



# Patient Handbook and Guide to Guest Services



UnityPoint Health  
Allen Hospital

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# Patient Concerns, Compliments & Feedback

We realize a stay in the hospital may place stress on our patients and their families. We strive to serve you and meet your needs. Thank you for choosing Allen Hospital; may you find comfort in our healing environment and the caring attitude of our staff.

If you have any concerns about your care, while you are a patient, after being discharged or if you would like to make your needs known, please contact Patient Relations at (319) 235-3567.

## Patient Rights & Responsibilities

Please reference the Allen Hospital and Your Rights booklet that was offered to you at registration for more information on the following topics:

- Patient Rights & Responsibilities
- Advance Directives
- Non-Discrimination Notice including Interpretation Services
- Notice of Privacy Practices
- Financial Assistance

If you would like a copy of the booklet, just ask your nurse or dial 0.

## DAISY Award

UnityPoint Health - Waterloo 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 our patients every day. You can nominate an extraordinary nurse by visiting [www.unitypoint.org/waterloo/daisyaward](http://www.unitypoint.org/waterloo/daisyaward).

## Patient Survey

Shortly after you return home, you may receive a patient satisfaction survey. Please take a few minutes to complete the survey and return it to

us. Survey results and comments are important to us and help us improve the service and comfort we provide to patients.

### Share Your Story

If you are particularly happy with the care you received, experienced a positive outcome from a unique situation and are willing to share your story, please email our marketing department at [allenhospital@unitypoint.org](mailto:allenhospital@unitypoint.org) with your thoughts and contact information.

## Your Care Team

### You and Your Family are the Most Important Part of our Team

Your family is not just visiting. They are an important part of your health, your wellbeing and your transition home. We want you to ask questions and get answers. A big part of our communication is the white board in your room. We use the dryerase board to share information with patients, families and health care teams. Feel free to use the white board to communicate with your care team and point out special things we should know about you.

### Coordinating Your Care

Care coordinators and social workers are specially trained to coordinate your care and treatment plan throughout your hospital stay and help ensure you are ready to leave the hospital as soon as you are able.

### Ethical Concerns

Allen's Ethics Committee helps patients and families resolve any ethical health care concerns you may have. If you and your family are not able to agree about your care or have ethical concerns, ask your doctor or nurse for more information.

### Spiritual Care

Chaplains are available for patients and families for supportive visits and spiritual care, regardless of your religion. The Oetting Chapel is always

open for visitors of all faiths for prayer and meditation. It is located in the third floor sun room down the hall from Elevator A. For more information or to contact a chaplain, call 3694 from your bedside phone or (319) 235-3694 from outside the hospital.

## Supportive and End-of-Life Care

Palliative Care is designed to help you and your family make decisions that match your goals with the best possible care for serious, ongoing medical conditions in the hospital or at home. Palliative care is different from hospice because it is for any stage of a serious, ongoing medical condition. Hospice care is for people approaching the last stages of life.

## Diet & Meals

Illness may affect your nutrition. Patients often experience change in appetite, eating habits and tolerance for food. Allen dietitians make recommendations to physicians regarding your nutritional needs. They are available to provide nutrition education and counseling.

# Patient Safety

## Speak Up - Help Us Take Care of You

We want you to be comfortable and safe. We never take safe healthcare for granted or stop trying to improve our service. You are the only reason we are here. Please help us take good care of you.

- Tell us about your medical background. Make sure your healthcare providers know medications you take and allergies you have. Let us know if you've ever had a bad reaction to any medication.
- Look at staff ID badges. Expect us to introduce ourselves. We want you to know who we are.
- Be sure we ask your name or read your wrist band before we treat you or give you medicine. If we don't ask, please tell us.
- Before surgery, be sure we ask what kind of surgery you are having and the part of the your body to be operated on.

It is also important that others besides yourself are aware of your healthcare wishes. Ask a family member or friend to be your advocate.

Your advocate should:

- Ask questions and speak for you if you cannot.
- Know about your signed treatment consent.
- Know your wishes on CPR and life support.
- Know your home care routine and who to contact if your health worsens.
- Stay with you at night if necessary.

### Know Your Medications

- Ask for written information about your medications and side effects.
- Tell your doctor and pharmacist about medication allergies and reactions.
- Make sure you understand the directions for all of your medications.
- Allen Hospital provides medications that are individually wrapped or prepared for your treatment. For this reason, medications brought from home are not usually allowed.

### Standard Precautions Apply to All Patients

To protect staff from getting and spreading infections to other patients, staff may wear gowns, gloves, masks or goggles when coming into contact with blood or body fluids.

On some patient's doors, there may be a sign indicating "isolation precautions." If there is a sign, all visitors should read the instructions before entering.

Certain infections/organisms may require staff, families and friends to wear gowns, gloves, masks or goggles while in a patient's room.

If you have questions please ask the nursing staff.

## Understanding Your Pain

Pain includes many types of discomfort and can occur anywhere in your body. It can feel like a dull ache or may be unbearable. Pain can include pulling, tightness, cramping, burning, stabbing or other unpleasant sensations. Talk with your doctor or nurse honestly and openly about pain, so you can receive the proper treatment.

You will be asked to rate your pain on a regular basis. You may be asked once a day or as often as every hour.

- Tell your doctor or nurse. They may not know you have pain unless you alert them.
- Report the pain when it first begins. Early treatment is best because it is easier to control pain when it is mild. Severe pain can be harder to treat, so tell your caregiver about your pain before it becomes worse.
- Make a note of what caused your pain or made it worse, such as bending over.
- Your pain level may be different when you get up and move. Plan ahead for times when you will be more active.
- Tell your nurse how well the pain control is working. We can make changes to meet your needs.
- Rate your pain before and after taking pain medication.

*Please let us know if you have concerns about your care, treatment or safety.*

## Safety Tips

While you recover from your illness you may be at risk of falling. Falls may occur because of your illness, medications, medical tests or not eating. You may not realize you are weak and try to get up alone. Please ask for assistance by using your call light and keep the following tips in mind:

- Ask for help if you need to use the bathroom, especially at night
- Wear hospital footies (tread on bottom) or rubber-soled shoes
- Move slowly when changing positions, such as sitting to standing, to prevent fainting

- Avoid leaning on anything with wheels (bed, wheelchair, bedside table)
- Keep a low light on, especially at night
- Wear your glasses when getting out of bed

If a family member chooses to remain at your bedside, we can provide you a cot. Tell the nurse when he or she leaves the room, so staff knows when the patient is alone.

## Amenities

### Room Service Dining

Allen Hospital offers room service dining to most patients. (Note: Select units do not use the room service program.) We will give you a menu that matches your dietary needs. Room service meals are included as part of your hospital stay.

You may order meals from 6:30 a.m.-6:30 p.m. by calling 2222. Family members may order for you from home by calling (319) 235-2222. We will deliver your meal about 45 minutes after the order is placed.

### Allen Café

Located on the first floor, just off the D elevators. The cafe is open 6:30 a.m.-7:30 p.m. Monday-Friday and 6:30 a.m.-2 p.m. on weekends and holidays.

### Gift Shop

The Gift Shop is located on the first floor near the dining room in the Allen Café. Call 3880 inside the hospital. Call (319) 235-3880 outside the hospital. Hours are 9 a.m. to 5 p.m., Monday through Friday; 1 to 4 p.m., Saturday and Sunday

The Gift Shop will deliver items to patient rooms. Call the Gift Shop to make a delivery request. Flowers and plants are not permitted in patient rooms in the intensive care units. Latex balloons are not permitted in Allen Hospital.



## Leaving the Hospital

It is important to have a plan for your care after you go home. This planning starts the day you are admitted. Most of your recovery is completed at home. You may need help. Planning ahead makes the transition from the hospital to home easier.

Before your hospital discharge, your doctor will leave instructions. You'll receive written care instructions to take with you. The nursing staff will review these with you and your family.

Care coordinators and social workers also provide support and guidance for you as you plan to go home. They work cooperatively with the health care team to guide you through the process of moving to the next level of care, with the best plan based on your needs. They will help you understand your choices and your plan. They can assist you in applying for support services, counseling, medical equipment, financial assistance, home health services and more.

They may work with you and your family to decide what kind of assistance you may need at home and give you information about home health care options. Care coordinators and social workers are available seven days a week. Please let a staff member know if you would like to visit with them.

### UnityPoint at Home

UnityPoint at Home is a full-service homecare provider. We are accredited by The Joint Commission Accreditation Program and affiliated with UnityPoint Health. We specialize in caring for patients in their homes. Caregivers involve patients and families in the healing process. We strive to deliver quality, compassionate home and community healthcare services to meet your needs. Call (319) 235-3702.

### Home Medical Equipment

If you are in need of home medical equipment, visit our retail store at 3733 University Ave. in Waterloo for items such as breast pumps, home and portable oxygen, recliner lift chairs, wheelchairs, walkers, crutches, canes and more. Call (319) 235-5285 to speak with our staff.

# Payment Options and Insurance

Arrangements for payment of your hospital bill are made during admission. If you have insurance coverage, please provide all insurance information we need to file your claim.

Your daily room charge includes your room, nursing care and all of your needs.

## Co-Payments / Down Payments

We may ask for co-insurance for services provided before you leave the hospital. If your test or procedure is elective and not covered by insurance, you will be asked to pay the estimated price at that time. You will be billed for any remaining balance.

Allen Hospital offers several payment options for the self-pay portion of your bill. We accept VISA, MasterCard, American Express and Discover credit cards. Payment arrangement guidelines are available upon request.

## Separate Billings: Doctor and Other Medical Fees

Your hospital bill does not include fees for the professional services of your physician or any physician specialists, such as an anesthesiologist, pathologist or radiologist. You will receive separate billings from each physician specialty group involved in your care.

## Insurance (Including Medicare)

We submit your bill to the insurance company for payment. You are responsible to make sure your bill is paid in full. It is also your responsibility to be aware of exclusions, benefits, co-payments and deductibles in your insurance plan. We copy your insurance card each time you register to keep our records up-to-date.

## To Bill Medicare We Must

- Ask questions to decide whether Medicare should be listed as the primary or secondary insurance. These questions must be reviewed each time of registration to ensure our information is accurate.
- Make sure any test or procedure ordered by the doctor is medically

necessary. 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.

### **Medicaid Patients**

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

### **Medicaid/Title 19**

If you meet the rules for Medicaid/Title 19, a financial advocate may refer you to an Allen Hospital patient financial coordinator. This person can answer your questions and help you complete an application.

### **If You Do Not Have Insurance**

If you do not have insurance coverage or you think there may be a problem paying for your medical care, we will help you make arrangements. Call our patient financial coordinator at (319) 235-3928 or (319) 235-5099 Monday-Friday, 8 a.m.-4:30 p.m., or our business office toll-free at (888) 343-4165.

### **Questions About Your Bill**

If you have any questions about the cost of a procedure, treatment or other service, you have a right to access that information. Contact the billing office at (888) 343-4165.

### **Senior Health Insurance Information Program (SHIIP)**

If you have questions about health insurance for seniors, please call the RSVP/Covenant Medical Center SHIIP site at (319) 272-2250.

# Additional Information

## Allen Foundation

The UnityPoint Health - Allen Foundation supports our mission to improve the health of our community through healing, caring and teaching. Financial gifts and grants enhance our medical expertise, help provide patient access to quality medical care, assist in new program development and fund education and technology in the hospital. Unrestricted funds are used for areas identified by the Foundation Board of Directors and the hospital administration. Restricted gifts support donor designations.

Contact the Allen Foundation at (319) 235-3960, email at [allenfoundation@unitypoint.org](mailto:allenfoundation@unitypoint.org) or visit our website at [unitypoint.org/waterloo/foundation](http://unitypoint.org/waterloo/foundation).

## Personal Property, Valuables & 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. If you find you left something behind after you have left the hospital, please call (319) 235-3692.

## Lost and Found

We hold found items in Volunteer Services which is located on first floor near Elevator B. To report, turn in or ask about lost items, call (319) 235-3692, weekdays from 7:30 a.m.-4:30 p.m. or call 3692 from your room.

## Patient Portal - MyUnityPoint

MyUnityPoint is a free, secure patient website that allows you to conveniently manage your personal health online. You can log in at any time, any place. To register, visit [chart.myunitypoint.org](http://chart.myunitypoint.org).

## UnityPoint Clinic

At UnityPoint Health our top priority is you - we put you in the center of everything we do. You matter to us. Choosing a doctor is an important and personal choice. Learn more about our providers and clinics at [unitypoint.org/waterloo](http://unitypoint.org/waterloo) and click "find a doctor."

# Notes

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