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Welcome

Mission Statement

St. Anthony’s, a Catholic medical center, has the duty and the privilege to provide the best care to every patient, every day.

Guiding Behaviors

- Own Safety
- Be Nice
- Work Hard
- Accommodate

Thank You For Trusting Us

We are grateful that you have placed your trust in St. Anthony’s Medical Center for your healthcare needs. For more than a century, we have sustained a tradition of compassionate care to our patients in the St. Louis area, beginning in south St. Louis and continuing in South County.

We are dedicated to providing the highest quality medical care and the best experience for our patients, families and community. This has been our mission since 1900, and it is the basis for everything we do at St. Anthony’s. We do this by living out our guiding behaviors of owning safety, being nice, working hard and accommodating others.

The services provided at St. Anthony’s encompass the spectrum of healthcare. Our top-notch facilities and skilled physicians, technicians, nurses and staff are transforming the approach to the treatment of chronic diseases. For example, cardiovascular services have been a strength of St. Anthony’s for a number of years, and recently, we rebuilt the model to focus on the specific needs of our community. More than just a location, the Heart and Vascular Institute at St. Anthony’s is a philosophy driven by a purpose: quality medicine delivered by quality people who standardize care the way it should be delivered.

Our St. Anthony’s Physician Organization continues to grow, with more than 100 physician providers serving our patients at offices in Arnold, Fenton, Kirkwood, Shrewsbury and many locations in South County. We also have four Urgent Care Centers, including our new and expanded Kirkwood Campus that has a state-of-the-art Urgent Care Center, Imaging Center, Vein Center and physician offices.
And we invest in the communities we serve. Each year, St. Anthony’s provides millions of dollars in charity care to patients in need, and St. Anthony’s Charitable Foundation provides grants to health-related campaigns and donates life-saving medical equipment to community organizations. Hundreds of students have been introduced to health careers through St. Anthony’s Medical Explorer Post 9152, the longest running, health-related explorer post in the St. Louis area.

You are in good hands at St. Anthony’s. On behalf of our entire staff, we extend our sincere wishes for your future good health.

**Your St. Anthony’s Team of Healthcare Providers**

*St. Anthony’s Physician Organization*
*Heart Specialty Associates*
*Heart and Vascular Institute*
*Nursing Staff*
*Independent Physicians*
*Ancillary Support Staff*
*Administration*
HISTORY OF ST. ANTHONY’S MEDICAL CENTER

In 1900, the Franciscan sisters opened the 100-bed St. Anthony’s Hospital at Grand Boulevard and Chippewa Street. It was named after St. Anthony of Padua, who patterned his life and healing ministry after the example set by Jesus Christ. The four-story hospital featured electric elevators and a bell system that connected each room to the main office to summon doctors and attendants. The St. Louis Post-Dispatch called it “one of the most elaborate hospital buildings in this country.”

During the great influenza epidemic in 1920, St. Anthony’s was among only four of 15 private hospitals in St. Louis that opened its doors to influenza patients.

During WWII, a volunteer Surgical Dressing Unit of 600 volunteers packaged bandages for wounded soldiers overseas.

After St. Louis’ first polio epidemic struck in the summer of 1946, St. Anthony’s gained national recognition as the Midwest’s primary treatment center for polio victims. From 1949 until the mid-1950s, when a preventive vaccine was developed, St. Anthony’s doctors and staff treated more than 100 polio patients each day.

In 1957, St. Anthony’s became one of the first hospitals in the area to offer cobalt cancer treatment. That same year, it also opened its doors to treat alcoholics in need of detoxification, and is believed to be the first general hospital in St. Louis to do so.

In 1967, the Franciscan Sisters transferred ownership and control of the hospital to a board of community leaders, making St. Anthony’s the first Catholic hospital in the St. Louis area to be administered by a lay board. Following this transition, plans were made to relocate the hospital to south St. Louis County.

In 1975, St. Anthony’s Medical Center opened at its present location and remains the only hospital located in south St. Louis County. Over the years, St. Anthony’s has changed and grown to meet community needs.

The leaders, physicians and employees who serve St. Anthony’s patients proudly continue the tradition of caring that began with the Franciscan Sisters in 1873.
### Phone Directory

**Main:** 314-525-1000  
**Tip:** Calling from INSIDE the hospital? Dial the last four digits only.

#### HOSPITAL DEPARTMENTS

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<td>Admitting</td>
<td>314-525-1255</td>
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<td>Building Services</td>
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<td>Care Management</td>
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<td>Diabetes Education</td>
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<td>Education Services</td>
<td>314-525-1250</td>
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<td>Gift and Flower Shop</td>
<td>314-525-1035</td>
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<td>Health Access Line</td>
<td>314-ANTHONY or 1-800-554-9550</td>
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<td>Health Education Center</td>
<td>314-525-1250</td>
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<td>Heffernan House</td>
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<td>Home Care</td>
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<td>Hospice</td>
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<td>Housekeeping</td>
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<td>Interpreter Services</td>
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<td>IV Safety Team</td>
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<td>Labor and Delivery</td>
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<td>Medicare</td>
<td>1-800-MEDICARE or 1-800-633-4227</td>
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<td>MyChart Support</td>
<td>314-ANTHONY or 1-800-554-9550</td>
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<td>Nursery</td>
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<td>Pastoral Care</td>
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<td>Patient Accounts</td>
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<td>Patient Relations</td>
<td>314-525-4620</td>
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<td>Physician Referral Line</td>
<td>314-ANTHONY or 1-800-554-9550</td>
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<td>Security</td>
<td>314-525-1118</td>
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<td>Volunteer Services</td>
<td>314-525-1298</td>
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For more information on other resources available at St. Anthony’s Medical Center, visit [www.stanthonysmedcenter.com](http://www.stanthonysmedcenter.com).
Staff Definitions

**Hospitalist**
While you are a patient, you may be seen by a physician called a hospitalist. This physician has been asked by your doctor to care for you while in the hospital. His or her primary professional focus is hospital medicine and you can be assured that you will receive excellent medical care from your hospitalist, and that the details of your care plan will be communicated to your personal physician.

**Intensivist**
The intensivist is a physician trained in critical care who cares for patients in the intensive care units. When a patient transfers out of intensive care, a hospitalist takes over the care of the patient.

**Primary Care Physician (PCP)**
The primary care physician is the physician who cares for you when you are not in the hospital. This physician directs your care from an office setting and is the physician you return to after a hospitalization.

**Nurse Practitioner (NP)**
A registered nurse with advanced education and training who can provide many of the same services physicians provide. Some physician practices have NPs on staff who work with the physicians to provide patient care. The NPs can work independently and make rounds on patients, order testing, medication, etc.

**Physician Assistant (PA)**
A Physician Assistant works under the direct supervision of a physician. Some physician practices have PAs on staff to assist them in the care of their patients.
Important FAQs:

Q. Why can't someone tell me when my doctor will be in?
A. Staff do not know the doctors’ schedules and while they may know when a doctor “usually” makes rounds, this is not a promise that the doctor will visit during that time. Keep in mind your doctor may have emergencies to handle, may have had a change in their office schedule, or may be off schedule for the day. If your doctor is off schedule, they will have another doctor visiting their patients.

Q. Why is a Hospitalist seeing me instead of my regular doctor?
A. In order to provide consistent care for you, your doctor may have a Hospitalist doctor care for you during your hospital stay. The Hospitalist will contact your doctor when you are discharged and update them on what happened during your hospital stay.

Q. Why can’t the staff tell me what time my test or procedure will be?
A. Although we try to see everyone in a timely manner, departments providing testing and other procedures also provide those services for Emergency Department patients and outpatients. All emergencies come first and can cause delays and changes to the schedule.

Q. Sometimes I get information from one person, a nurse or a doctor, that is different than what I was initially told. How do I get this cleared up?
A. Speak up immediately if you have questions about any of the information you have been given. Please ask your nurse or doctor.

Q. My doctor is not on staff here, can they be called?
A. Your physician can be notified of your admission to the hospital, however, only doctors with admitting privileges at St. Anthony’s can direct your care. If the doctor caring for you feels there is information your doctor can share about your medical history that would aid in their treatment of you, they may contact your doctor. If you would like a copy of your record to be sent to your doctor after discharge, please contact our Health Information Management (medical records) department at 314-525-1239 and they will help you with this request.
Q. Why can’t I leave as soon as the doctor tells me I’m being discharged?
A. The discharge process has many steps that must be completed before you can leave…

The doctor writes:
- A discharge order in your record
- Prescriptions (if needed)
- Your discharge instructions

The nurse then:
- Prints the prescriptions (if needed), or, calls the prescriptions to St. Anthony’s pharmacy (if you choose to get them filled before you leave the hospital)
- Prints your discharge instructions
- Removes any IVs you may have
- Provides discharge education
7 Key Ways to Take Charge of Your Care

1. **SPEAK UP** – Ask questions and voice concerns. It’s your body, and you have the right to know.
2. **PAY ATTENTION** – Always double-check that you are getting the right treatments and medicines from the right hospital staff.
3. **EDUCATE YOURSELF** – Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.
4. **FIND A SUPPORT PERSON** – Pick someone to help speak up for your care and needs during your stay.
5. **KNOW YOUR MEDS** – Understand what your medicines treat, why you need them and how to take them for the best results.
6. **CHECK BEFORE YOU GO** – Make an informed decision when selecting additional healthcare services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.
7. **PARTICIPATE IN YOUR CARE** – You are the center of your healthcare team. Make sure you know what’s happening every step of the way – from admission through discharge.

(Source: The content within the “Take Charge of Your Care” section reinforces the safety and quality care goals and standards issued by The Joint Commission and other hospital accreditation organizations.)
Rapid Response Team: Special Support to Prevent Emergencies

St. Anthony’s Medical Center invites you to be a part of the care team. If you are worried that your loved one is becoming sicker, don’t wait until it becomes a medical emergency.

When are patients most likely to experience a change in their condition? Anytime someone is in the hospital, there can be unexpected events. Patients can experience changes in their condition just after surgery, during medical tests or anytime while recovering from an illness.

When to call a Rapid Response

Warning signs that may indicate a patient’s condition is rapidly declining:
• Confusion, agitation or other mental status changes
• Changes in heart rate
• Difficulty breathing on his or her own
• Drop in blood pressure
• New or increased bleeding
• New pain
• Seizures

How to call a Rapid Response

If you notice a patient’s condition worsening quickly, you should:
1. Contact your patient’s nurse
2. Ask for the charge nurse
3. Call 3333 and request that the Rapid Response Team be called
Fast Facts About Your Stay

An A-Z guide to the most frequently asked questions

ATM
ATMs are located on the first floor (lower level).

Cafés
Market Café, located on the third floor of the Physicians’ Office Center, offers a variety of sandwiches, salads, wraps, soups and snacks.

Café Brevé, located in the Medical Office Building atrium on the main level, offers specialty coffees, grilled and cold sandwiches, bagels, soups and salads.

Café Anthony, located near the lobby on the second floor (main level), is open 24 hours.

Café 21 (Cafeteria), is located on the first floor (lower level)
   Hours:
   • Breakfast: 6:15 to 10:15 a.m.
   • Lunch: 11:00 a.m. to 3:00 p.m.
   • Dinner: 4:00 to 7:00 p.m.

Calling your nurse
Your room is connected to the nursing station via an intercom system. To call for your nurse, press the call button located on the hand-held control to request assistance. You may also call your nurse, or patient care tech, by dialing their Ascom phone numbers that they put on the white board in your room. In the Intensive Care Units the staff do not carry Ascom phones; the main department number and the manager’s number will be on the white board.

Cellphone Charging Stations
Courtesy charging stations are located in the Emergency Department, Labor and Delivery waiting room, Surgery waiting room, all ICU waiting rooms (SICU, CMICU and Cardiac Cath Lab) and in our Patient Relations department. Inpatients can call Patient Relations at ext. 4620 for help with charging their phone.
Chapel
The chapel is located on the main level and is open daily from 6:00 a.m. to 8:00 p.m. Personal prayer and meditation are welcomed any time the chapel is open. A morning prayer service is held each weekday at 9:00 a.m. Catholic Mass is held each weekday at 11:30 a.m. and each Sunday at 10:00 a.m. Ecumenical worship services are available upon request. All Masses and morning prayer services are televised live on Channel 73.

Chaplains – Pastoral Care
St. Anthony’s Medical Center is a Catholic healthcare facility with a commitment to upholding the values of your faith and supporting your spiritual needs. To reach a chaplain, call ext. 2825 from a hospital phone or dial 314-467-2825 from outside the hospital. The chaplains are available 24 hours a day, seven days a week.

Electrical Appliances
The use of personal electrical appliances by patients and visitors is discouraged. Please check with staff before using any appliances such as blow dryers, electric razors, etc.
Fire Safety
We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

Flowers
Flowers are delivered to patient rooms by individual florists. Please note that flowers are not allowed in Intensive Care Units.

Gift and Flower Shop
Located on the main level of the Medical Center. Gift Shop phone number: 314-525-1035; for flower orders call 314-525-1115. Hours:
- Monday through Friday
  8:00 a.m. to 8:00 p.m.
- Saturday and Sunday
  10:00 a.m. to 4:00 p.m.

After hours, please leave a message

The Gift and Flower Shop sells magazines, paperback books, stationery, personal items, candy and a selection of gift items. Customized fresh, dried and silk floral arrangements are arranged daily by our in-house professional floral designers. We can also create custom arrangements for any occasion, proms and other life events.

Deliveries are free on the St. Anthony’s campus and available to other locations for a fee. Please check with a patient’s nurse before bringing flowers to the patient as some units are restricted.

Housekeeping
A housekeeper will clean your room once a day. Please call Housekeeping at ext. 1811 for help with any housekeeping need.

MyChart
St. Anthony’s offers the MyChart online patient portal for our patients to ensure immediate access to their healthcare information. When you sign up for MyChart, you will be able to view lab and test results, health information, your discharge summary and more from your home computer and an application on your mobile phone. You also can view appointment information for some departments and can schedule appointments directly with others.
MyChart is intended to enhance, not replace, your communication with your doctors and nurses and does not represent your full legal medical record. You may designate login access to family members, such as your spouse and children. To register for MyChart, visit www.stanthonyssmedcenter.com and click on the Patient Portal tab near the top of the page.

Parking/Valet
Free parking is available for visitors in white-lined areas in all lots. Handicapped parking is provided at all main entrances. Valet services are also available; each vehicle will be charged a flat rate of $2 per car with no charge for handicapped individuals driving cars with handicap plates or tags. Signs on campus will direct patients and visitors to the valet locations.

Valet services are available at:
- The main (north) entrance, from 6:30 a.m. to 6:30 p.m. weekdays
- The south entrance at the Heart and Surgical Pavilion from 5:30 a.m. to 3:00 p.m. weekdays
- The Emergency Department from 6:00 a.m. to midnight, seven days a week

Valet services are closed on the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Valet services is offered by Healthcare Parking Systems of America.

Patient Meals/Guest Dining
You will receive our St. Anthony’s Fine Dining menu when your physician determines it’s appropriate for you to begin receiving meal service. Please use the menu and call ext. 3000 between 6:30 a.m. and 7:30 p.m. to order your meals when you would like to eat. Breakfast is served until 10:30 a.m. with the exception of omelets, scrambled eggs, and toast, which are served all day.

If you are unable to use a phone, our Call Center attendants will visit your room daily to discuss your meal selections. Our goal is to deliver your meal in about 45 minutes. If you have questions regarding a prescribed diet, please ask to speak to a registered dietitian. Diabetic patients must inform their nurse when their meal has been ordered.

Guest meals are also available to your visitors, for a nominal fee of $8.00, which may be paid for by credit card over the phone or any of our cafes. Your visitors may order from the Dining on call menu by calling ext. 3000 any time they would like a meal (between 6:30 a.m. and 7:30 p.m.)
**Personal Belongings and Valuables**

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed, or food tray, to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend. St. Anthony’s Medical Center is not responsible for replacing personal belongings.

**Pharmacy**

If your doctor prescribes any medication for you to take when you leave the hospital, please inform your nurse or our pharmacy staff that you would like your prescriptions filled here. Your medications will be delivered to your room prior to discharge. We accept most insurance plans, checks and all major credit cards.

You can call the pharmacy at 314-525-1633. Services are available Monday through Friday from 7:00 a.m. to 8:00 p.m. and Saturday and Sunday from 9:00 a.m. to 7:00 p.m.

**Quiet Hours**

Each of our units observe times throughout the day that are designated as Quiet Hours to decrease the amount of noise on the unit and allow our patients to sleep. Please be respectful of the Quiet Hours times posted on the units.

**Smoking**

St. Anthony’s cares about the health of our patients and visitors and is designated as a no smoking, or tobacco use campus. Smoking, tobacco and e-cigarette use is prohibited on our entire campus including buildings, grounds and parking lots. Talk to your healthcare provider for smoking cessation help.

**Telephone**

Telephones are provided free of charge in patient rooms (excluding the Intensive Care Units). To place a call within the hospital, dial 9 to get an outside line. To dial an internal number, dial only the last four digits of the number.

If you need help making a long distance call, dial 0 and the hospital operator will help. Family and friends can reach you by dialing 314-525-4000, plus 8, then your room number followed by the pound (#) sign. They may call Information Services at 314-525-1111 to obtain your room number.

**TV**

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the
handheld controls. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your TV. See p. 16 for the TV guide.

**Vending Machines**

Vending machines are located throughout the hospital for your convenience, including on the lower level near Café 21 (cafeteria.)

**Visiting Hours**

**General hours:** 8:00 a.m. to 8:00 p.m.

**Maternity:** 8:00 a.m. to 8:00 p.m.

**Note:** Fathers, labor support and siblings may visit anytime. Grandparents, other relatives and friends may visit anytime on the day of delivery, and then may visit during regular visiting hours on following days.

**Intensive Care:** Visits are restricted to members of the immediate family and have a time limit. From 6:30 a.m. to 8:30 a.m. and 6:30 p.m. to 8:30 p.m., we ask families to leave so physicians may examine their patients and nurses can deliver necessary care without interrupting family visits. Please understand, patients requiring care in our ICU are very sick and need a great deal of rest, so we kindly request you limit the number of visitors to two at the bedside, and if possible, consider visiting one at a time.

**Visitor Guidelines**

- Two visitors are allowed in the patient’s room at one time.
- Visitors should not bring food, or beverages, to a patient unless approved by the doctor or nurse.
- Visitors should be free from colds, sore throats or other contagious conditions.
- Children under the age of 12, when accompanied by an adult, may visit patients for 30 minutes during regular visiting hours.
- Children should never be left unattended and visits by children may be restricted based on the patient’s condition. Please check with the attending nurses.
- Patient restrooms are restricted to patient use only. Visitors may use public restrooms throughout the hospital.
- If a patient is facing an end-of-life prognosis, his or her family is encouraged to work with the patient’s physician and caregiver to make exceptions to our policies to ensure the emotional needs of the patient and family are met.
### TV Channel

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- **Channel 6**: KTVI-FOX
- **Channel 7**: KMOV-CBS
- **Channel 8**: KSDK-NBC
- **Channel 9**: HSN
- **Channel 10**: ION
- **Channel 11**: KETC-PBS
- **Channel 12**: KPLR-CW
- **Channel 13**: KDNL-ABC
- **Channel 14**: Daystar
- **Channel 15**: QVC
- **Channel 16**: WGN
- **Channel 17**: Bravo
- **Channel 18**: USA
- **Channel 19**: Lifetime
- **Channel 20**: HGTV
- **Channel 21**: AMC
- **Channel 22**: NICK
- **Channel 23**: A&E
- **Channel 24**: Food Network
- **Channel 25**: TLC
- **Channel 26**: FOX Sports Midwest
- **Channel 27**: CNN
- **Channel 28**: HLN
- **Channel 29**: Cartoon Network
- **Channel 30**: CNBC
- **Channel 31**: GSN
- **Channel 32**: FOX News
- **Channel 33**: TNT
- **Channel 34**: ABC Family
- **Channel 35**: TBS
- **Channel 36**: Disney
- **Channel 37**: History Channel
- **Channel 38**: National Geographic
- **Channel 39**: Animal Planet
- **Channel 40**: Oxygen
- **Channel 41**: Travel Channel
- **Channel 42**: DIY
- **Channel 43**: EWTN
- **Channel 44**: TV Land
- **Channel 45**: Food Network
- **Channel 46**: Syfy
- **Channel 47**: LMN
- **Channel 48**: The Weather Channel
- **Channel 49**: WE
- **Channel 50**: Pursuit
- **Channel 51**: TBN
- **Channel 52**: Sonic Music
- **Channel 53**: Sonic Music
- **Channel 54**: St. Anthony's Chapel
- **Channel 55**: St. Anthony's Educational Channel
Visitor Self-Care

Staff and hospital patients are not permitted to provide oversight to visitors who cannot care for themselves. All visitors should be able to care for themselves, or be accompanied by a guest who can care for them.

Wi-Fi

Wi-Fi is available everywhere at the main hospital and John K. Pruellage Heart & Vascular Center.

Take Charge of Your Care

You are the center of your healthcare team. Let this special guide help you get the best results from your hospital stay.

Speak Up!

If you have questions or concerns, you have the right to ask and get a response from your doctor, or nurse, that makes sense to you. To help, share your answers to these questions with hospital staff.

• What language would you prefer to speak?
• Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
• Do you prefer to hear, see, or read health information?
• Do you have any cultural, ethnic or religious-based special needs?
• Who will be your support person who talks with hospital staff about your healthcare wishes?

Ask Yourself

Is there anything else the hospital should be aware of to improve my care experience?

Choose a Support Person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your healthcare advocate. If you become stressed or your ability to communicate changes, this person can stand in for you – and stand up for your care. Please tell the staff who your support person is.

A support person can:

• Ask questions you might not think of and write down information
• Double-check your medicines and treatments
• Watch for signs your condition is getting worse and ask for help
Check IDs
While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:
• Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
• Speak up if hospital staff do not check your ID. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care!

5 Way To Fight Infections
The hospital is a place you come to get well, but you also can come in contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

1. Clean your hands:
   • After touching hospital objects or surfaces
   • Before eating
   • After using the restroom

2. Ask hospital staff members to clean their hands.
   This should be standard practice, but don’t be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands, too!

3. Cover if you are sick.
   If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do – like wear a surgical mask – to prevent the spread of germs.

4. Keep an eye on bandages or dressings.
   If a dressing on a wound, or IV, becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

5. Keep your vaccinations up-to-date.
   Make sure you are as protected as possible from the spread of infection. Check with hospital staff about whether it’s safe for you to receive any vaccines you might need.
Speak up to your friends and family as well and ask them not to visit if they are sick. And make sure they wash their hands when they enter your room.

Cleaning Tip:
Use soap and water, or hand sanitizer, under your nails, in between your fingers, on the back of your hands and on your palms. Rub for 15 seconds (the time it takes you to sing Happy Birthday.)

Isolation Precautions
When a patient is identified with a contagious condition, isolation precautions are put into practice. Please read and follow directions listed on any precaution alert sign on the door to a patient’s room. If you have any questions about the precautions, be sure to check with a staff member before entering the patient’s room.

Protective gear is worn to:
• Protect our patients and staff from spreading infection to each other
• Protect the patient from outside germs due to a compromised immune system
• Prevent the spreading of infection among family members, especially small children and the elderly

Please DO:
• Gel in before putting protective gear on
• Wear protective gear while in the patient’s room
• After removal of protective gear, wash hands before leaving the room

Please DON’T:
• Come out of the room with protective gear on
• Go into the patient’s room WITHOUT protective gear on

Don’t Ignore Pain
No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

Ask yourself, then share with your nurse.
• Where does it hurt?
• When does it hurt?
• Does it keep you from doing things – like sleeping, dressing, eating?
Which words describe your pain?

- Aching
- Cramping
- Pressure
- Shooting
- Bloating
- Cutting
- Pulling
- Soreness
- Burning
- Dull
- Radiating
- Stabbing
- Comes and goes
- Numbing
- Searing
- Throbbing
- Constant
- Pressing
- Sharp
- Tightness

How bad is it on this pain scale?

**Wong-Baker Faces® Pain Rating Scale**

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<thead>
<tr>
<th>No Pain</th>
<th>Moderate Pain</th>
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Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed
- Ask for help going to the bathroom or walking around, and use hospital handrails when they're available
- Wear nonslip socks or footwear
- Keep often-used items within easy reach (glasses, remote, tissues, etc.)
- Never use the bedside table for support
- Make sure your wheelchair is locked when you get in or out of it. Never step on the foot rests.
Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

• Your name
• The type of surgery you are having
• The body part to be operated on – in fact, hospital staff will mark the correct spot on your body. Make sure you, or your support person, checks that it is correct.

Take simple steps like these to help prevent medical mistakes.

Ask your surgeon to take a “time-out” to check that you’re the right person, getting the right surgery, on the right body part.

Manage Your Meds

Whether you take one medicine or five it’s important to know what you are taking and why. Ask your doctor these questions about any new (and current) medicines you take:

• What is the name of my medicine? Generic name?
• Why am I taking it? How will it help? When will it start working?
• What dose? How often? How long?
• What is the best time (morning, night, etc.) or way to take it (with food, with water)?
• What are possible side effects? What do I do if they happen?
• Are there any foods, drinks or activities to avoid?
• What do I do if I miss a dose?

It is recommended that you keep a current list of medications with you at all times. In the event of an emergency you may not be able to remember all of your medications.

Prevent Medicine Errors

Be sure your doctors and nurses know:

• All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take.
• Any allergies you have to medicines, anesthesia, foods, latex, etc.
• That your name matches the name on the medicine.

Remember, Take Charge of Your Medicines

Think you’re due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don’t be afraid to ask.
Advance Directives

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

Directives can include:

- **Living Will** – This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

- **Durable Power of Attorney** –
  - For Healthcare – This is a legal document that names your healthcare proxy; someone who can make medical decisions for you if you’re unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes, and make sure the person agrees to represent you in this role.
  - For finances – You also have the right to appoint someone or the same person to help manage your finances if you cannot.
Patient Rights & Responsibilities

You Have the Right to the Best Care
The patients at St. Anthony’s Medical Center have the following rights:

You Have the Right To:
Considerate and respectful care
• To quality care that respects your personal values, beliefs, cultural background, and physical, psychosocial, educational needs and preferences.
• To be treated with consideration, dignity and respect.
• To pastoral care and other spiritual services.
• To be informed (or when appropriate the patient’s designated representative/support person, to the extent permitted by law) of the patient’s rights in advance of furnishing or discontinuing care whenever possible.
• To receive care in a safe, secure setting and protective oversight while a patient in the hospital.
• To be free of all forms of abuse, neglect, harassment or corporal punishment.
• To be free from restraint or seclusion of any form imposed as a means of force, discipline, convenience or retaliation by staff. Restraint or seclusion may only be imposed by the properly trained staff to ensure the immediate physical safety of the patient, a staff member or others, and must be discontinued at the earliest possible time.
• The dying patient has the right to care that optimizes his/her dignity and comfort.
• To make informed decisions about organ donation.

Privacy and confidentiality
• To personal privacy in providing your care and to the confidentiality of your clinical and billing records. You and your designated representative/support person have the right to access, review and receive copies of information contained in your clinical records (upon proper authorization) within a reasonable time frame, governed by state and local law for a nominal fee. You also have the right to ask that information about your presence at St. Anthony’s Medical Center not be made available to the public.

Information about your treatment:
• To have information provided to you in a manner that meets your needs and is tailored to your age, preferred language and ability to understand.
• To access an interpreter and/or translation services free of charge to help you understand medical and financial information.
• To be informed about the outcomes of care, including unanticipated outcomes.
• To have a family member or designated representative/support person of your choice and your own physician notified promptly of your admission to the hospital.
• Your legally designated representative/support person has the right to exercise the rights delineated on your behalf if you lack the capacity for participating in the decision-making process, to the extent permitted by law.
• To consent to or refuse treatments to the extent permitted by law, procedures, service delivery, or concurrent services and be informed of the medical consequences of your decision.
• To treatment and services that you need or request, that are within the ability of the Medical Center to provide. If St. Anthony’s Medical Center cannot provide the service you and your designated representative/support person have the right to be informed about the need to transfer to another facility and the alternatives to such a transfer.
• To participate or refuse to participate in medical research, to have any research fully explained to you, and be assured that there will be adherence to research guidelines and ethics should you choose to participate.
• To know the identity and professional status of the people who are caring for you.

**Participation in decisions about your care:**

• To participate in the development and implementation of your plan of care and discharge planning, and in any changes of your plan of care.
• To make informed decisions regarding your care (you or your designated representative/support person, to the extent permitted by law). Your rights include (you or your designated representative/support person, to the extent permitted by law) being informed of your health status (including diagnosis and prognosis), being involved in care planning, treatment, services, discharge planning and being informed of any changes to your care plan and being able to request or refuse treatment. Informed consent includes an explanation to you, in layman’s language, the nature of the proposed procedure or treatment, the risks and benefits and alternative procedures or treatments. This includes being informed of service options available and choice of agencies providing the service. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
Power of attorney and advance directives:
• To formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
• To make healthcare directives and/or appoint a surrogate to make healthcare decisions on your behalf, to the extent permitted by law.

Pain Management:
• To care that manages your pain and respects and supports pain management decisions made by you and your healthcare team. St. Anthony's Medical Center plans, supports and coordinates care and resources to ensure the pain of all patients is recognized and addressed appropriately.

Reasonable response to your requests and needs:
• To reasonable accommodations, subject to your medical needs, if you have physical disabilities.
• To be informed of visitor policies, along with any clinical restrictions or limitations.
• To have a family member, friend or other individual present for emotional support during your stay.
• To access available communications – to send or receive mail, make telephone calls and have permitted visitors, unless medically or therapeutically contraindicated. Any restrictions will be explained to you.
• To have all visitors enjoy full and equal visitation privileges consistent with your preferences. The only limitations St. Anthony's Medical Center might place on visitation rights would be due to clinical necessity, patient safety or other considerations that are in your best interest, including restrictions for patients who are prisoners, victims of a violent crime or transferred from a facility where they have been under protective status; limitations on visiting hours, number of visitors, age of visitors (children under age 12) and restriction on visitors with communicable diseases, specific patient units that need different visitation policies, physician-oriented visitation restrictions for your safety or when deemed to be in your best clinical interest. (Please understand it is impossible to delineate or anticipate every clinical reason that could warrant restrictions or limitations. St. Anthony’s Medical Center reserves the right to determine any other situation where it is necessary to limit visitation.) You and your designated representative/support person have the right to choose your visitors, as guaranteed by federal law, including the right to consent to and receive, restrict or withdraw/deny visitors you designate at any time, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), other family members or friends. St. Anthony’s Medical Center shall not restrict, limit or deny visitation privileges
on the basis of color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or sources of payment for care.

• To have personal possessions reasonably protected.

Express concerns or grievances:

• To have your complaints about treatment, care, or infringement of rights reviewed and investigated, and to expect a prompt resolution of the issue, including a timely written notice of the resolution without compromising your care.

• To be informed of the hospital’s patient grievance policies and procedures, including whom to contact and how.

• To file a formal or informal verbal or written grievance, and to expect a prompt resolution of the grievance, including a timely written notice of the resolution. The grievance may be made by the patient or the patient’s designated representative/support person.

If you believe your patient rights have not been observed, you may contact a Patient Advocate at ext. 4620, or file a grievance with:

Missouri Department of Health & Senior Services
Bureau of Health Services Regulation
P.O. Box 570
Jefferson City, MO 65102
Phone: 573-751-6303
Fax: 573-526-3621
Email: complaint@health.mo.gov

The Joint Commission Office of Quality and Patient Safety
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Phone: 800-994-6610
Fax: 630-792-5636
Email: patientsafetyreport@jointcommission.org

Medicare beneficiaries also may file a grievance with:

KEPRO
5201 W. Kennedy Blvd., Suite 900
Tampa, FL 33609
Phone: 855-408-8557
Fax: 844-834-7130
Email: www.keproqio.com
You will not be intimidated, harassed, threatened, or suffer any penalty because you file a complaint. Any penalty or reprisal against you or any other involved persons is prohibited by law.

**Patient Responsibilities:**

- Giving accurate and complete information about matters relating to your health.
- Telling your doctor and St. Anthony’s Medical Center of any advance healthcare directives, such as a durable power of attorney, and providing a copy to be included in your medical records.
- Following the treatment plan agreed upon by you and your doctor, and for accepting the consequences if you refuse recommended treatment.
- Asking questions when you do not understand what you have been told about your care or what you are expected to do.
- Making sure the financial obligations of your care are fulfilled, providing information necessary for claims processing.
- Exhibiting courteous and respectful behavior toward other patients, visitors, hospital personnel, medical staff and property, respecting privacy and confidentiality of others.
- Discussing pain relief options, collaborating with your physician and nurse to develop a pain management plan, requesting pain medication when needed and informing St. Anthony’s Medical Center staff if the pain is not relieved.
- You are expected to abide by all hospital rules and safety regulations and be mindful of noise levels, privacy, and number of visitors.
- You and your family should express any needs you may have to enable us to provide reasonable accommodations.
- You have a responsibility to inform the healthcare team when you have issues or concerns related to your safety.
- You, your family and visitors have a responsibility to refrain from tobacco use anywhere on the hospital campus, consistent with local ordinances and St. Anthony’s Medical Center policies.
- Following the rules listed in the Patient Guide.

All patient rights and responsibilities and services at St. Anthony’s Medical Center are provided without regard to color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or source of payment for care. If you feel as though you have been denied a benefit or service because of your color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or source of payment for care, you may file a complaint of discrimination with the Manager of Patient Relations at 314-525-4620 (ext. 4620). You also may file a complaint with:
Office for Civil Rights U.S. Department of Health and Human Services
601 E. 12th St., Room 353
Kansas City, MO 64106
Phone: 800-368-1019
Fax: 816-426-3686
TDD: 800-537-7697

or

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

Language assistance services are available to you free of charge as necessary for your care. Call 314-525-1976 (TTY: 1-800-735-2966).


हिंदी (Hindi): ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध हैं। 314-525-1976 (TTY 1-800-735-2966).


繁體中文 (Chinese): 请注意: 如果您的语言为 (在此输入语种), 您可以得到免费的语言帮助。请致电314-525-1976 (听力障碍者致电：1800-735-2966)


Your Privacy Matters

Privacy and Health Information
You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

Who must follow this law:
- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors.
- Health insurance companies, HMOs and most employer group health plans.
- Certain government programs that pay for healthcare, such as Medicare and Medicaid.

What information is protected?
- Information your doctors, nurses and other healthcare providers put in your medical records.
- Conversations your doctor has with nurses and others regarding your care or treatment.
- Information about you in your health insurer’s computer system.
- Billing information about you at your clinic.
- Most other health information about you held by those who must follow this law.

What rights do you have over your health information?
Providers and health insurers must comply with your right to:
- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.
- Get a report on when and why your health information was shared for certain purposes.
- File a complaint.
What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

• For your treatment and care coordination.
• To pay doctors and hospitals for your healthcare and for the operation of their businesses.
• With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object.
• To make sure doctors give good care and hospitals are clean and safe.
• To protect the public’s health, such as by reporting when the flu is in your area.
• To make required reports to the police, such as reporting gunshot wounds.

Without your permission, your provider cannot:

• Give your health information to your employer.
• Use or share your health information for marketing or advertising purposes.
• Share private notes about your mental health counseling sessions.

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: www.samhsa.gov.

(Source: U.S. Department of Health and Human Services for Civil Rights.)
Understanding Your Bill

Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill will also show charges for any special services, such as x-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare secondary payer) form. This ensures Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

Also be sure to read your quarterly MSNs (Medicare summary notices) to review:

• The amount your doctor(s) charged
• The amount Medicare approved and paid
• The amount you owe
• Your current deductible status

If you have questions, call the customer service number listed on your statement.

Commercial Insurance Providers

If you use a commercial insurance provider, then the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

• The amount billed by your doctor or hospital
• How much of that cost is covered by your insurance
• How much you owe

Review this and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.
Self-Pay Patients and Payment Arrangements
If you’re planning to pay your bills without help from Medicare or a commercial insurance provider, then you’ll get bills directly from the hospital. If you are a self-pay patient, we have several options for payment at the time of service.

Communicate with the financial services department as soon as possible. If you don’t set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.

Understanding Coordination of Benefits (COB)
COBs happen when you’re covered under two or more insurance companies. This may occur when spouses or partners are listed on each other’s insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you’re admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.
Are You a Hospital Inpatient or Outpatient?
If you’re in the hospital more than a few hours, always ask your doctor or the hospital staff if you are an inpatient or outpatient admission.

Did you know that even if you stay in the hospital overnight you might still be considered an outpatient? Your hospital status (whether the hospital considers you an inpatient or outpatient) affects how much you pay for hospital services (like x-rays, drugs and lab tests). Your hospital status also may affect whether Medicare will cover care you get in a skilled nursing facility (SNF). An inpatient admission begins the day you are formally admitted to the hospital with a doctor’s order. The day before you’re discharged is your last inpatient day. You’re an outpatient if you’re getting emergency department services, observation services, lab tests or x-rays, and the doctor hasn’t written an order to admit you as an inpatient even if you spend the night at the hospital. (Centers for Medicare and Medicaid Services.)

What do I pay as an inpatient with Medicare?
Medicare Part A (Hospital Insurance) covers inpatient hospital services. Generally, this means you pay a one-time deductible for all of your hospital services for the first 60 days you are in the hospital.

Medicare Part B (Medical Insurance) covers most of your doctor services when you’re an inpatient. You pay 20 percent of the Medicare-approved amount for doctor services after paying the Part B deductible.

What do I pay as an outpatient with Medicare?
Medicare Part B covers outpatient hospital and doctor services. Generally, this means you pay your 20 percent co-insurance for each individual outpatient hospital services. This amount may vary by service. Please note: the co-insurance amount for a single outpatient service can’t be more than the inpatient hospital deductible. In some cases, your total co-insurance for all services may be more than the inpatient hospital deductible. Part B also covers most of your doctor services when you’re a hospital outpatient. You pay 20 percent of the Medicare-approved amount after the Part B deductible. You also would be responsible for any self-administered (pills taken by mouth) drugs you receive while an outpatient that are not part of a procedure. Neither Medicare Part A nor Part B will cover these.
How would my hospital status affect the way Medicare covers care I get in a skilled nursing facility (SNF)?
Medicare will only cover care you get in a SNF if you first have a qualifying hospital stay. A qualifying hospital stay means you’ve been a hospital inpatient for at least three days in a row (counting the day you were admitted as an inpatient, but not counting the day of discharge.) If you don’t have a three-day inpatient hospital stay, ask if you can get care after your discharge in other settings (like home healthcare) or if any other programs (like Medicaid or veteran’s benefits) can cover your SNF care. Always ask your doctor or hospital staff if Medicare will cover your SNF stay.

How would a hospital’s observation services affect my SNF coverage?
Your doctor may order observation services to help decide whether you need to be admitted to the hospital as an inpatient or can be discharged. During the time you’re getting observation services in the hospital, you’re considered an outpatient. This means you can’t count this time toward the three-day inpatient hospital stay needed for Medicare to cover your SNF stay.

We Welcome Your Feedback
Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It’s made up of simple questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information
- Pain management and staff responsiveness
- Overall quality of the hospital environment

If you’re selected to receive this brief survey, please take the time to complete it. The results will help us know what we’re doing right and where we can improve.

Want to Know How We Score?
You can review and compare the quality, care and safety rating for different hospitals at:

- Medicare Hospital Compare, uses HCAHPS results and other data: www.medicare.gov/hospitalcompare
- You can also find information on hospitals through this accrediting organization: The Joint Commission: www.qualitycheck.org
Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1-9.

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Answer Key

How did you do?
Check your answers here.

Source: www.theprintablesudokupuzzlesite.com
Crossword Puzzle

Complete the crossword puzzle by filling in a word that fits each clue.

Across
1 La —, opera house
6 Inside info
11 Dish antenna
12 Two parallel forces
14 Self-examination
16 Net-surfer’s stop
17 Sicilian hotspot
18 — Maria University, FL
19 Ran through
20 Gut feeling?
21 Check
22 Excitedly effusive
24 Might be heard at 1 across
25 — Jarrett, senior adviser to BHO
27 Conspiratorial clique
30 Landlocked Eastern European republic
34 Knowing, as a secret
35 Notebook projections
36 Mountain pass
37 Offense
38 Wynken, Blynken and Nod, e.g.
39 Majority
40 By prior mutual agreement
43 Can’t go back on one of these streets
44 David, “the sweet psalmist of —”
45 They help organs go
46 Tote

Down
1 Balance
2 Incisive tool
3 Painful patch?
4 Star arrangement
5 Magazine
6 Bloodhound’s clue
7 Chewed stimulant
8 Fully anesthetized
9 Sleep inducer
10 Shore bird
11 Rope fiber

13 Purgative
15 Of a Pharaonic dynasty
20 Energy unit
21 Zipped
23 Terrible Russian leader
24 Painter’s media
26 Machine-like
27 Lake Superior fish
28 Negative particles
29 Bee here, if you’re fired up about something
31 Eyepiece
32 Unbouncing return
33 Chemical group I’ll kill for, by the sound of it
35 Dish carriers
38 Golf hazard
39 — Building, historic Washington site
41 One of three painting roses red (“Alice in Wonderland”)
42 Dos Passos trilogy

Answer Key

Source: www.crosswordsite.com
Our hospital staff is dedicated to your care and recovery. Keep track of your healthcare team so you know who to ask if you have any questions.

### Day 1: People Who Saw Me Today

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Day 2: People Who Saw Me Today

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**Visitors:**

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**Visitors:**

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Questions for My Healthcare Providers

How can we help?
Our doctors and staff respect and listen to every patient. If you don’t feel your concerns are being heard, speak up and we’ll make any changes needed to help improve your care.
We are here to Serve You
If at any time during your stay you have a question about who is caring for you, or you need help for any reason, please ask. Our staff members will find the right person to provide you with the care you need.