

# PATIENT HANDBOOK



# TABLE OF CONTENTS

|  |           |   |           |
|--|-----------|---|-----------|
| <b>TABLE OF CONTENTS.....</b>  | <b>2</b>  | <b>MEETING YOUR NEEDS.....</b>  | <b>22</b> |
| <b>WELCOME .....</b>   | <b>3</b>  | Pain Management .....   | 22        |
| <b>MISSION AND VALUES .....</b>  | <b>4</b>  | Our Commitment to You .....   | 23        |
| <b>PATIENT RIGHTS AND RESPONSIBILITIES .....</b>   | <b>5</b>  | Our Expectations of Patients .....                                      | 23        |
| Patients Receiving Services at St. Elizabeth Healthcare<br>Have the Right to: .....          | 5         | Questions to Ask a Nurse or Doctor .....                                | 23        |
| Patients Receiving Services at St. Elizabeth Healthcare<br>Have the Responsibility to: ..... | 7         | <b>SUPPORT SERVICES.....</b>  | <b>24</b> |
| Privacy Notice .....   | 7         | Pastoral Care .....   | 24        |
| <b>YOUR RIGHTS AND PROTECTIONS<br/>AGAINST SURPRISE MEDICAL BILLS.....</b>                   | <b>8</b>  | Volunteers .....  | 24        |
| <b>NONDISCRIMINATION AND<br/>ACCESSIBILITY REQUIREMENTS.....</b>                             | <b>10</b> | PrimeWise - Linking Adults 50+<br>To Health And Wellness .....          | 24        |
| <b>YOUR STAY WITH US.....</b>  | <b>12</b> | Diabetes Management .....   | 24        |
| Your Experience at St. Elizabeth .....   | 12        | Skilled Nursing Facility .....  | 24        |
| Customer Service Commitment .....  | 12        | Home Healthcare .....   | 24        |
| Your Valuables/Personal Items .....  | 12        | Pharmacy Services .....   | 25        |
| Visiting Patients .....  | 12        | Discharge Medication Delivery Program .....                             | 25        |
| Special Visiting Hours .....   | 13        | Environmental Services .....  | 25        |
| Visitor Lounges .....  | 13        | Palliative Care .....   | 25        |
| Healing Requires Compassion and Mutual Respect .....   | 14        | Hospice .....   | 25        |
| Parking .....  | 15        | <b>MEDICAL, LEGAL AND RELIGIOUS ISSUES.....</b>                         | <b>26</b> |
| Your Meals .....   | 15        | Advance Directives, Living Wills and<br>Durable Power of Attorney ..... | 26        |
| Television .....   | 15        | Support and Care at End of Life .....                                   | 26        |
| Telephones .....   | 15        | Organ Donation .....  | 27        |
| Partners in Care .....   | 16        | Healthcare Terms and Acronyms .....                                     | 28        |
| MyChart Bedside .....  | 16        | <b>FINANCIAL INFORMATION .....</b>                                      | <b>29</b> |
| CareGram .....   | 16        | Authorization/Pre-certification .....                                   | 29        |
| Free Wireless Internet .....   | 17        | Charges for Services .....  | 29        |
| Helpful Things to Know When You<br>Are In the Hospital .....                                 | 17        | Billing and Financial Counseling .....                                  | 29        |
| <b>KEEPING YOU SAFE .....</b>  | <b>18</b> | Healthcare Insurance .....  | 30        |
| Preventing Infections .....  | 18        | Gratuities .....  | 30        |
| Patient Safety .....   | 18        | Foundation/Contributions .....  | 30        |
| Lifting and Moving Assistance .....  | 18        | Healers Among Us Patient Program .....                                  | 30        |
| Safety, Quality or Customer Service Concerns .....   | 19        | Indigent Care/Financial Assistance .....                                | 30        |
| Patients Leaving Unit for Non-Medical Reasons .....  | 20        | <b>PLANNING AHEAD .....</b>   | <b>31</b> |
| No Smoking or Tobacco Use Policy .....   | 20        | Care Coordination .....   | 31        |
| Security .....   | 20        | Discharge Planning .....  | 31        |
| <b>OTHER SERVICES .....</b>  | <b>21</b> | Being Discharged from St. Elizabeth Healthcare .....                    | 31        |
| Cafeteria and Vending Services .....   | 21        | Release of Information from Medical Records .....                       | 31        |
| Gift Shops .....   | 21        | Patient Survey .....  | 31        |

## Welcome to St. Elizabeth Healthcare



On January 21, 1861, St. Elizabeth opened its doors on Seventh Street in Covington with 10 patient beds. Today, St. Elizabeth Healthcare is a regional healthcare provider with five major facilities and more than 8,700 team members serving residents in five Northern Kentucky counties; Dearborn County, Indiana; and Cincinnati, Ohio. Since our beginning, we have sought to provide comprehensive and compassionate care that improves the health of the people we serve. From the moment you arrive at St. Elizabeth Healthcare, you become part of that long tradition.

Because we are committed to excellence, we know that outstanding care involves more than good medicine. That is why our concern for you extends to every part of your stay. It is our primary goal to provide you with quality care and make your hospital experience as safe and comfortable as possible.

The information in this handbook will familiarize you with hospital services and policies and will answer many questions you may have during your stay at St. Elizabeth Healthcare. If you have questions that are not addressed in the handbook, please do not hesitate to request assistance from any member of your healthcare team.

On behalf of our team members, medical staff and board of trustees, I extend to you a personal welcome, and thank you for choosing St. Elizabeth Healthcare for your current medical needs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Garren Colvin', written in a cursive style.

**Garren Colvin**  
President and Chief Executive Officer

# MISSION AND VALUES

## OUR MISSION

As a Catholic healthcare ministry, we provide comprehensive and compassionate care that improves the health of the people we serve.

## OUR VISION

St. Elizabeth will lead the communities we serve to be among the healthiest in the nation.

## OUR VALUES (I CARE)



### INNOVATION

I seek better ways to Perform my work, find creative solutions and embrace change.



### COLLABORATION

I understand that mutual respect and teamwork are critical to accomplishing goals. I work with others to achieve the best individual and collective outcomes.



### ACCOUNTABILITY

I use resources efficiently, Respond to others promptly, face challenges in a timely manner, and accept responsibility for my actions and decisions.



### RESPECT

I respect the dignity and diversity of our team members, physicians, patients and community members. I promote trust, fairness and inclusiveness through honest and open communication.



### EXCELLENCE

I believe in serving others by pursuing excellence in healthcare. I compassionately care for the mind, body and spirit of each patient.

### Ethical & Religious Directives

As a Catholic health system, St. Elizabeth Healthcare strictly follows the national Ethical and Religious Directives for Catholic Health Care Services.

**For more information, please view the directives published by the United States Conference of Catholic Bishops:**

[www.usccb.org/issues-and-action/human-life-and-dignity/health-care/](http://www.usccb.org/issues-and-action/human-life-and-dignity/health-care/)

# PATIENT RIGHTS AND RESPONSIBILITIES

## **PATIENTS RECEIVING SERVICES AT ST. ELIZABETH HEALTHCARE HAVE THE RIGHT TO:**

1. Receive support and protection of fundamental human, civil and legal rights.
2. Receive impartial access to care, regardless of race, creed, national origin, religion, sex, (including pregnancy, related medical conditions, gender identity or expression, and sex stereotypes), ethnicity, age, handicap, language, or socioeconomic status.
3. Receive respect for the dignity of life from conception to natural death.
4. Receive considerate and respectful health care services within our capabilities, regardless of ability to pay.
5. Religious and spiritual services and to exercise cultural and spiritual beliefs provided they do not harm others or do not interfere with the medical care or wellbeing of others.
6. Be involved in all aspects of their care, including withholding resuscitation services and forgoing or withdrawing life-sustaining treatment.
7. Receive information from their physicians about the nature, purpose, anticipated outcomes, substantial risks and acceptable alternatives of any diagnostic and treatment procedures.
8. Receive information about the nature of any unanticipated outcomes, should any occur.
9. Give informed consent and participate in decisions regarding care, treatment, and services including the right to have his or her physician promptly notified of admission to the hospital.
10. Refuse treatment to the extent permitted by law and to be informed about the consequences of such actions.
11. Be informed of realistic care alternatives when facility care is no longer appropriate.
12. Receive reasonable continuity of care.
13. Have an emergency contact person and the patient's treating physician notified promptly of the patient's admission to St. Elizabeth Healthcare.
14. Involve the patient's family or support person in care, treatment, and services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
15. In accordance with applicable laws, designate a surrogate decision -maker to make medical choices for the patient in case the patient later should become incapable of understanding a proposed treatment or procedure or otherwise should become unable to communicate wishes regarding their care. The surrogate decision-maker will be provided information about the outcomes of care, treatment, and services and unanticipated outcomes.
16. Have access to visitors, mail, and telephone. If there is a need for communication restrictions, the patient has the right to be informed of the reasons, participate in the decision and have the restriction evaluated for therapeutic effectiveness.
17. Maintain an environment where reasonable and appropriate efforts are made to protect personal privacy, preserve dignity and contribute to a positive self-image.
18. Receive access to protective services and advocacy services.

# PATIENT RIGHTS AND RESPONSIBILITIES

19. Maintain confidentiality of personal health information, including financial and medical records, in accordance with applicable laws. Inspect and request a copy of medical information used to make decisions about their care and have the information explained and interpreted as appropriate within a reasonable period of time, in accordance with applicable laws.
20. Request access to inspect or obtain a copy, request amendment to, and request an accounting of disclosures of his or her health information, in accordance with law and regulation.
21. Receive a statement of charges for services provided and receive answers to any questions.
22. Know the relationship of the facility providing care with other healthcare providers, educational institutions and payers, as it pertains to their care.
23. Have access to information in a manner tailored to the patient's age, language, and ability to understand. This includes providing interpreter/translating services and information that meets the patients' needs for those vision, speech, hearing or cognitive impaired.
24. Voice complaints, grievances and concerns and/or recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption in care, to the department where services are being rendered. Ask to speak to the immediate caregiver, department manager or director, nursing supervisor, or contact a patient representative at (859) 301-5581 (Edgewood), (859) 572-3126 (Ft. Thomas), (859) 212-5291 (Florence), or (812) 496-7349 (Dearborn).
25. File a grievance with the Division of Health Care Facilities and Services regardless of whether they use St. Elizabeth Healthcare's grievance process. The Kentucky state division's phone number and address is: Office of the Inspector General Division of Health Care Facilities and Services P.O. Box #12250 Lexington, KY 40582-2250 Phone: (859) 246-2301
26. File a grievance with the Indiana Department of Health regardless of whether they use St. Elizabeth Healthcare's grievance process. The Indiana Department of Health contact information is:  
Indiana Department of Health  
2 N. Meridian St. Indianapolis, IN 46204  
Phone: (317) 233-7241 or (800) 246-8909
27. Contact the Joint Commission regardless of whether they use the St. Elizabeth Healthcare's grievance process for care received at the Edgewood, Florence, or Ft. Thomas campuses. The Joint Commission's contact information is: Phone: 1-800-994-6610  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)
28. Contact the Accreditation Commission for Healthcare regardless of whether they use the St. Elizabeth Healthcare's grievance process for care received at the Dearborn campus. The Accreditation Commission for Healthcare's contact information is: Phone: (855) 937-2242 Email: [complaints@achc.org](mailto:complaints@achc.org)
29. Be informed of the identity of individuals' primarily responsible and providing care, treatment, service.
30. Receive full disclosure (expected benefits, potential discomforts and risks, alternatives, procedures to be followed) and give informed consent if the hospital proposes to engage in or perform human experimentation affecting care or treatment, and have the right to refuse to participate in such research projects and know that their refusal will not compromise their access to services.

# PATIENT RIGHTS AND RESPONSIBILITIES

31. Consult with a representative of the Ethics Committee regarding ethical medical decisions.
32. Be free from unwarranted or unreasonable use of restraint or seclusion.
33. Be free from all forms of abuse, neglect, exploitation, or harassment.
34. Formulate advance directives and have them followed.
35. Receive appropriate assessment and management of pain.
36. Identify support person(s) whom the patient designates including, but not limited to, a spouse, domestic partner (including a same-sex domestic partner), another family member, or a friend to be present with the patient for emotional support during the course of stay. The presence of a support person of the patient's choice is allowed, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. (Refer to Visitation of Patients policy.)
37. Give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care. (Refer to Videotaping/Photographing policy.)
38. Keep and use personal clothing and possessions, unless this infringes on others' rights or is medically or therapeutically contraindicated.
2. Provide necessary financial information to assure accurate billing and meet financial commitments.
3. Actively participate in developing and carrying out the plan of care, including asking questions about the plan of care or information or instructions not understood.
4. Report unexpected changes in their condition to their physician and other health care providers.
5. Follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals.
6. Be considerate and respectful of other patients and staff.
7. Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and practitioners.

## PRIVACY NOTICE

All patients will be given access to, and will be asked to sign a statement acknowledging that they were offered a copy of our Notice of Privacy Practices. This notice describes the St. Elizabeth Healthcare commitment to protecting the privacy of your medical information, how your medical information may be used and disclosed, and your rights in gaining access to medical information.

## PATIENTS RECEIVING SERVICES AT ST. ELIZABETH HEALTHCARE HAVE THE RESPONSIBILITY TO:

1. Provide, to the best of their knowledge, accurate and complete information about matters relating to their health.

# YOUR RIGHTS AND PROTECTIONS AGAINST SURPRISE MEDICAL BILLS

**When you get emergency care or are treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from balance billing. In these cases, you shouldn't be charged more than your plan's copayments, coinsurance and/or deductible.**

## **What is “balance billing” (sometimes called “surprise billing”)?**

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, like a copayment, coinsurance, or deductible. You may have additional costs or have to pay the entire bill if you see a provider or visit a health care facility that isn't in your health plan's network.

**“Out-of-network”** means providers and facilities that haven't signed a contract with your health plan to provide services. Out-of-network providers may be allowed to bill you for the difference between what your plan pays and the full amount charged for a service. This is called **“balance billing.”** This amount is likely more than in-network costs for the same service and might not count toward your plan's deductible or annual out-of-pocket limit.

**“Surprise billing”** is an unexpected balance bill. This can happen when you can't control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. Surprise medical bills could cost thousands of dollars depending on the procedure or service.

## **You're protected from balance billing for:**

### **Emergency services**

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most they can bill you is your plan's in-network cost-sharing amount (such as copayments, coinsurance, and deductibles).

You **can't** be balance billed for these emergency services. This includes services you may get after you're in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.

## **Certain services at an in-network hospital or ambulatory surgical center**

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan's in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers **can't** balance bill you and may **not** ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers **can't** balance bill you, unless you give written consent and give up your protections.

**You're never required to give up your protections from balance billing. You also aren't required to get out-of-network care. You can choose a provider or facility in your plan's network.**

## **When balance billing isn't allowed, you also have these protections:**

- You're only responsible for paying your share of the cost (like the copayments, coinsurance, and deductible that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.
- Generally, your health plan must:
  - Cover emergency services without requiring you to get approval for services in advance (also known as “prior authorization”).
  - Cover emergency services by out-of-network providers.



# YOUR RIGHTS AND PROTECTIONS AGAINST SURPRISE MEDICAL BILLS

- Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
- Count any amount you pay for emergency services or out-of-network services toward your in-network deductible and out-of-pocket limit.

## **If you think you've been wrongly billed, or want additional information, you may contact any of the following:**

- The provider who sent you the bill.
- For bills from St. Elizabeth Healthcare, contact numbers will be on your bill.
- Your health plan
- CMS also offers this hotline for complaints: 1-800-985-3059.
- The Federal CMS agency overseeing this has this informational site: [www.cms.gov/nosurprises/consumers](http://www.cms.gov/nosurprises/consumers)



# NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS

St. Elizabeth Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex (including pregnancy, sexual orientation, and gender identity), age or disability. St. Elizabeth Healthcare does not exclude people or treat them differently because of race, color, national origin, sex (including pregnancy, sexual orientation, and gender identity), age or disability.

## **St. Elizabeth Healthcare:**

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as: Qualified interpreters.
- Information written in other languages.

If you need these services, contact [InterpreterServices@stelizabeth.com](mailto:InterpreterServices@stelizabeth.com) or (859) 301-2000.

If you believe that St. Elizabeth Healthcare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex (including pregnancy, sexual orientation, and gender identity), age or disability, you can file a grievance with:

Joseph A. Rectenwald, J.D. CPHRM, Associate General Counsel, Risk Management  
1 Medical Village Drive  
Edgewood, KY 41017

Telephone: (859) 301-6260

Fax: (859) 301-5549

Email: [Joseph.Rectenwald@stelizabeth.com](mailto:Joseph.Rectenwald@stelizabeth.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Joseph A. Rectenwald is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue,  
SW Room 509F, HHH Building  
Washington, D.C. 20201

(800) 368-1019

(800) 537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

# NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-859-301-2000。

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
Rufnummer: 1-859-301-2000.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-859-301-2000.

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم 1-859-301-2000.

PAŽNJA: Ako govorite srpsko-hrvatski jezik, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-859-301-2000.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-859-301-2000 まで、お電話にてご連絡ください。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-859-301-2000.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-859-301-2000 번으로 전화해 주십시오.

Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-859-301-2000.

ध्यान दनिहोस्; तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको ननमृतत भाषा सहायता सेवाहरू ननःशिलु क रूपमा उपलब्ध छ। फोन गनुहोस् 1-859-301-2000.

HUBACHIISA: Yoo afaan Oromoo dubbachuu dandeessu ta'e tajaajila gargaarsa afaanii kaffaltii malee argattu. Bilbilaa 1-859-301-2000.

ВНИМАНИЕ! Если вы говорите по-русски, то можете бесплатно пользоваться услугами перевода. Звоните 1-859-301-2000.

PAUNAWA: Kung nagsasalita ka ng Tagalog, may makukuha kang mga libheng serbisyo ng tulong sa wika. Tumawag sa 1-859-301-2000.

ICO KWITONDERA: Namba uvuga Ikirundi, serivisi z'ugufasha mu biraba indimi, k'ubuntu, ziragutegekanirijwe. Woterefona 1- 859-301-2000.

# YOUR STAY WITH US

## YOUR EXPERIENCE AT ST. ELIZABETH

All of our team members want you to have the very best possible patient experience during your stay at St. Elizabeth Healthcare. We understand that being in the hospital can be an anxious and, at times, overwhelming experience.

Please know that we will make every effort to anticipate and ensure your needs and expectations are met. We'll work hard to keep your room and bathroom clean as well as the other areas you may visit while you are with us. We will introduce you to members of your healthcare team and explain what will happen and how long it may take so you and your family are well informed. We will help make you as comfortable as possible. We will discuss your plan of care, your medications and your discharge instructions.

Most of all, we will treat you the way we or one of our loved ones would want to be treated.

We welcome the opportunity to hear about your experience. If you wish to share that information, feel free to complete a CareGram which is available at our facilities or online at [stelizabeth.com](http://stelizabeth.com).

## CUSTOMER SERVICE COMMITMENT

We are committed to delivering an exceptional patient experience during your stay at St. Elizabeth Healthcare.

## YOUR VALUABLES/PERSONAL ITEMS

For your stay with us, bring only the personal items you feel are necessary. St. Elizabeth Healthcare cannot be held responsible for valuables and personal items. We encourage you to send home all unnecessary items with family and friends. If you choose to keep something of value during your stay, we highly encourage the item to be placed in the safe. If an item is kept in the hospital safe, the staff will assist you with the process and complete the Valuables Authorization and Release form.

The hospital is not responsible for lost, stolen, or broken personal items that you bring into the hospital. The hospital will document all items that you choose to keep with you during the admission process. You will be asked to sign an agreement of all personal items that you choose to keep with you during your stay. If you brought a large amount of money to the hospital, keep only a few dollars to cover the cost of newspapers, magazines and other incidentals. For your safety, please do not bring electronic appliances from home, such as televisions or radios. If you wear dentures, eyeglasses, contact lenses or hearing aids, please notify your nurse. A proper container will be provided so you'll be less likely to misplace them. Also, neither you nor visitors should bring in pillows, blankets, linens or additional clothing. Pillows, blankets and

gowns are provided by the hospital. Every effort will be made to return those articles that may have been lost or misplaced. All articles recovered are turned in to the Environmental Services department.

## Services for Your Special Needs

St. Elizabeth Healthcare strives to meet all standards set forth in the Americans With Disabilities Act and the Rehabilitation Act of 1973 to assist patients/visitors with special needs. Qualified interpreters for the deaf and/or hard of hearing may be made available. Our staff will make every effort to find interpreters to assist those who do not speak English. Assistive technologies such as telecommunications devices for the deaf, telephones with volume control receivers, and personal amplifiers are available for deaf and/or hard-of-hearing patients during their stay. Closed-caption devices are also available at all locations. If you have a physical impairment and could benefit from an assistive device, such as adapted eating utensils, large numeral telephone, reading glasses or special call lights, please contact your nurse. Wheelchair-accessible ramps, restrooms, and parking spaces are provided at various locations throughout the hospitals. Call Security or Nursing Services if you or your visitors have any special needs.

## VISITING PATIENTS

St. Elizabeth Healthcare promotes and supports a patient and family centered approach to care and recognizes the importance of allowing family members and other individuals to be present with a patient for emotional support during the course of their stay. In general, family members and visitors are welcome from 8 a.m. to 8 p.m. To help patients recover and to not overly tire patients, visits should be brief, quiet and pleasant. The patient or patient's designated representative, in conjunction with the nurse and healthcare team, may make additional limitations for family and visitors, especially in the intensive care units. St. Elizabeth allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.

## Children

- Children under the age of 14 should not routinely visit.
- For safety reasons, visitation by children is prohibited when a patient is in isolation precautions. In special circumstances, the nursing staff may consult with Infection Control.
- Children are not permitted to stay overnight.
- Children must be accompanied by an adult at all times. Children may not be left in the care of patients under any circumstances.

## SPECIAL VISITING HOURS

### The Family Birth Place

When possible, the patient's support person(s) will be present for admission and orientation to the Family Birth Place and be included in the teaching and discharge planning processes.

The patient, her attending physician and the nurse, determine the number of visitors during the labor, delivery and recovery phases. But, patients should not have any more than four visitors at a time. We encourage mother-baby quiet time in the afternoons to promote rest and bonding.

One visitor at a time is allowed in the triage/assessment room.

Attendance at a cesarean delivery is limited to one support person of the patient's choice. The attending physician and/or anesthesiologist will determine whether the presence of the support person is appropriate based on the patient's condition.

Children must be 14 years or older to visit unless they are siblings of the infant. Children must be accompanied by a responsible adult other than the patient at all times.

Parents should not bring children with signs of illness, infection, or those who have been exposed to a communicable disease onto the unit. Visitors may be visually screened by nursing personnel when they arrive on the unit for signs of infectious diseases (for example fever blisters, cough or rash). During flu season, sibling visits may be restricted or require proof of flu vaccine immunization at least two weeks prior to visit, based on recommendations from the Infection Control Department, Centers for Disease Control and the Greater Cincinnati Health Council. If your baby is admitted to the NICU, you will be provided with visitor guidelines for the NICU.

### The Emergency Department

Due to the acute needs of Emergency Department patients and environmental limitations, visitation is limited to two visitors per patient in the treatment area. Additionally, during triage, a designated support person may accompany the patient upon their request. A designated support person may also escort the patient to the treatment area.

### Additional Visiting Limitations

Visiting privileges may be limited at any time based on the patient's condition or request.

Prisoner patients in custody are not allowed visitors unless specifically approved by the attending police or jail authority.

In the event of a disaster/epidemic, or at the direction of the local or state health department, visiting privileges may be rescinded for the protection of patients, visitors and staff.

Special rules govern the visitors of isolation patients - staff will provide direction for visitors.

### To protect our patients, restrictions are in effect at all facilities when the following conditions exist:

- When family members and visitors have symptoms of cold, cough, flu, runny nose, sore throat, cold sores, vomiting, diarrhea, fever, rash or skin infection.
- When the patient is undergoing therapy or interventions that would interfere with the plan of care.
- When a visitor exhibits disruptive behavior that presents a direct threat to staff or other patients.
- When a patient or roommate needs privacy or is receiving care.
- When there is a court order limiting or restraining contact.
- When substance abuse treatment protocols require restricted visitation in the plan of care.
- When the environment limits the physical space available to comfortably accommodate visitors.

## VISITOR LOUNGES

Small waiting areas are located on each patient floor. These areas may be used by visitors waiting to go to patients' rooms or for patients and their visitors who wish to visit outside their rooms. Please advise your nurse when leaving your room. The lounges are for the use of all patients' visitors and should not be used for only one group.



# HEALING REQUIRES COMPASSION AND MUTUAL RESPECT

To promote associate safety, we have a **zero-tolerance** policy for all forms of aggression and violence. Instances of either may result in removal from the facility, potential arrest, and prosecution.

## ZERO TOLERANCE FOR AGGRESSION AND VIOLENCE

### Including:

- Physical assault
- Abusive language
- Failure to respond to staff instructions
- Sexual language directed at others
- Threats - in-person and online
- Verbal harassment
- Racially insensitive/discriminatory language

Please report any aggressive or violent behavior to law enforcement and/or Security.

# DIAL 12270

on any St. Elizabeth phone or call (859) 301-2270.

St. Elizabeth Healthcare fully supports team members reporting to law enforcement aggressive or violent behavior they encounter on hospital premises.

We appreciate your partnership in maintaining a safe, healing environment for all.

## PARKING

**There is no charge for parking on campus. Please park in these appropriate locations:**

- **Visitors:** Park in the lots or garage of any St. Elizabeth Healthcare facility at no charge.
- **Patients:** Park in the facility closest to the service they are receiving (for example, emergency, outpatient or physical therapy).

For more information about parking, you may contact the Security department of St. Elizabeth Healthcare by calling (859) 301-2270.

## YOUR MEALS

Room service meals are offered at no charge to patients from the Nutrition Services department. You may select from fresh cuisine, made-to-order breakfast, lunch and dinner daily from a restaurant-style menu. When you are able to eat, call the Culinary Creations room service phone number to order a meal:

- At Dearborn, dial ext. 16368 between 6:30 a.m. and 7 p.m.
- At Edgewood, dial ext. 12600 between 6:30 a.m. and 8 p.m.
- At Florence/Ft. Thomas, dial ext. 16368 between 7 a.m. and 7 p.m.
- At Grant County, dial ext. 48222 between 7:45 a.m. and 6 p.m.

Specially trained room-service “Ambassadors” are assigned to assist you with the menu and explain the ordering process. Your personal Ambassador will deliver your meal tray within 45 minutes of ordering. In addition to regular meals, some snack items are located in the kitchens on each nursing unit or are available through Culinary Creations.

The Nutrition Services department is dedicated to providing you with exceptional food service.

## TELEVISION

Television services are provided free of charge in each patient room.

## TELEPHONES

To place a call anywhere within St. Elizabeth Healthcare, dial only the last five digits of the telephone number.

Telephones are available in all patient rooms, except on the Behavioral Health Unit.

To place an outside call: Dial 9 for a local outside line, then dial your number.

### Toll Free Calls:

9 + 1 + 800 + number  
9 + 1 + 877 + number  
9 + 1 + 888 + number

### For collect, calling-card or third-party calls:

8 + 0 + area code + number

### Other long distance carriers:

Dial “0” for the hospital operator to assist you.

### For other dialing problems:

Dial “0” for the hospital operator.

# YOUR STAY WITH US

## PARTNERS IN CARE

Creating extraordinary experiences for patients and loved ones.

We're building an improved healing environment for St. Elizabeth patients and their families, but it isn't about bricks and mortar. It's our culture – a sharp focus on partnering with our patients and their loved ones for even better care, extraordinary experiences and exceptional outcomes.

Through Partners in Care, we are working to foster a partnership among the patient, patient's family and/ or loved ones and the healthcare team. Engaging and involving our patients and loved ones in this process allows us to develop more personalized and effective care plans rooted in the needs and values of each patient. We strive for compassionate communication and understanding in every interaction, high-quality care for each patient, and more meaningful experiences with positive outcomes for everyone involved.

One of the key goals of this process is to help open the lines of communication between you, your loved ones and your St. Elizabeth Healthcare team. We encourage you to participate in bedside reporting with your nurses. A communication journal, pen and document bag have been provided to help assist you during and after your stay. Your journal, pen and bag should be kept at your bedside throughout your stay.

If you would like more information about our St. Elizabeth Partners in Care culture or if you have any feedback, questions, thoughts or stories to share, please speak with your nurse or unit nurse manager.

## MYCHART BEDSIDE

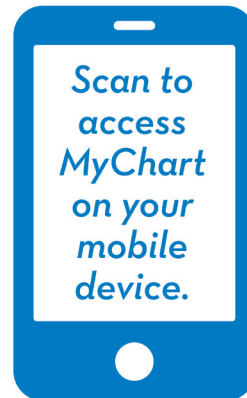
We're proud to offer our friends, neighbors and families excellent care. From extraordinary physicians, nurses and team members to convenient locations, award-winning care and advanced technology, St. Elizabeth delivers healthcare built around our patients' needs.

One of the many ways we do this is through our Partners in Care culture, which is based upon four core patient-and-family-centered care principles: respect and dignity, information sharing, collaboration and participating. A component of this culture includes interactive patient care through MyChart Bedside.

MyChart Bedside, which can be accessed through your MyChart account, provides an even greater opportunity for the St. Elizabeth team to engage, educate and empower patients and their families – while simultaneously integrating patient education, which enhances communication with the patient's care team and creates a more comprehensive patient experience. In MyChart Beside, you can see information such as your care team, what tests or procedures

you have scheduled, track your progress, as well as complete access to health video education.

If you do not have a MyChart account, please ask your care team for an activation code.



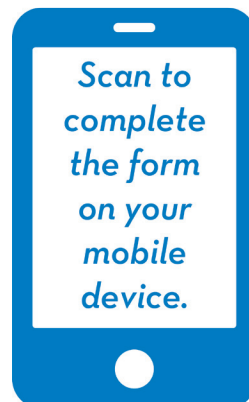
## CAREGRAM

**Acknowledging those who truly go above and beyond.**

At St. Elizabeth Healthcare, we are committed to providing the best possible care for you and your family.

**Want to share your experience with us?**

Scan the QR code, visit [stelizabeth.com/caregram](http://stelizabeth.com/caregram) or request a form from your care team to tell us about your visit. The CareGram is a way for patients and loved ones to recognize a St. Elizabeth team member who went above and beyond to ensure you had a great experience.





## FREE WIRELESS INTERNET

Free wireless internet access is available throughout St. Elizabeth Covington, Dearborn, Edgewood, Florence, Ft. Thomas and Grant, so that patients, visitors, physicians and staff can connect to the internet while in the facility. Wireless Fidelity (WiFi) service should be accessible from any computer or hand-held device running current, standard operating systems. The network is called SEH Public. Computers are not provided by the hospital, but patients or guests who bring their own laptop computers or handheld devices can connect to the internet free of charge.

## HELPFUL THINGS TO KNOW WHEN YOU ARE IN THE HOSPITAL

**You are part of the care team.** You have a right to understand your care. You have a responsibility to ask questions and be involved in care decisions.

**We will be explaining lots of things to you during your stay,** so if you have any problems with speaking, reading, hearing, or understanding, please let us know.

**If you have any safety concerns** during your stay, please tell your nurse or any hospital staff member.

**Please be sure that all staff wash their hands or use antiseptic hand gel before and after caring for you.** We recommend that you and your visitors also wash your hands frequently.

**For your health and safety,** we encourage the use of masks by anyone showing signs of a respiratory infection, such as a cold or flu. Those who are ill should not visit.

**If you have certain infectious conditions,** staff and visitors may need to take extra precautions to protect you and others. These precautions may vary according to your condition and will be explained to you. During cold and flu season, visitors may be limited, especially children.

**Pain management is an important part of your care.** While complete pain relief may not be possible, we will partner with you to manage your pain to an acceptable level. Your nurse will explain this process and more information is in the pain brochure you have been given.

**If you have any questions about your medications,** please ask your nurse. If you are given a medication that you don't recognize, please let your nurse know immediately.

**If your family sees any changes in your condition that concerns them,** they should contact your nurse. If your family feels their concerns are not being taken care of, they may dial 2-2222 on your phone and ask the operator to connect them with the Rapid Response Team.

The Rapid Response Team is a team of highly-trained medical professionals. If there is a serious change in a patient's medical condition the team assists the patient's nurse and other healthcare team members to prevent a medical emergency.

### **Some of those changes may include:**

- Difficulty breathing.
- Sharp chest pain.
- Increased bleeding.
- Confusion, agitation, seizures or other mental changes.
- Using the bathroom more or less frequently.
- Unusual behavior, or something "just not right" with the patient.

**Please do not be annoyed if we frequently ask you for your name and birth date.** We are not forgetful, we just want to be absolutely sure that you get the medications and treatments meant for you and no one else.

***Due to your medical condition, unfamiliar surroundings or medications, you may be at a higher risk of falling.***

### **To prevent falls:**

- Please ask for help when you want to get up.
- Keep your nurse call device within reach.
- Be sure to wear non-skid slippers or shoes.

***We hope these tips are helpful and make your stay more comfortable. We thank you for the privilege of caring for you.***

# KEEPING YOU SAFE

## PREVENTING INFECTIONS

We take special steps to prevent infections while you are in our hospital. Here are some of the things you can do to help:

**Hand hygiene:** This is the most important thing both patients and healthcare workers can do to prevent the spread of germs. That's why we encourage you to ask us if we've washed our hands. Please wash your hands as well. And, remind your visitors to wash their hands upon entering and leaving your room.

### **Surgery:**

- Do not touch your wound or its dressing.
- Do not shave the surgical area before surgery. If needed, your doctor will use clippers to remove any hair.
- Make sure you know how to care for your surgical wound before going home.
- We will teach you to be alert for signs of infection (redness, fever, drainage, pain) and to alert your doctor or nurse of any of these symptoms.

### **Central or peripheral intravenous (IV) line, IV catheter:**

- Do not touch your IV or the dressing.
- Let your doctor or nurse know if you have questions about the IV or how long it will be in place.
- We will keep your IV site clean, but if the dressing loosens or the area is sore or tender, please tell your doctor or nurse immediately.

### **Urinary catheter: A tube placed in the bladder to drain urine.**

- Always keeps the bag containing your urine below the level of your bladder.
- Do not tug, pull or allow the tubing to kink.
- Ask your doctor or nurse if you still need the catheter.

## PATIENT SAFETY

St. Elizabeth strives to provide a safe environment for our patients, visitors and team members. We ask that you be an active participant in your care by practicing the following safety measures:

### **Speak Up!**

Speak Up encourages patients to participate in their healthcare and promote patient safety.

- S** Speak up if you have questions, concerns or do not understand any aspect of your care.
- P** Pay attention to the care you are receiving to make sure you are getting the right treatments and medicines.
- E** Educate yourself about your illness and treatment plan.
- A** Ask a family member or friend to be your advocate, advisor or supporter.
- K** Know what medicines you take and why you take them. Keep a list of home medications and bring it to the hospital.
- U** Use an accredited healthcare facility like St. Elizabeth Healthcare.
- P** Participate in all decisions about your treatment plan; you are the center of the healthcare team.

### **Patient Identification**

Proper patient identification is an integral part of patient safety. During your stay, you will be asked often to identify yourself by stating your name and date of birth. You will also receive an armband with information on it that caregivers will use to identify you correctly. Your safety is our number one priority.

## LIFTING AND MOVING ASSISTANCE

To protect both patients and staff members, as well as to provide safe, comfortable care, we use special equipment and procedures for patients who need assistance with movement. This state-of-the-art lift equipment assists staff in transferring patients from beds to chairs, repositioning patients and other movements. Patient care staff are trained in the proper use of the equipment and will answer any questions you have about its use.

## SAFETY, QUALITY OR CUSTOMER SERVICE CONCERNS

We encourage you to share any patient care or safety concerns directly with the department manager or with those who are providing your care. If you feel your concern is not adequately addressed, please contact the Patient Relations department at Dearborn (812) 496-7349; Edgewood (859) 301-5581; Florence (859) 212-5291; or Ft. Thomas (859) 572-3126. We are committed to resolving issues quickly.

### Medications

Do not take any medications brought from home. If you brought medicine with you, we can send it home with a family member or friend or keep it in the pharmacy until you go home. While you are here, take only those medications ordered by your physician for your hospital stay and given by your nurse. Other medications may be dangerous if combined with drugs your physician ordered, or may interfere with test results.

### Fire and Disaster Plan

The team members of St. Elizabeth Healthcare practice fire and disaster drills at regularly scheduled times so that they are prepared to respond in the event of an emergency. If you hear alarms, please do not panic, as this probably signals a drill. Please wait for instructions from the team members on your floor.

### Respiratory Hygiene, Cough Etiquette

**Please help us prevent the spread of respiratory illnesses by following these national infection control guidelines:**

- Wash your hands frequently and when soiled with respiratory secretions. Waterless, alcohol-based hand rub is available throughout the hospital and kills germs quickly.
- Cover your mouth and nose when coughing or sneezing. Tissues are available and should be discarded in a wastebasket after use.
- Masks are provided for persons with symptoms of respiratory illness. These should be discarded in a wastebasket when wet, soiled or torn, and replaced with a new mask.

***Thank you for joining us in the fight against infections.***

### To Avoid a Fall During Your Hospital Stay Always:

1. Wear slippers with non-skid soles for walking.
2. Ask for help if you feel weak, dizzy or light-headed when you need to get up.
3. A bed reminder alarm may be placed on your bed for your safety with ambulation and calling for assistance.
4. Use the call switch in the bathroom if you become weak or need assistance.
5. Notify the nursing staff if a spill occurs.
6. Ask to have objects such as the bedside table, phone and call light moved within easy reach.
7. Use your call light for help.

### What You Should Know About AIDS:

- AIDS (Acquired Immune Deficiency Syndrome) is caused by the Human Immunodeficiency Virus (HIV). It attaches to the body's immune system, and makes the body susceptible to a variety of illnesses.
- Treatment has made it a chronic disease, but there is no cure or vaccine.

### AIDS can be spread by:

- Sexual contact or other high risk behavior with an infected person where blood or body fluids are shared.
- Sharing a syringe/needle with an infected person.
- An infected mother passing the virus to her child before or during childbirth.
- Receiving contaminated blood or blood products (rare).

### AIDS is not spread by:

- Sharing food, utensils or plates.
- Using public restrooms.
- Shaking hands or touching someone with HIV.
- Donating blood.
- Insect bites.

### AIDS can be prevented by:

- Safe sex practices.
- Not sharing syringes or blood/body fluids with other persons.
- Education.

Detailed information can be obtained from the Northern Kentucky District Health Department, HIV/AIDS Prevention and Management, (859) 578-7660; Centers for Disease Control at [www.cdc.gov](http://www.cdc.gov) or the Infection Control Department, (859) 301-2155.

## PATIENTS LEAVING UNIT FOR NON-MEDICAL REASONS

To ensure the safety of our patients during their admission at St. Elizabeth Healthcare facilities, St. Elizabeth requires that all patients stay in their unit for the duration of their stay.

### Patients who leave their unit take on the following risks:

- Increased possibility of accidents and falls, particularly if patients are required to be on an IV or other equipment.
- Increased likelihood of missing treatments, physician visits or diagnostic appointments.
- Failure to remain under appropriate medical observation, which could result in serious, permanent injury, or death.
- Difficulty and delay in returning to the unit in a situation where a hospital emergency is declared. This is particularly true given increasing security concerns.
- Patients who disregard this policy and leave their units may be discharged from the hospital.

Patients who are considered to have left against medical advice (AMA) who then attempt to return to the hospital will be directed to the Emergency Department for screening and determination regarding re-admittance.

## NO SMOKING OR TOBACCO USE POLICY

It is the policy of St. Elizabeth Healthcare to provide the optimum environment to improve and maintain the health status of our team members, patients, physicians, volunteers and visitors. It has been determined that smoking is a deterrent to optimum health and creates potential safety hazards to patients, visitors, physicians, volunteers and team members. To provide an environment that improves and maintains the health status of our team members, patients, visitors, physicians and volunteers, the use of tobacco products, including e-cigarettes is prohibited at all St. Elizabeth Healthcare facilities, surrounding properties and vehicles, unless otherwise noted, inclusive of leased property (e.g., Doctor's Building at Edgewood, IS Building, Mt. Zion, etc.).

Patients at St. Elizabeth Hospice are permitted to use tobacco products only in authorized areas and with appropriate approval.

If you are interested in quitting, you can contact your physician for smoking cessation information and classes, or call the tobacco quit line at (800) QUIT NOW (1-800-784-8669).

## SECURITY

St. Elizabeth Healthcare maintains a professional security staff at Covington, Dearborn, Edgewood, Florence, Ft. Thomas and Grant. The trained staff provides 24-hour protection of all. Security staff can provide assistance for patients/visitors with minor vehicle repairs, such as jumping dead batteries, retrieving keys locked inside a vehicle and inflating low tires. For other vehicle issues, Security will be happy to contact professional vehicle assistance.

**Vehicles parked in No Parking** – Fire Lane zones are subject to ticketing/towing by the local police authority.

For Security assistance while at St. Elizabeth Healthcare, dial "0" or call (859) 301-2270. Weapons are prohibited on hospital property.

## CAFETERIA AND VENDING SERVICES

Cafeteria and/or vending services are available in the main lobby at Covington, on the ground level at Dearborn, Edgewood and Florence, and on the main level at Ft. Thomas. Cafeteria hours of operation include:

### Dearborn

6:30 - 8:30 a.m.  
11 a.m. to 1:30 p.m.  
4:30 - 6 p.m.

The cafeteria is closed on weekends and holidays. Vending machines are located in the cafeteria, near the Chapel on the first floor, in the ED and in the Birthing Center.

### CentrePoint Cafe - Edgewood

6 a.m. to 7:30 p.m.  
2 - 4 a.m.

### EastPoint Cafe - Ft. Thomas

### WestPoint Cafe - Florence

6:30 - 10 a.m.  
11 a.m. to 1:30 p.m.  
1:30 - 3 p.m. (snacks and beverages only)  
4 - 6 p.m.

Weekly cafeteria menus are posted on the hospital intranet and at café entrances. TV channel 46 displays Edgewood menus.

### Grant

Vending areas are located in the main lobby and patient visitor entrance.

## Guest Trays

Guest trays are available for visitors of a patient. Orders should be placed with the patient's order and will be delivered with the patient's tray.

Guest meal trays are available through the Culinary Creations room service program. Guest requests are limited to one tray per patient per meal. A nominal fee is charged, payable to the Ambassador upon delivery. Check, credit card or cash accepted. Call the Culinary Creations room service extensions listed under Your Meals section above.

## GIFT SHOPS

St. Elizabeth Healthcare gift shops are located in the lobby areas of the Dearborn, Edgewood, Florence, Ft. Thomas and Covington hospitals and offer a variety of gifts, flowers, magazines and snacks. At Grant, a gift shop display case is located in the outpatient waiting room. A gift cart regularly visits patient rooms on weekdays at St. Elizabeth Edgewood. All proceeds benefit patient services at St. Elizabeth Healthcare.

### Gift Shop Hours:

#### Dearborn

Monday - Friday: 9 a.m. to 5 p.m.  
Weekend hours vary and closed on holidays.  
(812) 496-7270

#### Edgewood

Monday - Friday: 9 a.m. to 8 p.m.  
Saturday: Noon to 4 p.m.  
Sunday: 1 - 5 p.m.  
(859) 301-2137

#### Florence

Monday - Friday: 9 a.m. to 7 p.m.  
Saturday: Noon to 4 p.m.  
Sunday: 1 - 5 p.m.  
(859) 212-5202

#### Ft. Thomas

Monday - Friday: 9 a.m. to 7 p.m.  
Saturday: Noon to 4 p.m.  
Sunday: 1 - 5 p.m.  
(859) 572-3235



# MEETING YOUR NEEDS

## PAIN MANAGEMENT

Our commitment is to work with you to find ways to help keep your pain well controlled during your stay.

While you may not be completely pain-free, our goal is to have your pain controlled. Well-controlled pain is different for every individual. In order to achieve your controlled level, we will identify your acceptable level of pain by using the pain scales below.

We are committed to helping you manage and control your pain. To help you with your pain, we must begin by talking about what we will do for the management of your pain and what we expect from you, the expert on your pain.

Pain medications are usually ordered on an as needed basis. They typically are not scheduled. Please ask for your medication, as needed, or discuss a plan with your nurse on the hourly rounds.



Hurts Worst



Hurts Whole Lot



Hurts Even More



Hurts Little More



Hurts Little Bit



Doesn't Hurt





# SUPPORT SERVICES

## PASTORAL CARE

We believe that when a person is in the hospital, it is important to not only provide quality medical care, but to care for their emotional and spiritual needs, as well. Upon admission, you will be asked if you would like us to notify your minister or faith community that you have been admitted. In addition, a chaplain from our hospital is available for pastoral support, individual consultation, scripture reading or prayer. Often it is helpful just to talk with a chaplain about what you're experiencing. Our chaplains are trained to offer support to all people, regardless of faith or beliefs. This service is available for you, your family and loved ones. Just ask your nurse to contact a chaplain or call: (812) 496-7463 (Dearborn), (859) 301-2190 (Edgewood), (859) 572-3549 (Ft. Thomas), (859) 212-5216 (Florence), or contact the hospital operator (dial "0").

**For Catholic patients:** Daily Holy Communion is distributed by our volunteer Eucharistic Ministers. If you are not seen by a volunteer or chaplain and would like to receive Communion, please ask the nurse to contact the Pastoral Care department on your behalf.

**Edgewood:** Holy Mass is offered in our chapel at noon on weekdays and at 8:30 a.m. on holy days and Sundays. The Mass is shown on our hospital television network, Channel 3.

**Ft. Thomas and Florence:** Communion services are offered daily at noon on weekdays, in the hospital chapel.

## VOLUNTEERS

Volunteering at St. Elizabeth Healthcare is a commitment that not only helps others but is personally rewarding too. Each member of our volunteer team is passionate about their role in making a positive difference to our guests and patients. Over 1,280 volunteers from ages 14-90+ contribute their time and talents, providing a wide variety of services in over 80 different positions across the system, making an invaluable contribution to the mission of St. Elizabeth Healthcare. If you are interested in learning more about volunteer opportunities after your recovery, please call Volunteer Services at (859) 301-2140 or visit us at [stelizabeth.com/volunteer](http://stelizabeth.com/volunteer).

## PRIMEWISE – LINKING ADULTS 50+ TO HEALTH AND WELLNESS

Adults 50 and older are invited to take advantage of a free membership in PrimeWise. This program offers assistance with insurance and Medicare questions, health education programs, free and low cost health screenings, information and referral to both St. Elizabeth Healthcare and community services, caregiver support groups, free flexibility exercise classes, a discount directory, free notary and much more. Hospitalized PrimeWise members that inform registration of their PrimeWise membership when admitted, receive a free Kentucky Enquirer delivered to their inpatient room at Edgewood, Florence, and Ft. Thomas; accompanied by VIP benefits on the first day. Delivery only available Monday through Friday. For more information or to join, call the PrimeWise office at (859) 301-5999 or visit [stelizabeth.com/primewise](http://stelizabeth.com/primewise).

## DIABETES MANAGEMENT

The Diabetes Self-Management Outpatient Program offers education on diet, blood glucose monitoring and other important aspects of diabetes care. Patients are seen as individuals or in group class. Appointments are available Monday through Friday at the Covington Regional Diabetes Center with a physician's referral. For information and to schedule an appointment, call (859) 655-8910.

## SKILLED NURSING FACILITY

The St. Elizabeth Skilled Nursing Facilities are located at Florence and Ft. Thomas. The staff of the Skilled Nursing Facility provides care beyond the initial hospital stay for further rehabilitation or recovery from illness. Our nursing teams specialize in geriatric, rehabilitative and restorative care. For more information, please ask to speak with the Care Coordinator and/or Social Worker on your unit.

## HOME HEALTHCARE

St. Elizabeth Healthcare provides home care services through our St. Elizabeth Home Care Agency. The program can bring a number of health services right to your home, including nursing care, intravenous infusion, personal care, companions, assistance with daily living and a full range of therapy services. For more information, ask to speak with the Care Coordinator and/or Social Worker on your unit.



## PHARMACY SERVICES

As a convenience to patients in the hospital, prescriptions written upon discharge can be filled through the St. Elizabeth Medical Village Pharmacy. The pharmacy is open to the community and is located on the first floor of the Doctors Building at 20 Medical Village Drive in Edgewood. The hours of operation are weekdays, 7:30 a.m. to 6 p.m. and Saturday 9 a.m. to 1 p.m.

Medical Village Pharmacy accepts cash or credit transactions and most third-party prescription cards.

## DISCHARGE MEDICATION DELIVERY PROGRAM

The St. Elizabeth Medical Village Pharmacy also provides a Discharge Medication Delivery (DMD) Program at St. Elizabeth Edgewood. This service provides patients the opportunity to have their medications filled and delivered to them in their room before they leave the hospital.

Eligible patients include those going home or utilizing Home Health Services. Patients can notify staff of their interest. Once the DMD staff is made aware of the patient's interest, they enroll the patient into the service. DMD staff will then deliver prescriptions to patients. Delivery takes place 10 a.m. to 4 p.m. Prescriptions must be received by 2 p.m. for same day delivery.

This program is only currently available at St. Elizabeth Edgewood. If you have any questions, please ask your nurse.

## ENVIRONMENTAL SERVICES

We want your room and bathroom to be clean and comfortable throughout your stay with us. Each day we will provide a Daily Clean, which includes removing trash; cleaning and sanitizing the sink, shower and toilet in your bathroom; and dusting and wet-mopping your room and bathroom floors.

To ensure your comfort and protect our environment, we will change your bed linens as needed or upon request. If you need additional housekeeping services, please call 1-2230 and a member of our staff will respond to your request as quickly as possible (at Dearborn, please call 67472).

## PALLIATIVE CARE

Palliative care, or comfort care, is an additional consulting service available for St. Elizabeth Healthcare patients with progressive disease. Palliative care focuses on providing physical, emotional and spiritual comfort to the patient. This department collaborates with the patient's physician on pain management and control of other distressing symptoms. In order to meet with the Palliative Care department, you need a physician order. If you are interested in referral to palliative care, please talk to your physician.

## HOSPICE

Hospice cares for patients who are in the final phase of an incurable illness such as cancer, heart disease, stroke or dementia. Hospice treats the person, instead of the disease. Hospice staff focus on the quality of life, rather than length of life, by managing pain and other symptoms, so patients can spend their last days with dignity in their own homes, when possible.

We offer both in-home hospice care, as well as inpatient hospice care. Nurses make regular visits to patients' homes and are available 24 hours a day to respond to emergencies. They also teach caregivers how to manage pain and other symptoms. Admission to the Hospice program requires the patient to have six months or less to live and to no longer be undergoing curative therapies. For information, please call (859) 301-4600.



# MEDICAL, LEGAL AND RELIGIOUS ISSUES

## ADVANCE DIRECTIVES, LIVING WILLS AND DURABLE POWER OF ATTORNEY

An advance directive is a legal document that states, in writing, an adult's instructions about his or her own medical care. It may also name someone to make medical choices for that person, if he or she becomes unable to make decisions regarding medical care. In accordance with federal and state law, each adult receiving inpatient or select outpatient care will be asked during the admission process if an advance directive has been made. If you have an advance directive, please bring the document with you so a copy can be made and attached to your medical record. It is necessary to bring this document each time you are admitted since it does not become a permanent part of your record. If you do not have an advance directive, information concerning your right to make healthcare decisions under Kentucky or Indiana law will be given to you at the time of admission.

St. Elizabeth Healthcare will comply with the instructions of an advance directive unless those instructions violate the law or the moral, religious or ethical standards of our system. For a copy of these standards, contact Pastoral Care and ask for the Ethical and Religious Directives for Catholic Healthcare Facilities. In general, these standards permit the patient or the patient's legally authorized representative to consent to the withholding or withdrawal of life-sustaining treatment only if the patient has reached the stage of medical futility and if the burden of the treatment to the patient would outweigh the benefit. Comfort care and pain relief is always provided. In addition to standards applicable to all healthcare facilities, St. Elizabeth Healthcare is guided by the Ethical and Religious Directives for Healthcare Facilities. You will be notified promptly if St. Elizabeth cannot comply with instructions given in your advance directive or by your healthcare surrogate. In this event, you or your authorized representatives have the right to request that you be transferred to a hospital that will comply with your instructions and St. Elizabeth will assist with the transfer.

Please be aware, however, that there may be healthcare that you have requested in your directive to which St. Elizabeth Healthcare or your physician(s) may have conscience objections that are permitted under state law. This could include, but is not limited to, pregnancy-related care and treatment, withdrawal of certain life support treatment measures, certain life-saving treatment, etc. In the event that either St. Elizabeth Healthcare, one of its agencies or programs, or your physician has a specific conscience objection and is unwilling to provide you with your directed healthcare, the hospital or related agency or program, within its capabilities, will assist your physician to transfer you to a healthcare provider willing to provide the care. At the same time, until you have been transferred, the hospital or other program or agency will assist your physician in taking all reasonable steps to provide you with the directed care. St. Elizabeth will not refuse to provide medical care

to any person or otherwise discriminate against any person just because the person has or has not signed an advance directive. If you need further information or advice about an advance directive, please contact your attorney.

The Florence and Ft. Thomas locations offer an advance directive film shown on Channel 3, the patient information channel, hourly, at a quarter till the hour and a quarter after the hour. At Dearborn, you may call the Health Information Management department at (812) 496-7350 to request information on Advance Directives prior to your admission. At Edgewood, you may call the PrimeWise office at (859) 301-5999, or speak with a social worker to receive an Advance Directive packet and have questions answered.

If you have a concern or complaint about an advance directive, we encourage you to share this directly with those providing the care or services in question or to contact the manager of that department directly. If you do not believe the department manager has adequately addressed your concern, we encourage you to contact our Patient Relations department at (859) 301-5581. St. Elizabeth Healthcare is committed to resolving your concerns about advance directive requirements in a timely manner.

However, if your concerns are not resolved with the department involved or with our Patient Relations department, then you may report your concern or register a complaint with the following:

### Joint Commission's Office of Quality Monitoring

Phone: 1 (800) 994-6610

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

### Kentucky Division of Health Care Facilities and Services

Office of the Inspector General

P.O. Box #12250, Lexington, KY 40582-2250

Phone: (859) 246-2301

### Accreditation Commission for Healthcare

Phone: (855) 937-2242, Email: [complaints@achc.org](mailto:complaints@achc.org)

### Indiana Department of Health

2 N. Meridian Street, Indianapolis, IN 46204

Phone: (800) 246-8909

## SUPPORT AND CARE AT END OF LIFE

When you or a loved one who is seriously ill are brought to the hospital, your expectation is that the patient will return home or be referred to an extended care program. If this is not likely, some decisions may need to be made. Before considering what your options are, you should be aware of some definitions and St. Elizabeth's philosophy of care. St. Elizabeth Healthcare is dedicated to holistic health promotion and healthcare provision to the community. Every effort is made by the healthcare team to cure and rehabilitate the sick and injured. However, the conditions and wishes of terminally ill patients are of our utmost concern when regarding the full extent of treatment.

Therefore, certain terms need further clarification, explained as follows:

**Definitions of commonly used terms:**

- **Cardiopulmonary Resuscitation (CPR):** An emergency procedure consisting of artificial respiration and manual chest compressions, performed in an attempt to revive a patient whose heart has stopped or who has stopped breathing.
- **Code:** The summoning of a special team of doctors, nurses, and technicians who begin CPR.
- **No Code/Do Not Resuscitate (DNR):** An order written by the physician that instructs the staff not to begin CPR should the patient stop breathing or his heart stops.
- **DNR Treatment Plan:** A document used to clearly communicate to the healthcare team your wishes regarding resuscitation.
- **Life-Support:** Medical treatments or procedures designed to sustain, restore, or supplant vital body functions.
- **Terminally Ill:** Patient who is incurable or near death.

The decision you (if able) or your loved one and the physician need to make is this: if, due to the nature of the illness, you or your loved one has no prospect of getting better, should you be aggressively treated, with attempts made to revive you if your heart or breathing stops; or should you be made as comfortable as possible and allowed to die. Doctors, nurses, chaplains, and social workers are available to discuss these decisions with you. Please understand that a no-code order can be reversed upon your request, and that when a no-code order has been requested you will continue to receive close attention and excellent nursing care to assure your comfort. Also, if there are instances in which you wish to have CPR performed but other circumstances in which you do not wish to have CPR, these should be discussed with your physicians and clarified on the DNR Treatment Plan. We realize these are very difficult decisions to make and require much thought, soul searching, and support, as well as discussion with the healthcare team and your own loved ones. St. Elizabeth team members are here to assist and support you and your family and friends through this difficult part of hospitalization.

## ORGAN DONATION

Facing the end of life can be a difficult and often frightening time. Families are asked to make the decision about organ donation at this sad time. Those who have made their wishes known about organ donation in advance provide a measure of comfort to their loved ones in that decision. Please discuss with your family or write down whether you want to donate your organs. As you make this decision, please consider the following facts:

- Donations of the cornea (the clear covering over your eyes) can restore sight to someone who is blind.
- Donations of your skin (removed from areas that are not visible) can restore the self-image of a burn victim.
- Donations of the inner ear bones can restore hearing to someone who is deaf.
- Donations of major organs, such as your kidneys, liver and heart can save lives.

Please consider marking a donor card and communicating your wishes to your family.



## HEALTHCARE TERMS AND ACRONYMS

- **Charge Nurse/Clinical Coordinator** - A professional who is in charge on a given shift.
- **CICU** - Cardiac Intensive Care Unit.
- **CSR** - Cardiac Surgery Recovery.
- **CNA** - Certified Nursing Assistant; a professional who provides basic personal care under the supervision of the nurse.
- **Hep Lock** - An IV line that remains in the patient's arm, but is capped off for use as needed.
- **Hospitalist** - A physician specializing in the care of hospitalized patients who have no primary care physicians or whose primary care physicians have handed over their care to a hospitalist during their stay.
- **ICU** - Intensive Care Unit.
- **I&O** - Intake and output; refers to the measurement of fluids that enter and leave the patient's body.
- **LPN** - Licensed Practical Nurse; a professional who works under the general supervision of a Registered Nurse.
- **NP** - Nurse Practitioner; an advance practice nurse who works under the supervision of the physician who provides care for hospitalized patients.
- **NPO** - Nothing by mouth; nothing to eat or drink.
- **PA** - Physician Assistant; works for a doctor.
- **PACU** - Post-Anesthesia Care Unit, also known as the Recovery Room.
- **PCA pump/PCA machine** - A device connected to an IV line that delivers pain medication either through a continuous mode or at the push of a button, depending on the setting.
- **PICC line** - A specialized IV.
- **PRN** - An abbreviation that means "as needed." Many physicians order pain medication and some other medications on a "PRN basis," meaning that it is not scheduled to be given to the patient at any certain time, but rather upon request (e.g., every six hours PRN).
- **TCU** - Telemetry/Transitional Care Unit; for patients on heart monitors.

## AUTHORIZATION/PRE-CERTIFICATION

Most health insurance policies require selective inpatient and outpatient services to be reviewed and pre-approved for medical necessity. Our insurance counseling unit works with your personal physician and his or her office staff and the insurance company to meet these requirements. Your help is needed to provide the hospital with complete and current insurance information to ensure that your claim is processed in an accurate and timely manner. Since some plans require direct notification from the patient for hospital services, it is important to become familiar with your policy's covered terms and conditions. Additional information or further clarification can be obtained by calling the insurance plan's customer service department, listed on your insurance card.

## CHARGES FOR SERVICES

St. Elizabeth Healthcare is dedicated to providing appropriate care in a cost-effective manner. You will be charged for individual items and services during your hospital stay. Your daily room and board charge is for 24-hour nursing care, meals, medical record service, and necessary supporting services such as housekeeping, laundry and building maintenance. You will also encounter charges for other services that are ordered by your physician and provided by the hospital. These services include laboratory tests, X-rays, medication, operating room use, physical therapy, respiratory care services, equipment, etc. You will receive a separate bill for professional fees from your personal physician and other independent physicians associated with your care. Examples include the radiologist who reads your X-ray film, the surgeon and anesthesiologist who perform your operation, or the cardiologist who is brought in for consultation. Should you have any questions concerning these physician bills, please call the phone number listed on those bills.

## BILLING AND FINANCIAL COUNSELING

Healthcare insurance today can be complicated and confusing. St. Elizabeth Healthcare also recognizes the personal financial burden on patients with limited insurance or those without healthcare insurance. After you are admitted to the hospital, we will estimate how much your insurance will cover and how much you will be expected to pay on your account. Our financial counselors are on staff to discuss payment arrangements with you or the person responsible for your bill.

The financial counselors also assist patients with continued insurance coverage through COBRA, Disability, Medicaid, funding through state programs for indigent care, charity, etc.

In some instances, the financial counselor may not be able to meet with you before your discharge from the hospital. If this is the case, you will receive a bill at home. Please notify your nurse if you have any questions or concerns about your bill and want to speak with a financial counselor.

### **These counselors can be reached by calling the following numbers:**

Covington: (859) 655-4859  
Dearborn: (812) 496-7325  
Edgewood: (859) 301-9090  
Florence: (859) 212-5244  
Ft. Thomas: (859) 572-3418  
Grant: (859) 824-8130

We will bill your insurance company. However, you are ultimately responsible for charges incurred for your hospital visit. Occasionally policyholders must get involved in settling accounts with insurance companies. You will be billed for any services not covered, or amount not paid by your insurance company. You may contact billing services at St. Elizabeth Healthcare by calling (877) 424-5750.

### **The mailing address is:**

1 Medical Village Dr.  
Edgewood KY, 41017

St. Elizabeth Healthcare relies upon payment from patients and other third parties to meet expenses and continue to render services to you and the community. Observing the following policies will help you settle your bill promptly and enable us to help you derive all insurance benefits to which you are entitled.

# FINANCIAL INFORMATION

## HEALTHCARE INSURANCE

St. Elizabeth Healthcare recognizes both individual and group health insurance policies, including Medicare, Medicaid, Blue Cross and other commercial insurance plans. Even though you may have extensive health insurance, you are ultimately responsible for payment of your bill. Any charges that are not covered by your policy or any charges your insurance company does not pay within 45 days may become your responsibility. You are also responsible for payment if your insurance cannot be verified before you are discharged. After you are discharged from the hospital a final bill is sent to you and your insurance company.

## GRATUITIES

Team members or teams may not accept gifts or monetary tips. You may acknowledge their job proficiency, kindness or extra efforts in the following ways:

- CareGrams, a team member and team recognition form, are available at our facilities or online at [stelizabeth.com/caregram](http://stelizabeth.com/caregram).
- Personal letters to the hospital administration may be addressed to: Patient Experience department, c/o St. Elizabeth Healthcare Administration, 4900 Houston Road, Florence, KY 41042.
- Acknowledgment of key individuals or departments may be noted when completing a post-discharge survey.
- Forms are also available in nursing units for nominating a nurse for the Daisy Award that is given only to nurses for exceptional service.
- Oftentimes, patients and family members express their gratitude to doctors, nurses and other caregivers with a donation. A gift to the St. Elizabeth Foundation allows you to pay special tribute to a healthcare professional while enhancing care for other patients at St. Elizabeth. The caregiver will receive recognition and be notified of your contribution in their honor (amount of the gift is confidential). Donations may be made online at [stelizabeth.com/foundation](http://stelizabeth.com/foundation) or mailed to: St. Elizabeth Foundation, 1 Medical Village Drive, Edgewood, KY 41017.
- Cash/checks payable to the nursing endowment fund in the name of the team member or unit you want to recognize. Team members/unit will receive acknowledgement of the recognition.
- Cash/checks payable to the St. Elizabeth Foundation in the name of the team member or unit you want to recognize. Team members/unit(s) will receive acknowledgement of the recognition.

## FOUNDATION/CONTRIBUTIONS

St. Elizabeth Foundation is a bridge between St. Elizabeth and the community. Philanthropy allows St. Elizabeth Healthcare to deliver the highest quality of care to the community, and provides support for patients and their families. Memorial or honorarium gifts may be made as a lasting tribute to someone special in your life. All donations to St. Elizabeth are tax deductible. For more information, contact the Foundation office at (859) 301-3920.

## HEALERS AMONG US PATIENT PROGRAM

The Healers Among Us program is an invitation to express gratitude and honor team members and caregivers in a personal way. Whether this is with a heartfelt note, or a financial gift to support the life-giving care St. Elizabeth Healthcare provides every day.

You or a family member can fill out a Healers Among Us brochure, give it to a team member to return to the Foundation, or you can mail it back to the Foundation later. You can also ask a St. Elizabeth Healthcare provider to make a referral through EPIC to the Foundation to honor a team member the day you receive your care, instead of using a brochure.

Brochures are placed in various areas throughout St. Elizabeth Healthcare, including the St. Elizabeth Cancer Center, as well as in St. Elizabeth Physicians offices where patients receive care. This is a separate opportunity from existing St. Elizabeth recognition programs for patients and their families to express their gratitude through personalized messages or financial gifts.

A donation is not an expectation of this program. You or your family can write a message about the care you received to honor any team member at St. Elizabeth Healthcare. Once a team member is recognized through this program, the Foundation will award the St. Elizabeth team member with a lapel pin for their badge.

You can also thank or honor a St. Elizabeth team member, or support St. Elizabeth's work in the team member's name, by visiting [www.stelizabeth.com/grateful](http://www.stelizabeth.com/grateful), or scan the QR code. The St. Elizabeth Foundation can be contacted at (859) 301-3920 or by email at [stefoundation@stelizabeth.com](mailto:stefoundation@stelizabeth.com).



## INDIGENT CARE/FINANCIAL ASSISTANCE

Consistent with our mission statement, St. Elizabeth Healthcare will provide care, within our financial capabilities, to those in Northern Kentucky and Indiana who have need of health services, but cannot afford the cost. You may contact the Financial Assistance department (859) 655-1925 with questions regarding Indigent Care/Financial Assistance.

## CARE COORDINATION

Identifying and planning for potential care transition needs begin the day you are admitted to the hospital. Our Care Coordination team is here to assist you with your discharge planning needs. The team consists of nurses and social workers who are available everyday from 8 a.m. to 4:30 p.m. Our services include setting up home health, physical therapy in a variety of settings, oxygen, and/or medical equipment.

Our goal is to provide you with timely, personalized discharge planning services to help you transition from the hospital to home or if necessary to another health care facility.

If you have any questions, you can reach the Care Coordination department at (859) 301-2275.

## DISCHARGE PLANNING

### Questions to think about when planning your discharge from the hospital:

Do you have any concerns about the idea of going home when you're discharged?

Do you have any concerns about being ready to do any of your daily activities at home such as bathing, getting to the bathroom, climbing stairs, or preparing meals? If so, what do you need help with?

Do you have someone who can help you at home? Who is that person?

Who will be available to take you to doctor's appointments or take you to the pharmacy to get your prescriptions filled?

Do you have any concerns about paying for your prescriptions?

Do you need any medical equipment at home such as a walker?

If you wear oxygen at home, who will bring a portable tank to the hospital so that you will have it ready for discharge?

Who is going to take you home at discharge?

If you have any questions and/or concerns about your discharge planning needs, please ask to speak with the Care Coordination team on your unit or you can reach the Care Coordination department at (859) 301-2275.

## BEING DISCHARGED FROM ST. ELIZABETH HEALTHCARE

Your physician will determine when you are able to be discharged from the hospital. You will be instructed on follow-up care, medications and treatment by your doctor and our staff. If you are going to be discharged the next day, please begin to send some of your personal items (such as flowers) home with your family or friends, and tentatively plan your pick-up time.

When your nurse tells you of the time you can leave, you should contact family members to make arrangements for transportation home, and pack your personal belongings. Please be aware that a financial counselor may wish to speak with you before you leave.

After our staff completes your discharge instructions, patient transportation will be called and you can expect that someone will arrive within 30 minutes to escort you to the front door. It is a good idea to have family members or friends go ahead of you to get the vehicle from the parking garage so it will be waiting for you at the front door.

Your family member should remain in the car. Cars left unattended in No Parking - Fire Lane areas may be subject to ticketing/towing by local police. If you believe there has been a delay in the 30 minute waiting time for the transporter, please do not hesitate to contact the nursing station.

## RELEASE OF INFORMATION FROM MEDICAL RECORDS

If you need to obtain copies of your medical records after you are discharged, you may request them by contacting the Medical Records department at Edgewood. Requests must be made in advance and a written authorization must be obtained. The department hours are weekdays, 8 a.m. to 4 p.m.

For additional information, you may contact the correspondence clerk in the Medical Records department at (859) 301-3876.

If you were treated at any of our locations, records may be requested by calling (859) 301-2240.

If you desire your discharge instructions in an electronic format at time of discharge, please inform your nurse.

Another option is to obtain your records through your MyChart account; however, this is only possible on the desktop version of the website, not through the MyChart mobile app.

## PATIENT SURVEY

After you return home, you may receive a phone survey from a research firm on behalf of St. Elizabeth Healthcare. Responses from this survey give us the opportunity to evaluate the quality of care and service offered at St. Elizabeth. We hope you are able to take the time to answer the survey questions so we will know how we may improve our services.



**St. Elizabeth**  
HEALTHCARE