



Patient  
Handbook

& VISITOR  
INFORMATION

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## WELCOME

Thank you for entrusting your health care needs to the physicians and staff of Rush Oak Park Hospital. We are privileged to be your health care provider. Our goal is to deliver exceptional care and service to you 100 percent of the time.

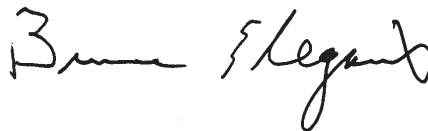
To assure that all your needs are met, please be aware that we are here to help.

- We ask that you rely on your physician and registered nurse as your primary means of communication. In most cases, they will be able to assist you in all your care and service needs.
- If you continue to have unmet needs, dial "0" to have the operator connect you with the nurse manager or supervisor on your floor.
- If you are concerned about staffing levels related to your care, that information is available from the nursing manager/supervisor.

On behalf of Rush Oak Park Hospital we are committed to ensuring you receive premium quality health care during your stay here.

You will also receive a patient satisfaction survey in the mail within 10 days of your discharge. We ask that you complete this short postage-paid questionnaire and return it as soon as you can, while your hospital experience is still fresh in your mind. Our physicians, nurses and administrators take your feedback very seriously and use it to ensure that we continue to provide the best hospital experience for all our patients.

*Warm regards,*  
Bruce Elegant  
President and CEO

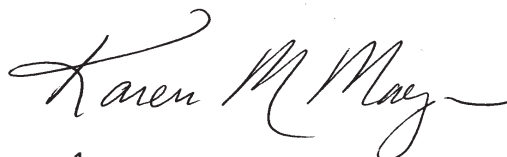


## A WELCOME MESSAGE FROM PATIENT CARE SERVICES:

I am honored that you are allowing Rush Oak Park Hospital to provide your health care. No issue is more important to me than your satisfaction while you are in our care. If for any reason you are not completely satisfied during your stay, please speak up! You may speak to me directly by dialing "0" from your bedside phone and asking the operator to page me. Stay on the line while the page goes out and until I respond. Or call me directly by dialing 9-1-847-650-6063.

Thank you again for your trust in us; we strive to earn it 100 percent of the time every day and in every way.

*Warm regards,*  
Karen Mayer  
Vice President Patient Care Services



## PARTNERING IN YOUR CARE

We encourage you to actively participate in your plan of care. We — you and your team of caregivers — are partners in making you well again. Please speak up and ask all the questions you need to. Your caregiver will discuss your medication, treatment and tests with you. This is your time to ask questions and get all the information you need.

### **Patient Safety**

Rush Oak Park Hospital is committed to patient safety. You can help us meet and exceed the following important patient safety goals by taking an active role in your care.

### **Accurate Patient Identification**

At least two patient identifiers are used when we provide any care, tests, treatment or medication: your name and account number. Your bracelet includes your ID number for caregivers to double-check whenever administering medicine or any other treatment. We encourage you to be an active participant in this process. Before procedures, an official “time-out” is taken to confirm your identification, the correct procedure and correct site on your body. If you are not given a bracelet, your name and birth date is your identification.

### **Medication Safety**

There are “high alert” medications that may be required for your condition while you are here. Rush Oak Park Hospital has taken active steps to safeguard patients against medication errors. Your patient bracelet has a barcode that tells your nurse about what medications are safe for you. The system helps us give the right patient the right medication, in the right dose, in the right way, at the right time.

### **Reduced Risk of Infections**

Caregivers clean their hands with soap and water or hand sanitizer in your presence before and after caring for you. Feel free to speak up and insist that your caregiver sanitizes his or her hands in your presence before and after caring for you.

### **Reduced Risk of Falls**

Upon admission you are assessed for your risk of falling and reassessed throughout your stay. During your stay, your illness and/or medications may put you at greater risk for falls. Please follow these steps to help reduce the risk of falling while you are in the hospital:

- Be sure to tell your nurse or doctor about any recent falls.
- Call for assistance using your call light before attempting to get out of bed.
- Follow directions given to you about using a walker or cane for walking.
- Be aware of IV lines, catheter tubes and other treatment devices that could trip you.
- Visitors should leave the telephone and call light within your reach before leaving.
- Please use your call light to notify staff of a spill or other hazard.

### **Effective Communication**

Speak up! Insist on good communication regarding your care, including medications, tests and treatments. Your caregivers are trained to communicate carefully and accurately with each other regarding your care. Ask questions and insist on being well informed. Insist on being part of the decision-making process.

# IN YOUR ROOM

## Meal Service

What we eat and how much we eat is an important part of our well-being and of the healing process. While you are in the hospital, your diet is prepared for you according to your condition. We pay close attention to what you eat. Please help us by speaking up:

- Tell your nurse if there is any reason you are unable to eat a meal or snack.
- Tell your nurse if you are eating food that your family brings in as treats.
- Please do not eat food from anyone else's tray and do not allow anyone to eat food from your tray.

In-patient meal times: refer to "Unit Specific Information," page 6.

In-room meals for visitors may be ordered under special circumstances. Discuss with your nurse or dietary clerk. Call ext. 6-3665 to order visitor meal service. Your guest pays a nominal charge to the cafeteria for a guest tray.

## Television

Your TV is provided free of charge and offers an extensive selection of broadcast and cable channels:

2	WBBM-TV (2) CBS	News & Info	41	AMC	Movies
4	WGBO-TV (66) UNI	Multicultural	42	Comedy Central	Lifestyle
5	WMAQ-TV (5) NBC	News & Info	43	E!	Lifestyle
6	Access	Chapel	44	The History Channel	Children & Family
7	WLS-TV (7) ABC	News & Info	45	Lifetime	Lifestyle
8	WPWR-TV (50) UPN	Children & Family	46	Nickelodeon	Children & Family
9	WGN-TV (9) CW	News & Info	47	Cartoon Network	Children & Family
10	WCIU-TV (26)	Children & Family	48	Discovery Channel	Children & Family
11	WTTW-TV (11) PBS	Children & Family	49	TNT	Lifestyle
12	WFLD-TV (32) FOX	News & Info	50	TBS	Lifestyle
13	WCPX-TV (38) ION	Children & Family	51	ABC Family	Children & Family
<b>14</b>	<b>PATIENT EDUCATION</b>		52	TLC	Children & Family
15	WXFT-TV (60)	News & Info	53	Home & Garden	Lifestyle
17	WJYS-TV (62)	News & Info	54	Disney Channel	Children & Family
18	TV Guide Channel	News & Info	58	FX	Lifestyle
20	WYCC-TV (20)	News & Info	59	MSNBC	News & Info
21	WYIN-TV (56) PBS	News & Info	60	Food Network	Lifestyle
24	Animal Planet	Children & Family	62	EWTN	Lifestyle
26	Fox News Channel	News & Info	64	Travel Channel	Lifestyle
28	Spike TV	Lifestyle	65	truTV	News & Info
29	MTV	Music	66	BET	Lifestyle
30	VH1	Music	68	The Golf Channel	Sports
31	USA Network	Children & Family	72	Speed Channel	Sports
32	A&E	Lifestyle	73	TV Land	Children & Family
33	ESPN	Sports	75	Versus	Lifestyle
34	ESPN 2	Sports	95	CSPAN	News & Info
35	Headline News	News & Info	96	HSN	Lifestyle
36	CNN	News & Info	97	QVC	Lifestyle
37	Comcast SportsNet Chicago	Sports	98	TLN	Lifestyle
38	CLTV	News & Info	99	Educational Access	News & Info
39	CNBC	News & Info	102	Cable Marketplace 2	News & Info
40	The Weather Channel	News & Info	110	City Council Meeting???	

## IN YOUR ROOM (CONTINUED)

### Telephone Service

Telephone service is provided in all rooms.

Your personal phone number is 708 + 660 + your room number + your bed number (either 1 or 2). For example, if you are in Room 320, bed 1, your phone number would be 708-660-3201. Intensive care unit patients' incoming calls come through the nurse's station at ext. 6-5700.

To call within the 708 area code ...  
Dial 9 and the 7-digit number.

To call outside the 708 area code ...  
Dial 9 and 1 plus the area code, and the phone number.

Local calls are free within the Chicago metro area. (This includes area codes 312, 708, 847, 630, 224, 773, 331 and portions of 815.)

To make a toll-free call, (such as an 800 number), dial 9 and 1 plus the 10-digit number.

Other calls outside the area described above will incur a long-distance charge. To make a long-distance call, dial 9 + 0 + 0 and follow the outside operator instructions. You may charge your call to a major credit card or phone card, or place a collect or third-party call.

The TTY number for persons who are deaf or hard of hearing is: 800-526-0857. Contact your nurse if you need this service for your phone.

### Miscellaneous Services

**Hairdresser** services may be available on a limited basis. Check availability with your nurse.

**Gift Shop** is in the main lobby. It offers personal items, magazines, snacks, cards, jewelry, ladies accessories, toys and home accessories. To arrange for delivery to your room, call ext. 6-2377. The Gift Shop is open Monday through Friday, 9 a.m. to 5 p.m. and Saturday, 10 a.m. to 4 p.m. You may wish to keep sufficient money to purchase these conveniences. A daily newspaper can be purchased from the second floor vending machine.

**Mail** is delivered daily to patient rooms. Mail received after discharge will be forwarded to your home. Outgoing mail may be given to a nurse or volunteer.

**Language interpreters** are available, please contact your nurse. For comments or complaints regarding interpreter services, please contact our Patient Representative at 708-383-9300.

You may also call the Illinois Department of Public Health at 800-252-4343.

## SPIRITUAL CARE

The Spiritual Care Department at Rush Oak Park Hospital brings to life the mission and values of our sponsors, the Wheaton Franciscan Sisters — ensuring the dignity and worth of every person who enters our care regardless of religious affiliation. A chaplain is on the premises and available Monday through Saturday, 9 a.m. to 5 p.m. We also have a team of volunteer Eucharistic ministers who visit upon request. There is a chaplain-on-call for emergencies 24 hours a day, seven days a week. We welcome and encourage patients and families to invite their own spiritual care leader to visit. We offer a full spectrum of Spiritual Care services designed to meet the needs of the Rush Oak Park Hospital community, including:

- 24-hour Chapel, 2nd floor East
- Emotional spiritual support
- Help with making difficult decisions
- Saturday afternoon Catholic Mass
- Sacramental ministry
- Advance care planning and document completion (advance directive; health care power of attorney)

To arrange for Spiritual Care Department Services, call 708-660-5658 or dial “0” from inside the hospital and ask for the Rush Oak Park Hospital chaplain on call.

## UNIT SPECIFIC INFORMATION

We encourage family and visitors to participate in the patient's health care. General information for family members and visitors is included in Visitor Information on pages 11 and 12. General services provided by the hospital to all patients are outlined on pages 3 through 5.

### **Intensive Care Unit (5 West)**

**Nurses Station:** ext. 6-5700

**Communication** – We ask that ICU patients designate a family spokesperson. The hospital will communicate exclusively with this person who can, in turn, relay information to the rest of the family.

**Meal Times** – Breakfast, 7:45 a.m.; Lunch, 11:45 a.m.; Dinner, 4:30 p.m.

### **Telemetry (5 West)**

**Nurses Station:** ext. 6-5720

**Meal Times** – Breakfast, 7:45 a.m.; Lunch, 11:45 a.m.; Dinner, 4:30 p.m.

### **Medical/Surgical Unit (6 West)**

**Nurses Station:** ext. 6-6700

**Meal Times** – Breakfast, 8 a.m.; Lunch, noon; Dinner, 4:45 p.m.

### **3-Center Medical/Surgical**

**Nurses Station:** ext. 6-3578

**Meal Times** – Breakfast, 8 a.m.; Lunch, noon; Dinner, 4:45 p.m.

### **Rehabilitation Unit (3 West)**

**Nurses Station:** ext. 6-3700

**Meal Times** – Breakfast, 7:30 a.m.; Lunch, 11:30 a.m.; Dinner, 5:00 p.m.

**Visiting hours** – We welcome family members and visitors at all times and encourage their participation in the patient's care. Some times are busier than others due to therapy schedules Monday through Friday, however we encourage patients to invite their family members to learn about therapy in order to be more successful with these therapies at home. Please work with staff to coordinate visits during these times, as well as to allow enough quiet time for rest.

### **Skilled Care Unit (4 West)**

**Nurses Station:** ext. 6-4700

**Meal Times** – Breakfast, 7:30 a.m.; Lunch, 11:30 a.m.; Dinner, 5:00 p.m.



## GOING HOME

Your discharge plans begin at admission and will be discussed on an ongoing basis. Your physician, insurance carrier and your medical need for hospitalization all contribute to the discharge decision. As you discuss the discharge plan with your caregivers, please speak up and ask all the questions you need to about care and safety at home, medications, physician appointments and following your written instructions.

Once your discharge has been determined, clinical case managers can assist you in making the transition from hospital to home or your next level of care.

A case manager can provide information on referrals for home health care, hospice care or counseling programs. To speak to a case manager, call ext. 6-2700.

After your physician writes a discharge order, your nurse prepares your discharge instructions, such as medication review. Please allow time for this to be completed prior to your discharge. Discharge is usually scheduled for 11 a.m. Your registered nurse will discuss with you the anticipated day of your discharge.

Upon discharge, staff will assist you to the main lobby and your escort's waiting car.

If your insurance carrier decides to no longer cover your hospital stay, your case manager will facilitate a discussion with you and your physician. You may speak to a financial counselor, Monday through Friday, 7 a.m. to 4 p.m. Dial ext. 6-5603 from your bedside phone or call 708-660-5603 from outside the hospital.

Shortly after discharge, you will receive a questionnaire from the Press Ganey company. Please give us your honest impressions about your stay and return the

self-addressed, postage-paid questionnaire. If you are not completely satisfied, please let us know about it while you are in the hospital.

### **A Reminder about Reducing the Risk of Falls at Home**

Being at home will help you get completely well faster, but please remember that you may be unsteady on your feet for a while. Please follow the steps below to avoid a fall or injury:

- Follow directions given to you about the safest way to get around at home (use of walker, getting up slowly, etc.).
- Remove throw rugs or be sure they are secured.
- Have items you need the most nearby while you are recovering.
- Do not hurry to answer the door or telephone.
- Be aware of excited pets that may jump on you or become a tripping hazard.
- Wear slippers or shoes that fit well and have non-slip soles.

### **Patient Satisfaction**

The staff at Rush Oak Park Hospital wants to ensure that the services you receive meet or exceed your needs and expectations. If you have a concern, please discuss it with your nurse, who will forward your concern to the nurse manager. If for any reason you are not fully satisfied during your stay, please speak up! You may speak directly to the vice president of patient care services, Karen Mayer, by dialing "0" from your bedside phone and asking the operator to page her. Stay on the line while the page goes out and until you hear a response. Or call Ms. Mayer directly on her personal phone by dialing 9-1-847-650-6063.

## SPEAK UP!

Thank you for choosing Rush Oak Park Hospital as your health care provider. Our goal is to provide very good care. In pursuit of that goal, your health care team is committed to ensuring that the care, treatment and services you receive are both high-quality and safe. If you have any concerns, we want to hear about them while you are in the hospital. Please speak up and let your nurse know of any concerns. If you are not completely satisfied, you may speak directly to the vice president of patient care services, Karen Mayer, by dialing "0" from your bedside phone and asking the operator to page her. Stay on the line while the page goes out and until you hear a response. Or call Ms. Mayer directly on her personal phone by dialing 9-1-847-650-6063.

If you remain concerned, there are outside agencies you may contact.

Rush Oak Park Hospital is accredited by The Joint Commission. The Joint Commission provides unscheduled inspections to determine whether we are in compliance with standards that they set for quality, patient safety and the safety of the environment. As a condition of our accreditation, we want to advise you that you may contact the Joint Commission or other hospital regulatory agencies to express your concerns.

The following provides information about the ways in which you can contact regulatory agencies:

The Joint Commission  
Division of Accreditation Operations  
Office of Quality Monitoring  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
800-994-6610 phone  
630-792-5636 fax  
E-mail to: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Illinois Department of Public Health  
800-252-4343

The Centers for Medicare and Medicaid Services  
312-886-6432

# PATIENT RIGHTS

## *You have the right to ...*

- Be informed of patient rights in advance of providing or discontinuing patient care, when possible.
- Participate in the development and implementation of your plan of care.
- Have your physician and a family member or other person of your choice notified of your admission and participate in your care planning if you desire.
- Be informed of your health status; make informed decisions regarding care; and request or refuse treatment.
- Make advance directives and have those directives respected by physicians and hospital staff within the ethical and religious directives for Catholic health care services and hospital policy.
- Personal privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse and harassment.
- Confidentiality and reasonable access to your medical records.
- Be free from restraints and any form of isolation that is not medically necessary.
- Appropriate assessment and management of pain.
- File a grievance. If you believe your concerns have not been addressed by hospital staff on your unit, or that your rights have been violated, you may access the grievance process by contacting the Risk Manager at 708-660-2701 or the Illinois Department of Public Health at 312-814-2793.

# PATIENT RESPONSIBILITIES

By taking an active role as our partner in your health care you can help your caregivers take the best possible care of you or your family member. Please speak up and help us fully meet your needs.

We request that you and your family members:

- Give us correct and complete information about your present condition, past illnesses, hospitalization, medication and other health history.
- Follow your treatment plan as it was developed with you. Tell us of any concerns about your ability to follow the plan of treatment.
- Tell us if you are having pain or discomfort and if you are not getting enough relief.
- Be considerate of other patients and hospital staff and their property. Abusive, threatening or inappropriate language or behavior will not be tolerated.
- Keep appointments, or call us when you are unable to do so.
- Let us know about your financial needs so we may refer you to appropriate resources, if available.
- Give us any legal document that may affect any decision making about your care.
- Tell us if you do not want students or researchers participating in your care.
- Speak up to let us know if there are any other ways we can ease your hospital stay.

# VISITOR INFORMATION

Welcome to visitors! We encourage family participation at the patient's bedside. Your participation in your loved one's therapies, general care, and emotional and spiritual well-being are very important to the recovery process.

When you visit, please limit the number of visitors to two at a time. Avoid visiting if you are coughing, sneezing or have a fever. If this is unavoidable, please use the masks and hand sanitizer provided on the first floor at Elevator A or in Patient Registration on the ground floor.

The main entrance to the hospital is open from 7:30 a.m. to 8 p.m. If you have additional visiting preferences, please discuss with your registered nurse. Children under age 12 must be accompanied by an adult at all times. Twenty-four hour access to the hospital is available through the Emergency Department.

Personal health information is protected by a federal law known as The Health Insurance Portability and Accountability Act (HIPAA). No patient information can be given to anyone without the patient's consent. The patient may give you a password for this purpose. Use the password when asking caregivers for patient information.

Cafeteria is located on the second floor, west. Hours are as follows:

## **Hot Breakfast**

Monday-Friday 7 to 9:30 a.m.  
Saturday & Sunday 7 to 9 a.m.

## **Continental Breakfast**

Monday-Friday 9:30 to 10:30 a.m.  
Saturday & Sunday 9 to 10 a.m.

## **Lunch**

Monday-Friday 11 a.m. to 1:30 p.m.  
Saturday & Sunday 11 a.m. to 1:30 p.m.

## **Snacks**

Monday-Friday 2:30 to 4 p.m.  
Saturday & Sunday 2:30 to 4 p.m.

## **Dinner**

Monday-Friday 4:30 to 6:15 p.m.  
Saturday & Sunday 4:30 to 6:15 p.m.

Vending machines are available 24 hours a day on the second floor, adjacent to the cafeteria.

Public phones are in the main lobby, the emergency department waiting area, outside the cafeteria and on each floor.

## Our Location

Rush Oak Park Hospital is at 520 S. Maple Avenue, Oak Park, IL 60305. We are one-half block away from the intersection of Harlem Avenue and Madison Street.

Please refer to the map on the back cover of this book.

## Transportation:

- By Car –** located near the southeast corner of Harlem Avenue and Madison Street, three blocks north of the Eisenhower Expressway, Harlem Avenue exit.
- By Train –** between the CTA Blue Line and Green Line, Harlem Avenue exits.
- By Bus –** For the most up-to-date information, call the RTA information line at 836-7000 (all area codes) or visit the RTA Web site at <http://tripsweb.rtachicago.com/>.
- Taxi –** A direct phone line to taxi service is available at the Information Desk in the main lobby.
- Free Parking –** available in surface lots on Maple Avenue (west and south of the hospital). Security personnel will escort visitors to their cars upon request and can assist with car trouble.
- Free Valet Parking –** available at the Maple and Monroe entrance (Registration and Admitting) Monday through Friday from 7 a.m. to 5 p.m.

# RUSH OAK PARK HOSPITAL

## MISSION, VISION AND VALUES

### **Mission**

Rush Oak Park Hospital, sponsored by the Wheaton Franciscan Sisters, is committed to living out the healing ministry of Jesus by providing exceptional and compassionate health care service that promotes the dignity and well-being of the people we serve.

### **Vision**

Our health ministry at Rush Oak Park Hospital will be recognized in the community we serve for superior and compassionate patient service, clinical excellence, as the health care employer of choice and the preferred partner of physicians.

### **Values**

Our commitment to our mission is our top priority. To assist all those who participate in the work of our health care ministry, we have core values that serve as guideposts for us as we do our day-to-day work.

**Respect:** We value each person as sacred, created in the image and likeness of God, which gives worth and meaning to each person's life.

**Integrity:** We value honesty and words and actions that build trust.

**Development:** We value personal and professional growth that combines the physical, emotional, spiritual and relational aspects of life and work.

**Excellence:** We value superior performance in our work and service.

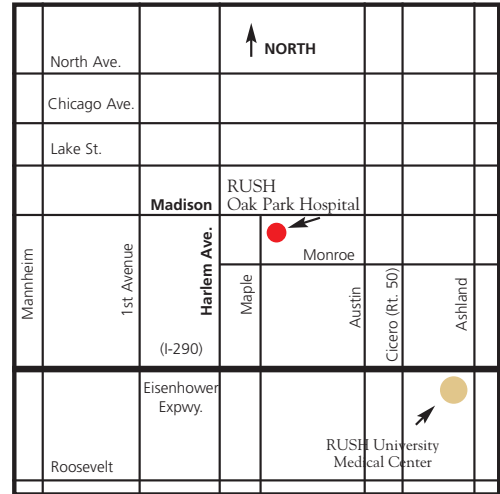
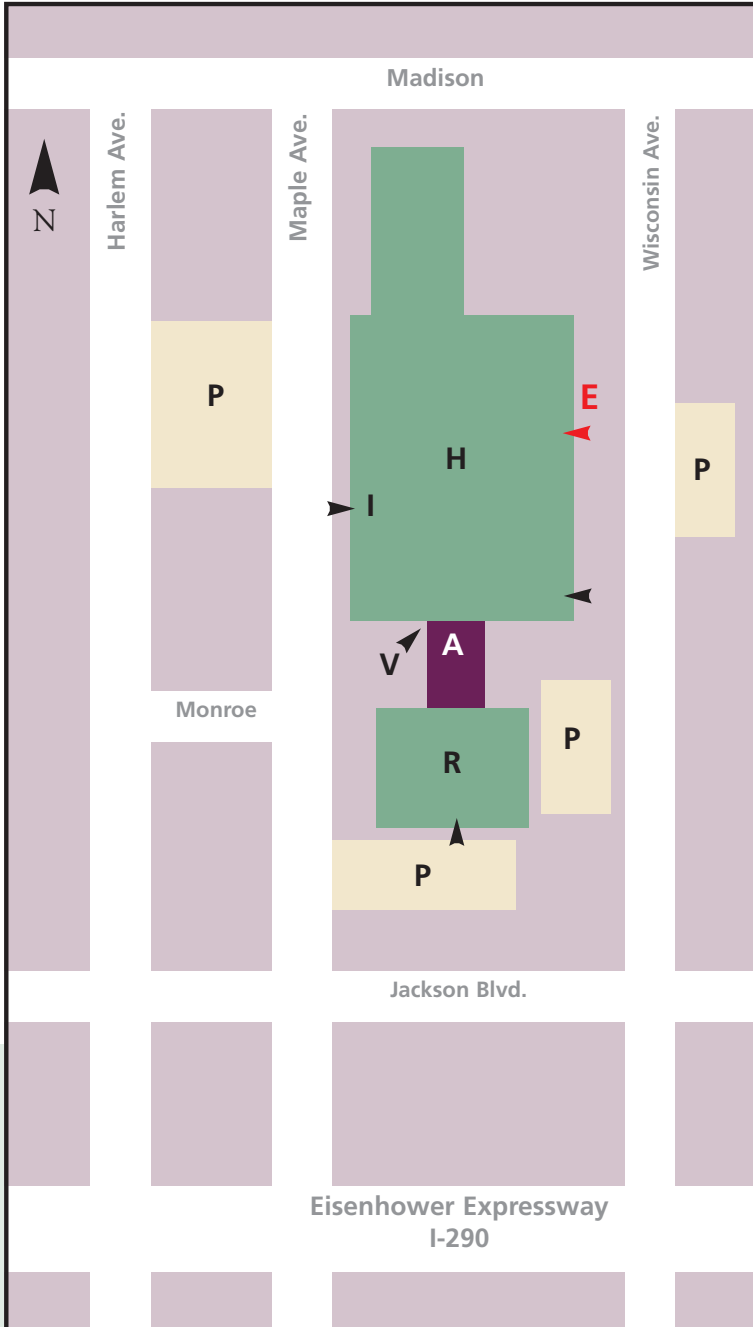
**Stewardship:** We value our responsibility to use human, financial and natural resources entrusted to us for the common good, with special concern for those who are poor.

Thank you for trusting us with your health care.

# Getting to

# RUSH OAK PARK HOSPITAL

520 S. Maple Ave., Oak Park, IL 60302, 708/383-9300



Located in the heart of Oak Park and just 20 minutes from downtown Chicago, RUSH Oak Park Hospital is easily accessible by a number of train and bus routes, as well as by car. *(Map is not to scale.)*

## Driving Directions

### From Downtown Chicago:

Take the Eisenhower Expressway (I-290) west. Exit at Harlem Avenue. Go north (right) two blocks to Monroe. Turn east (right) to Maple Avenue. Follow the signage to free garage parking or complimentary valet service.

### From Western Suburbs

Take the Eisenhower Expressway (I-290) east. Exit at Harlem Avenue. Go north (left) two blocks to Monroe. Turn east (right) to Maple Avenue. Follow the signage to free garage parking or complimentary valet service.

## Key

- H** Main Hospital
- E** Emergency
- A** Admitting/Registration
- I** Information Desk
- R** RUSH Medical Office Bldg.
- V** Valet - free
- P** Parking - free
- ▶** Entrance