



# *Patient Handbook*



## **St. Anthony's Mission and Vision**

Thank you for choosing St. Anthony's for your care. As a Catholic medical center, we have the duty and privilege to provide the best care for every patient, every day.

Our vision is to become the premier health care organization in the St. Louis region. We want to be the first choice for quality health care services among patient and families in the communities we serve.

## **Visiting Guidelines and Hours**

Children under the age of 12, when accompanied by an adult, may visit you for 30 minutes during normal visiting hours. Two visitors are allowed in your room at one time.

Visitors should not bring food or beverages to you unless approved by your doctor or nurse. Patient restrooms are restricted to patient use only. Visitors may use public restrooms throughout the hospital.

General Visiting Hours: 11a.m.-8 p.m.

Maternity: Fathers, labor support and siblings may visit anytime. Grandparents and other family and friends: day of delivery: anytime; thereafter, 11a.m.-8p.m.

Intensive Care: Visits are limited to members of the immediate family and are limited. Please see a staff member for guidelines specific to your unit.

## **Parking**

Free parking is available for visitors in white-lined areas in all lots. Handicapped parking is provided at all main entrances.

## **No Smoking!**

To maintain accreditation with the Joint Commission of Accreditation of HealthCare Organizations, St. Anthony's enforces a campus-wide no smoking policy.

## Using the Television and Telephone

Televisions are provided in each patient room and cable service is free.

To use the phone to dial an outside local phone number, dial 9, then the number.

To dial a department within the hospital, dial only the last 4 digits of the phone number.

To dial another patient room, dial 2 plus the patient room number.

To make a long distance call, dial 9 plus 0 and then the number you wish to call. A phone company operator will ask you how you would like to pay for the call (credit card, collect, etc).

Your relatives and friends may call your room directly by dialing 314-525-4000, plus 2 and then the room number. They may call the information desk at 314-525-1111 to obtain your room number.

## Valuables and Personal Belongings

Please do not bring large sums of money, credit cards or valuables to the hospital, or please send them home with a family member. At the time of admission, you may also leave items in our Security Safe. Please request a receipt, as it will be required to claim your valuables.

You are responsible for your personal belongings, such as eyeglasses, dentures, hearing aids, cell phones, etc. Please keep them in protective cases and do not leave them on the top of the nightstand, on the food tray or on your bed. St. Anthony's is not responsible for damage to or loss of patients' personal items.

## Patient and Visitor Meals

Each day you will be given the opportunity to select your meal choices from a menu. Please complete this menu and leave it by your bed. If a visitor would like to eat with you, a guest tray is available for a nominal fee.

On occasion, tests and procedures ordered by your doctor may require that your meals be delayed. Your nurse will notify the Nutrition Services department when your meals may be resumed.

If your doctor prescribes a modified diet for you, a registered dietitian will assess your nutritional needs and explain your modified diet.

There are several dining options for your visitors. The cafeteria is located on the lower level. Hours are:

Breakfast	6:15a.m. to 10:30 a.m.
Lunch	11 a.m. to 2 p.m.
Dinner	4:30p.m. to 7 p.m.

Café Anthony, located near the lobby on the main level, is open 24 hours.

Vending machines, located on many of the patient floors as well as across from the elevators on the lower level, also are available for food, drinks and snacks 24 hours a day.

## **Spiritual Care**

St. Anthony's Medical Center is a Catholic health care facility with a commitment to upholding the values of our faith and providing holistic care to our patients.

The chapel, located on the main level, is open 24 hours a day for prayer and meditation. A morning prayer service is offered each weekday morning at 8 a.m. Catholic Masses are provided at 10 a.m. each weekday. Ecumenical worship services are offered on request.

All Masses and religious services are televised live on Channel 13 for patients who are unable to leave their rooms.

Chaplains are available 24 hours a day, seven days a week. To reach a chaplain, call Pastoral Care at extension 1999. You also may call the Medical Center operator at extension 1000 and the operator will notify a chaplain for you.

Holy Communion is distributed daily to Catholic patients by chaplains and trained, volunteer Eucharistic ministers from neighboring parishes. The sacraments of Anointing of the Sick and Reconciliation are available upon request. Patients of other denominations who would like communion may request it by calling Pastoral Care.

## Hospital and Physician Billing

Our goal is to provide quality care at a reasonable cost to our patients. As a not-for-profit institution, St. Anthony's depends on income from patients in order to provide our services. As a result, it is necessary to ask questions regarding your finances and insurance coverage. Any financial information you give us will be held in strict confidence.

For the length of your stay, there is a basic room charge, calculated on a daily basis. Included in this charge are:

- Professional nursing services
- Meals
- Routine supplies/equipment
- Housekeeping services.

Individual services, tests, examinations or treatments ordered for you by your doctor are billed as additional charges. These may include drugs, X-rays, laboratory tests, use of operating rooms, oxygen and more. Personal convenience items will be billed separately. A complete statement itemizing all charges may be obtained from the Patient Accounts department approximately two weeks after discharge.

Charges for the service of your personal doctor and consulting doctors are billed separately. You also will receive separate bills from independent radiology, anesthesiology and pathology groups if your doctor has ordered tests or services from them. These physicians, who may be needed to diagnose and interpret test results, are required by the government and insurance carriers to bill you separately.

Hospital insurance plans usually do not provide full coverage of your hospital bill. Your insurance is a contract between you and your insurance company. You are responsible for paying your deductible, co-pay and co-insurance at the time of registration, as well as non-covered services. As a courtesy, we will bill your insurance company for you. We will cooperate fully in expediting your claim. However, you ultimately are responsible for your account. Patient Accounts representatives are available to assist you in understanding your bill and the benefits paid by your insurance company. They also will assist you in establishing payment arrangements if you are unable to pay the balance of your bill. If you have additional questions about your account, you may contact a Patient Accounts

representative Monday through Friday between 9 a.m. and 5 p.m. at 314-525-4747 or 1-800-843-6312. You also can fax Patient Accounts at 314-525-1898 or contact them at [patientbilling@samcstl.org](mailto:patientbilling@samcstl.org) or <http://www.stanthonysmedcenter.com>.

## **Advance Directives**

To plan ahead for the time when you may face decisions about your medical treatment or the use of artificial life support, you might consider making advance directives. These consist of written instructions about your health care preference to be followed if you become unable to make decisions or communicate your desires. You develop these documents while you have the capacity to actively participate in decisions that affect your health care. Documenting your desires in writing will help to assure that they are followed. Advance directives take two forms. A living will is a written advance directive, but according to Missouri State law, it can only be used in cases of terminal illness. It does not allow for the withdrawal of food or fluids, or for another person to make decisions for you. A Durable Power of Attorney allows someone you designate (a surrogate) to be able to make choices for you if you become unable. According to Missouri law, this document allows for withholding artificial food or fluids only if you give your surrogate authority to make these decisions.

Communicate your desires clearly and make a written record, in advance, of what you would want if you should lose the ability to make or communicate medical decisions. Your wishes can only be known and followed if you make and document your wishes in advance.

For further information on advance directives or ethical assistance in making treatment decisions, call our Social Service department at 314-525-4640.

## **Speak Up for Patient Safety**

As a patient, you play a vital role in your recovery and in keeping your care safe by being actively involved. We encourage you to speak up if you have questions or concerns. If you don't understand something, ask. If you still don't understand, we encourage you to ask again. Write down important information your doctor tells you, and keep a log of questions for your doctor. Know what medications you are taking and why you take them. Whenever you are to receive a new medication, be sure to tell your health care provider about any allergies you have. If you are

taking multiple medications, ask your doctor if it is safe to take those medications together. Managing your pain is a key goal of ours. Please tell your nurse if you are experiencing pain.

## **Discharge Planning and Going Home**

From the moment you are admitted to St. Anthony's Medical Center, our staff works together as a team to help prepare you for your discharge from the Medical Center. Your doctor authorizes your discharge from the hospital and will write a discharge order in your patient chart. The hospital discharge time is 10 a.m., unless otherwise indicated by the physician or your care needs. Discharge plans will be discussed with you by your doctor, nurse, social worker or care manager.

## **Social Services Department**

Besides helping with advance directives and discharge planning, the Social Service department is available to assist you and your family with problems that may accompany an extended illness or disability. They can provide you with information about insurances, including Medicare and Medicaid. They can help refer you to protective services in cases of abuse or neglect, they can refer you to community services and they can provide emotional support and counseling.

The Social Service department is located on the third floor of the hospital. Services are available from 8 a.m. to 4:30 p.m., Monday through Friday. A social worker is also available on an on-call basis during non-business hours and weekends. To contact the Social Service department for assistance, dial extension 4640 or call the hospital operator at extension 1000.

## **What is a 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 are being communicated to your personal physician.

## Patient Rights

As a patient at St. Anthony's Medical Center, you have the following rights:

- To quality care that respects your personal values and beliefs.
- To treatment and services that you need or request, that are within the ability of the Medical Center to provide. If St. Anthony's cannot provide the service, you have the right to be informed about the need to transfer to another facility and the alternatives to such a transfer.
- To be informed about and to involve family and/or others to help make decisions about your care.
- To be informed about and participate in ethical questions that arise during your care.
- To make informed decisions about organ donation.
- To access your medical records and to receive them within the time frame governed by state and local law for a nominal fee.
- To be free from any sort of abuse/harassment, including verbal, physical, psychological, sexual and emotional abuse.
- To be free from restraints and/or seclusion unless clinically necessary.
- To care that manages your pain, and respects and supports pain management decisions made by you and your health care team. St. Anthony's plans, supports and coordinates care and resources to assure that the pain of all patients is recognized and addressed appropriately.
- To alternative means of communication if you are hearing and/or speech impaired or if you do not speak English.
- To know the identity and professional status of the people who are caring for you.
- To choose a doctor other than the one currently caring for you, at your request and expense.
- To care that is continuous, coordinated and given in appropriate settings.

- To have bills and charges for service explained to you.
- To consent or refuse treatments or procedures and be informed of the medical consequences of your decision.
- To participate or refuse to participate in medical research and to have any research fully explained to you.
- To make health care directives and/or choose another person to make decisions about your health care if you are unable to do so.
- To complain about treatment or care, have your complaints reviewed and, if possible, resolved without compromising your care or access to service.
- To personal privacy and to expect that your personal and medical records be kept confidential. You also have the right to ask that information about your presence at St. Anthony's not be made available to the public. If you choose, however, you have the right to request that St. Anthony's notify a family member or other representative of your hospitalization.
- To send or receive letters, make telephone calls and have visitors, unless medically or therapeutically restricted.
- To reasonable safety and security in St. Anthony's practices and its environment.
- To assistance in obtaining protective services.
- To pastoral care and other spiritual services.
- To know which St. Anthony's rules and regulations apply to your conduct as a patient.
- If you believe your patient rights have not been observed, you may contact the director of Customer Service at extension 1197.
- If we are not able to resolve your complaint, you may also file a grievance with:

Missouri Department of Health and Hospital Licensing  
P.O. Box 570, Jefferson City, MO 65102  
573-751-6303

Division of Accreditations Operations  
Office of Quality Monitoring  
Joint Commission on Accreditation of Healthcare Organizations  
One Renaissance Blvd., Oakbrook Terrace, IL 60181  
630-792-5000 - Phone / 630-792-5636 - Fax  
complaint@jcaho.org - E-mail

## **Patient Responsibilities**

As a patient at St. Anthony's Medical Center, your responsibilities are:

- Giving accurate and complete information about matters relating to your health.
- Telling your doctor and St. Anthony's of any advance health care directives, such as a durable power of attorney, and for 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 results if you refuse recommended treatment.
- Asking questions when you don't 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.
- Considerate behavior toward other patients, visitors, hospital personnel and property.
- 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 staff if the pain is not relieved.
- Following the rules listed in the Patient Handbook.

All services at St. Anthony's Medical Center are provided without regard to color, race, religion, creed, national origin, sex, age or handicap.

If you feel as though you have been denied a benefit or service because of your race, color, national origin, age, sex, disability or religious or political beliefs, you may file a complaint of discrimination with the administration of St. Anthony's. You also may file a complaint with:

Department of Social Services Office for Civil Rights  
P.O. Box 1527  
Jefferson City, MO 65102  
573-751-9092, 1-800-776-8014 or 1-800-877-6916 (TDD)

Department of Health and Human Service Office for Civil Rights  
601 East 12th Street  
Kansas City, MO 64106  
816-426-7277

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.

## **Your Opinion Counts**

Your satisfaction is extremely important to us. That is why we use an independent research company to mail satisfaction surveys to a random selection of patients and tabulate the results for us. If you should receive a survey, please return it. We want to know what you think! We strive to earn a rating of "very good" on our services. If at any time during your stay you do not feel you could rate your care as very good, please tell a staff member so that we may fully meet your expectations.

## Important Phone Numbers

Administration	314-525-1052
Admitting	314-525-1255
Building Services	314-525-1080
Customer Service	314-525-1197
Education Services	314-525-1250
Hospice House	314-525-7360
Gift and Flower Shop	314-525-1035
Health Education Center	314-525-1250
Heffernan House	314-525-7230
Home Care	314-525-7300
Hospice	314-525-7360
Housekeeping	314-525-1098
Information	314-525-1111
Labor and Delivery	314-525-1020
Medicare	800-MEDICARE
Nursery	314-525-1036
Pastoral Care	314-525-1999
Patient Accounts	314-525-4747
Physician Referral Service	314-525-4002 or 800-554-9550
Primaris	800-347-1016
Security	314-525-1118
Social Service	314-525-4640
Volunteer Services	314-525-1298

10010 Kennerly Road • St. Louis, Missouri 63128 • 314.525.1000