

Beaver Dam Community Hospital Patient Handbook

To You, Our Guest

On behalf of the hospital employees, medical staff, and the board of directors, I extend to you a personal welcome and thank you for choosing Beaver Dam Community Hospital (BDCH) for your current medical needs. It is our primary goal to provide you with quality care and make your hospital experience as pleasant as possible.

This guide will familiarize you with hospital policies and services and will answer the questions you may have during your hospital stay. If you have questions that are not addressed in the guide, please do not hesitate to request assistance from hospital employees.

We join you and your family in the hope that your stay will be comfortable and that you will soon be restored to full health.

Sincerely,

A handwritten signature in cursive script that reads "Kim Miller".

Sincerely,
Kim Miller, FACHE
Chief Executive Officer

ABOUT OUR ORGANIZATION

OUR HISTORY

In 1972, two Beaver Dam hospitals - Lutheran Hospital and St. Joseph's Hospital - consolidated to form non-denominational Beaver Dam Community Hospitals, Inc. (BDCH). This merger represented an awareness that the health care needs of Dodge County could best be served through a single hospital.

Over the years, BDCH underwent several expansions to meet the growing need for improved facilities and expanded health care services. In 2002, strategic objectives for meeting the future health care needs of the greater Dodge County area called for major renovation or construction of a new replacement hospital. In 2003, the decision to build a new replacement hospital was announced, and ground was broken on June 28, 2004 for the new building.

The new Beaver Dam Community Hospital opened for service on February 11, 2006. The 60-bed acute care hospital combines advanced medicine and technology with a state-of-the-art facility to create a healing environment of care for patients and their families.

YOUR HOSPITAL

Beaver Dam Community Hospitals, Inc. (BDCH) is a non-profit, non-stock corporation whose members are residents of the hospital's service area. The hospital's primary objective is to provide high quality patient care to all its patients at a reasonable cost, and to provide needed support for community health programs. Care is delivered with quality, competence and compassion to all people regardless of race, creed, age, sex, or national origin.

Beaver Dam Community Hospital offers comprehensive inpatient, outpatient and continuing care services. In addition to our acute care hospital, the organization offers an entire continuum that includes: Hillside Manor, a 123-bed skilled nursing and transitional care facility; Eagle's Wings, a community based residential facility (CBRF); Remembrance Home, a dementia-specific CBRF; Stone Terrace, a residential care apartment complex; BDCH Sports & Fitness Center; BDCH Medical Clinics in Beaver Dam, Juneau, Columbus, and Waupun; and Kids Care Child Care Center.

Beaver Dam Community Hospital is:

~Accredited by the Joint Commission on Accreditation of Healthcare Organizations

~A member of the American Hospital Association

~A member of the Wisconsin Hospital Association

~A member of the Voluntary Hospitals of America

~Licensed by the Wisconsin Department of Health and Social Services

~In compliance with The Civil Rights Act of 1954

~Certified by the Department of Health and Human Services for participation in the Medicare program

ABOUT YOUR ACCOMMODATIONS

We want your room to be a clean and comfortable place for you and your family/visitors. If you have concerns regarding the cleanliness or temperature of your room, please let us know so that we can help. The temperature of each room is individually adjusted for comfort.

ROOM ASSIGNMENT

Your room assignment at BDCH is based upon your medical condition and diagnosis. All patient rooms are private.

CALLING YOUR NURSE

Each patient bed is equipped with a nurse-call system that rings directly to the nurses' station. When you push the button, the staff is alerted that you need assistance, and a light flashes above your door. A staff member will respond to your signal quickly.

TELEVISION, DVD, RADIO, PATIENT EDUCATION CHANNEL

Each patient room is equipped with a television, free cable service, and a DVD player. Nursing staff will show you how to operate the controls, and a channel directory will be supplied. Portable radios are available upon request.

Channel 26 is the hospital's closed circuit TV station which features a number of health related programs. A Channel 26 program directory will be supplied.

ACCOMMODATIONS FOR FAMILY

BDCH recognizes the importance of family and friends in the healing process. Each patient room has ample seating and a sleep accommodation for a family member or friend.

TELEPHONES

Telephones are provided in each room. Patients may receive calls in their rooms. Local calls may be made at any time from the room by dialing 9 and the number. Long-distance and toll calls can be made at any time by dialing 9-0 and the number. Long-distance calls cannot be charged to your room. You can make a credit card call or charge a long-distance call back to your home number. You may call the hospital operator for assistance by dialing 0 at any time. Due to the potential risk to patient equipment, the use of cellular phones by patients and visitors is banned in all areas.

ASSISTIVE DEVICES

A number of assistive devices are available for patients who are hearing impaired. Ask your caregiver for assistance.

MAIL

Volunteers deliver letters and packages for patients each morning. Letters and parcels that arrive after you have been discharged are forwarded to your home. Outgoing mail may be left at the nurses' station or given to a volunteer.

FLOWERS AND NEWSPAPERS

Volunteers deliver to your room any flowers sent to you. Local newspapers are available in patient care units at no charge.

FOR YOUR SAFETY AND SECURITY

MEDICATIONS

On admission, please tell your nurse what medications you are currently taking, including vitamins and herbal supplements. Drug, food and latex allergies should be brought to our immediate attention. Medications brought from home must be checked by our pharmacist to avoid a possible drug reaction with medications prescribed during hospitalization.

VALUABLES

We suggest that checkbooks, credit cards, and jewelry be sent home with a family member. If you keep valuables with you, we strongly encourage you to store them in our office safe until discharge. We suggest you keep no more than \$5 cash with you. We cannot be responsible for items or money kept in your room.

LOST AND FOUND

If you lose something, please notify your nurse right away, and we will make every effort to help you find it. Unclaimed articles are kept for 30 days, with the exception of valuables, which will be kept in the Business Office safe for six months.

HAND SANITIZER

To help fight the spread of infection, it is important to wash your hands often. If hands do not look dirty, they can be sanitized with an alcohol-based hand sanitizer - hygiene stations are conveniently located in each patient room. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry. If hands are visibly soiled, use soap and water. Clean your hands before touching or eating food and after you use the bathroom.

SMOKING

Beaver Dam Community Hospital is a smoke-free environment. If you are a smoker, discuss with your doctor the options available to you during your hospital stay, and ask your nurse for a “smoke-free kit.”

FIRE DRILLS

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital staff is trained to act in case of emergency.

OXYGEN

Special regulations are in effect when patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is permitted in any room where oxygen is in use or on standby.

ELECTRICAL APPLIANCES

We urge patients not to bring electrical devices or equipment to the hospital. If you do, each of these must be checked visually by a hospital employee for its condition.

CELLULAR PHONE

Due to the potential risk to patient equipment, Beaver Dam Community Hospital restricts the use of wireless communication devices. The use of cellular phones by patients and visitors is banned in all areas.

PATIENT AND FAMILY SERVICES

Beaver Dam Community Hospital is committed to providing high quality, patient-centered care and services. We believe our patients and their families deserve certain amenities to make your health care experience the best it can be.

INTERPRETER SERVICE

Free interpreter services are available upon request. *Ofrecemos servicios de interpretacion gratuitos par alas personas que lo soliciten.* If you would like an interpreter, please ask a staff member. *Si necesita un interprete, por favor dejele saber al personal de el hospital.*

PASTORAL CARE

In recognition of the spiritual needs of patients and their families, a spiritual needs assessment is completed when you are admitted. If you would like your pastor/priest contacted, please state your wishes on this assessment form. If you are not connected with a church, but would like to speak with a member of the clergy, ask your nurse to contact the pastor “on call.”

DISCHARGE PLANNING/SOCIAL SERVICES

Social workers are available to give support to patients and families coping with the social and emotional aspects of the patient’s illness. In addition, social workers and discharge planning nurses help patients and families make plans and arrange for continued care, when needed, following discharge from the hospital.

LOUNGES AND MEDITATION ROOM

There are specially-designed lounge areas for patient and visitor use on each floor of the hospital. A non-denominational meditation room, located off the main hospital lobby on 1st floor, may be used by patients and their families when a private place to relax or pray is desired.

LIBRARY

The library is located in the main lobby area on 1st floor. Library resources may be used by physicians, hospital staff, patients and their families, and the community. The library offers a wide variety of health and wellness books, videos, and brochures. In addition, a computer station with free internet access is available to research health-related information. Knowledgeable volunteers are available during scheduled times to provide assistance.

GIFT SHOP

The gift shop is located on the 1st floor off the main hospital lobby. It is operated by volunteers from Partners of BDCH and offers a variety of gifts, toys, greeting cards, books, toiletries and snacks. Hours of operation: Monday – Thursday, 9 a.m. – 5:30 p.m.; Friday, 9 a.m. – 3:30 p.m.; closed on Saturdays, Sundays, holidays

E-CARDS

E-cards are available 7 a.m. – 3 p.m. weekdays. We offer “get well,” “thinking of you,” “new baby” and “happy birthday” cards. Simply submit your e-card via computer, and a volunteer will deliver your card. This service is available at the hospital, Hillside Manor and the BDCH residential facilities.

FOOD AND NUTRITION SERVICES

Patients can select from a variety of menu choices. Menus for the following day are included on the breakfast tray and are collected by Food and Nutrition personnel about 9 a.m. Patients who would like help with menu selections may request assistance from either Nursing Service or Food and Nutrition Services. Clinical dietitians and diet technicians are available to provide consultation with patients and family members.

Patient meals are served during these hours:

Breakfast: 7:30-8:15 a.m. Lunch: 12:15-12:45 p.m. Dinner: 6-6:30 p.m.

We invite family members and other visitors to use the hospital cafeteria. The cafeteria, located on the first floor near the main lobby, is open from 6:45 a.m. to 9:15 a.m., 11 a.m. to 1:15 p.m., and 4:30 p.m. to 7 p.m. each day, including holidays. Special rates for senior citizens are provided in the cafeteria.

Guest trays are available, for a charge, in patient rooms at mealtime; please make requests with the Food and Nutrition Department, or speak with your caregiver. For the further convenience of family members and friends, nourishment centers are located on 2nd and 3rd floors.

The vending machine area, located near the entrance to the cafeteria, offers snack food and beverages and is open 24 hours daily.

Because many patients have special dietary needs, visitors are reminded to check with the nursing staff before bringing snacks to a patient.

VISITING HOURS

Family members and friends play an important role in healing and recovery and are welcome to visit. When they visit or call the information desk, we will provide your room and phone numbers. Please tell us if you do not want this information released.

Some visiting guidelines have been established and include:

- Visitors may not smoke in patient rooms or anywhere in the hospital or on hospital grounds.
 - Visitors must dress appropriately and must wear shoes and a shirt.
 - People with colds, sore throats, or any contagious diseases, should not visit patients.
- Visitors are asked to maintain a quiet environment and avoid unnecessary noise.

Medical-Surgical Unit

Visiting hours are 11 a.m. - 8 p.m. For the benefit of the patients, we recommend having no more than two visitors at a time. Parents and grandparents of pediatric patients may visit at any time.

Intensive Care Unit (ICU)

Visiting hours are 11 a.m. - 8 p.m. No more than 2 visitors of the patient's immediate family will be allowed at the bedside at a given time. A maximum visit time is 10 minutes per hour. The ICU may be closed to visitors if resuscitative procedures or surgical recoveries are in effect. The physician may further prohibit visiting hours if deemed necessary.

Women's Health/Obstetrics/Nursery:

Visiting hours are generally from 8 a.m. - 8 p.m. State regulations do not allow siblings or children to visit in the nursery.

PATIENT'S RIGHTS AND RESPONSIBILITIES

You are an essential part of the health care team, and you or your representative has the right to be notified of your rights and responsibilities. A copy of "Patient's Rights and Responsibilities" is included in your admission folder. Please take a moment to read this information. We encourage you to bring any questions or concerns regarding your rights and responsibilities to our immediate attention. It takes all of us working together to assure your health and healing.

PATIENT CONCERNS

If at any time you have questions or concerns about the quality of your care, please ask them of your physician or the nursing staff. If your concerns are not adequately addressed, please dial "0" and ask to speak to the nurse director of the unit, or the nursing supervisor.

GRIEVANCE PROCEDURE

Beaver Dam Community Hospital encourages patients and patient families to report complaints to hospital staff so that problems can be resolved to your satisfaction. Complaints can be registered without fear of reprisal. You also have the right to file a complaint, or grievance. To file a grievance, you may contact our patient representative either by phone at 920-887-5967, or in writing to:

Beaver Dam Community
Hospital Attention: Quality
Department
707 S. University Ave. - Beaver Dam, WI 53916

Beaver Dam Community Hospital will respond to all grievances in a timely manner.

Agencies to file a Complaint and Grievance:

A. KEPRO

Attention: Beneficiary Complaints
5201 West Kennedy Boulevard, Suite 900
Tampa, Florida 33609

Wisconsin's toll free Beneficiary helpline (855)-408-8557

TTY for all areas: 855-843-4776

Fax: (844)-834-7130

<http://www.keproqio.com>

Lines are staffed 7 days a week (M-F 9AM-5PM, weekends and holidays 11AM-3PM) and voicemails are returned the following day. Complaints may also be emailed to beneficiary.complaints@hcgis.org.

B. Wisconsin Department of Health Services, Division of Quality Assurance

Phone: 608-266-8481

<http://4.selectsurvey.net/DHS/TakeSurvey.aspx?SurveyID=82L1n82K>

C. The Joint Commission

Online at: http://www.jointcommission.org/report_a_complaint.aspx

E-mail: complaint@jointcommission.org

Fax: 630-792-5636

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

D. U.S. Centers for Medicare & Medicaid Services.

7500 Security Boulevard,

Baltimore, MD 21244

Email: MyMedicare.gov

ETHICS COMMITTEE

Beaver Dam Community Hospital's Ethics Committee is a resource for patients and family members facing difficult treatment choices and ethical concerns during a hospitalization. If you would like to consult with the Ethics Committee, please tell your physician, your caregiver, or a member of the Social Services department.

SOCIAL SERVICES

Social workers are available to give support to patients and families coping with the social and emotional aspects of the patient's illness. In addition, social workers and discharge planning nurses help patients and families make plans and arrange for continued care, when needed, following discharge from the hospital.

PATIENT SATISFACTION

While you are a patient, we encourage both you and your family to bring questions and concerns to our immediate attention so that we can address them as soon as possible. You may receive a survey following discharge asking questions about your hospital stay. Your honest feedback is welcome, and your comments and suggestions are valued as a means of continually improving care at BDCH.

ADVANCE DIRECTIVES

An advance directive is a written document prepared to specify your wishes for health care, or life support. The most common type of advance directive is the Power of Attorney for Health Care. It is recommended that competent adults, age 18 and over, have an advance directive/Power of Attorney

for Health Care document, but you do not need an advance directive to receive medical treatment.

An advance directive allows you to:

- control decisions and list any special wishes about your future health care needs
- choose someone you trust to be your spokesperson if you are ever unable to speak for yourself
- save your family the heartache and burden of making health care decisions for you without knowing your wishes or having to guess what types of care and treatment you would want to receive
- help avoid costly guardianship proceedings

Note: Health care providers may not be able to carry out a person's wishes just because it is "what the family decides." It is definitely better to have your wishes in writing.

A Power of Attorney for Health Care does not become effective until it is determined that the person is incapacitated. It remains in effect indefinitely unless the person revokes the document or regains capacity to make health care decisions. You do not need a lawyer to do a Power of Attorney for Health Care but should consult one if you have any questions or want legal help.

Your nurse will ask you upon admission if you have an advance directive. If you do, it is important for your physician and the hospital to have a copy. If you would like more information, please request an "Advance Directive" packet. If you have any questions or need help in completing your Power of Attorney for Health Care, please ask to speak with a member of the Social Services Department.

DISCHARGE FROM THE HOSPITAL

When you are medically ready, your physician will write an order for your discharge from the hospital. Beaver Dam Community Hospital's Social Service Department is available to assist you, should continued care be needed at discharge from the hospital. Together with you and your family, a social worker or discharge planning nurse will determine what continued care services may be needed, and available options for service will be explained. Referral for continued care services is made with the consent of the patient or an authorized representative.

COURTESY DISCHARGE

To speed and simplify the discharge process, a courtesy discharge procedure is available to patients. If you have pre-arranged payment of your account with the Patient Accounts Department, a courtesy release will be given to the nursing unit when your discharge is called to the receptionist. It then will not be necessary for you or a family member to go to the Patient Accounts office at the time of discharge. To make courtesy discharge arrangements, contact a member of the nursing staff or the Patient Accounts office adjacent to the main lobby.

HOSPITAL BILLS AND INSURANCE

IF YOU HAVE HEALTH INSURANCE

We will need a copy of your identification card. We also may need the insurance forms which are supplied by your employer or the insurance company. You will be asked to assign benefits from the insurance company directly to the hospital. All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges.

IF YOU ARE A MEMBER OF AN HMO OR PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan, and their services may not be covered.

IF YOU ARE COVERED BY MEDICARE

We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. You should be aware that the Medicare program specifically excludes payment for certain items and services such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments also are the responsibility of the patient.

IF YOU ARE COVERED BY MEDICAID:

We will need a copy of your Forward card. Medicaid also has payment limitations on a number of services and items.

IF YOU HAVE NO INSURANCE

A financial counselor from the Patient Accounts Department will discuss financial arrangements with you. (Social services staff can assist you in applying for Medicaid or other government assistance programs if you are eligible.)

YOUR HOSPITAL BILL

The hospital will submit bills to your insurance company, as a courtesy, and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your

insurance company, and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by the doctors in diagnosing and interpreting test results while you were a patient. Pathologists and radiologists perform these services and are required to submit separate bills. If you have questions about those bills, please call the number printed on the statement you receive from them.

BEAVER DAM COMMUNITY HOSPITAL SERVICES

CLINICAL SERVICES

- BDCH Medical Clinics
- Beaver Dam Dialysis Center
- Beaver Dam Sleep Lab
- Cardiopulmonary services
- Emergency services
- FastCare retail health clinics
- HealthWORKS occupational health
- Intensive care/telemetry
- Joint replacement
- Medical imaging
- Medical outpatient
- Medical-surgical unit
- Obstetrics unit Laboratory
- Oncology services
- Pharmacy
- Rehabilitation services
- Social services
- Surgery Center
- Urgent care

CONTINUING CARE/ALTERNATIVE LIVING

- Eagle's Wings Community Based Residential Facility
- Hillside Community Support Services
- Hillside Homecare/Hospice
- Hillside Manor Nursing Home and transitional care unit
- Hillside Swing Bed Program
- Remembrance Home Dementia Specific CBRF
- Stone Terrace Residential Care Apartment Complex

COMMUNITY AND FAMILY SUPPORT SERVICES

- Birthing and parenting education
- CPR and life safety education
- Diabetes education and support
- Foot Clinics in Beaver Dam, Columbus, Mayville, and Brandon
- Kids Care Day Care
- Lifeline emergency response
- Massage therapy
- Meals-on-Wheels
- Memory Care Clinic
- Nutrition & weight loss counseling
- Pacemaker Clinic

- Partners of BDCH/Volunteers
- Patient/community education
- Smoking cessation
- Sports and Fitness Center
- Support groups

If you would like additional information about any of these programs, please call the hospital at (920) 887-4034, or write to: Marketing Department, Beaver Dam Community Hospitals, Inc., 707 South University Avenue, Beaver Dam, WI 53916.