order as a condition of providing treatment or insurance. It is entirely your decision. If a facility, doctor or insurer objects to following your advance directive or DNR order, then they must tell you or the individual responsible for making your health care decisions. They must continue to provide care until you or your decision maker can transfer you to another health care provider who will follow your advance directive or DNR order.
The Methodist Medical Center campus is made up of several buildings. Please see the map below for building and parking locations. Parking in Methodist decks and surface lots is always free.

1. **Methodist Medical Center**
   221 N.E. Glen Oak Ave.
   The main entrance to the hospital (Entrance A) is located on Hamilton Blvd., across from Parking Deck A. Free valet parking is available at Entrance A 7 days a week. For Emergency Department entrance see 3. Patients arriving the day of surgery, see 4.

2. **Parking Deck A**
   Corner of Hamilton Blvd. and Glen Oak Ave.
   Patients and visitors should park in Deck A. Enter the deck from Hamilton Blvd. Take the parking deck elevators to level 3 and cross the skywalk to Entrance A. Free valet parking is available at Entrance A 7 days a week.

3. **Emergency Department**
   Follow signs to Emergency entrance. Free valet parking available 7 days a week.

4. **Parking Deck 1**
   214 N.E. Glen Oak Ave.
   The C. Duane Morgan Sleep Disorders Center is located on Level 5 above Parking Deck 1. (Deck 1 is closed for repairs so patient should park in Deck A.)

5. **Heart, Lung and Vascular Institute**
   112 Crescent Avenue.
   Includes Methodist Diagnostic Center, Methodist Medical Group Cardiovascular Services, Methodist Breast Health Center and PET Center.

6. **Parking for Heart, Lung and Vascular Institute building**
   112 Crescent Avenue.

7. **Methodist Atrium**
   900 Main Street.
   Free parking is available in Parking Deck 2 and Atrium parking lot.

8. **Glen Oak Medical Plaza**
   120 N.E. Glen Oak Avenue.
   Includes Methodist Home Health and Hospice Services and the Methodist Foundation.

9. **Parking Deck 2**
   120 N.E. Glen Oak Avenue.

10. **Atrium lot parking**
    N. E. Globe Street.
Methodist is committed to being the safest place possible for patient care.

If you have concerns about any aspect of your care, please contact:

• The nurse or physician
• The manager
• The Care Facilitator
• The nursing supervisor (dial 0, and ask the operator to assist)
• Your Patient Advocate—Patient Relations 671-8209

If you have serious concerns about your medical condition that are not being addressed by the above members of your healthcare team, you may call the Urgent Assessment Team at 122 and request an evaluation to address your concerns. The Urgent Assessment Nursing Team was created as an additional resource to help meet the needs of our patients.

Our Mission

We are committed
to delivering outstanding healthcare. Period.

Our Values

We are Patient Driven.

We are Responsible.
Dedicated to quality in all we do.

We are Real.

We are Responsive.

We are Ready.
Moving quickly.
Working smart. Respecting people’s time.

We are Methodist

IT’S OK TO ASK!

Taking You Well INTO THE FUTURE...

Fast Phone Guide

To call departments in the hospital...
Dial the last 4 digits.

To call numbers in area code 309...
Dial 9 + the 7-digit number.

To call long-distance...
Dial 9 + 0 + area code + 7-digit number.

Frequently Called Numbers

Cafeteria (Today’s Menu) ............. 5173
Chapel/Pastoral Care .................. 4879
Courtesy Van ......................... 2999
Family House ....................... 685-5300
Florist .................. 5184
Food & Nutrition Services ............. 4954
Foundation ......................... 5741
Gift Shop ......................... 5715
Hospitalists .................. 5729
Information Desk
(to reach someone in the lobby) ........ 4888
Lactation Consultant ............. 4242
Inpatient: 8 a.m. - 4 p.m., 7 days a week.
Outpatient: by appointment only, 7 days a week
Lost & Found .................... 5921
Medical Records
(Health Information Service) ........ 4821
Methodist Inn ..................... 8282
Nursing Supervisor ............. 5522
Parking ..................... 5997
Patient Accounts (business office) .... 4800
Patient Advocate .................. 8209
Patient Information ............ 4848
Patient Registration/Admitting ....... 4833
Pharmacy (Heartland main) .......... 5151
Security - Emergencies ONLY ..... 3333
Security - non-emergency calls ........ 5921
Social Work/Case Managers ........ 5573
Surgical Liaison ............. 4987

Methodist is 100% smoke-free.
See “Safety & Security” for details.