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SILVER CROSS  
HOSPITAL

The way you *should* be treated.

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## ATENCIÓN

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 815-300-7457.

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# Welcome

## THANK YOU FOR TRUSTING US



### Mission

Our mission is to improve the health of those we serve and advance wellness in our community.



### Vision

We, the Silver Cross Family, are known for our culture of excellence and will deliver an unrivaled healthcare experience for patients, their families and the communities we serve.

We welcome you to Silver Cross Hospital. Nationally recognized for quality, safety and patient experience, we are dedicated to providing exceptional healthcare to you, your family and the communities we serve.

Silver Cross Hospital has a longstanding tradition of caring that dates back to Thanksgiving Day in 1895, when the Will County Union of King's Daughters and Sons opened the doors to our original 33-bed hospital. Their promise was to provide compassionate, quality healthcare for the citizens of Will County and surrounding communities.

More than 125 years later, we remain true to that promise, which extends not only to the outstanding quality of our service, but also to the personalized care we deliver to each and every patient.

It is our privilege to serve you. If at any time you have questions about your treatment or hospital stay, please don't hesitate to also talk to your nurse or any member of your healthcare team. Our number one priority is our patients, and our goal is to provide you with an exceptional Silver Cross Experience every time. It's the way you should be treated.

Sincerely,  
Silver Cross Hospital Healthcare Team

### Core Values

**Safety**

**Inclusiveness**

**Leadership**

**Virtue**

**Excellence**

**Respect**

# About Us

## WHY WE ARE THE RIGHT CHOICE FOR YOUR CARE



### About Silver Cross

Generation after generation, families like yours have depended on Silver Cross Hospital to care for you and your loved ones. **As the needs of the community have grown, so too has Silver Cross**—in both size and stature. To better serve you and your family, we partnered with many of the leading medical experts in Chicago, including:

- + Ann & Robert H. Lurie Children's Hospital of Chicago
- + Shirley Ryan AbilityLab (formerly the Rehabilitation Institute of Chicago – RIC)
- + UChicago Medicine Comprehensive Cancer Center
- + UChicago Medicine for Neuroscience and Stroke Care
- + Rush University System for Health

Silver Cross is also home to the Midwest Institute for Robotic Surgery, **the largest robotic surgery program in the Chicago area**. Surgeons from around the world train with our team. We also use evidence-based design principles proven to help patients

heal faster. In fact, our hospital's design allows us to incorporate family members into the healing process.

### 4 Core Concepts of Patient-Family Centered Care:

**Respect and dignity**—We listen to and honor your perspectives and choices. In fact, we incorporate your knowledge, values, beliefs and cultural backgrounds into the planning and delivery of your care.

**Information sharing**—We communicate and share complete and unbiased information with you in ways that are affirming and useful. You and your family receive timely, complete and accurate information so that you can effectively participate in care and decision-making.


**Participation**—We encourage you and your family to participate in care and decision-making at the level they choose.

**Collaboration**—We involve patients and families in developing policies and programs, facility design, professional education and the delivery of care.

# Phone Directory

WE'RE HERE TO HELP YOU







To reach a patient directly, dial 815-300 plus the patient's room number at any time during the automated recording. If you would like operator assistance, call the main number, 815-300-1100. For inside calls, dial the four-digit extension.

HOSPITAL SERVICES			
<b>Main</b>	815-300-1100	<b>Operator</b>	0
<b>Childerguild Gift Shop</b>	7472	<b>Pastoral Care (Chaplain)</b>	0
<b>Patient Concerns</b>	7457	<b>Patient Accounts/ Financial Assistance</b>	6087
<b>Home Health</b>	7124	<b>Patient Experience Coordinator</b>	7457
<b>Information</b>	0	<b>Public Safety/ Lost and Found</b>	7301
<b>Library Cart</b>	5554	<b>Scheduling an Outpatient Test</b>	7076
<b>Mail Delivery</b>	5554	<b>Silver Cross Foundation (Donations)</b>	7105
<b>MYSilverCross Patient Portal</b> To register for portal access or view your test results, visit <a href="https://silvercross.org/mysilvercross">silvercross.org/mysilvercross</a> or scan the qr code now.	7678 	<b>Valet Parking/ Courtesy Shuttle</b>	7301

## Contact Us

Silver Cross Hospital  
 1900 Silver Cross Blvd.  
 New Lenox, IL 60451  
 815-300-1100

[silvercross.org/contact-us](https://silvercross.org/contact-us)

-  Like us on Facebook
-  Follow us on X
-  Watch us on YouTube
-  Follow us on LinkedIn
-  Follow us on Instagram
-  Review us on Google



# Our Commitment to Care

## PATIENT SATISFACTION MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

### While You're Here/After Your Visit

Thank you for choosing Silver Cross, where your health, safety, and comfort are our top priorities! Our entire team is dedicated to giving you the attention, support, and resources you need to feel comfortable, confident, and well cared for during your stay. If there's anything we can do to improve your stay, please let your care team know.

Silver Cross is dedicated to resolving disputes, grievances, and conflicts. We have resources available including our Patient Experience Coordinator and Risk Management along with our Ethics Committee.

To discuss your experience, please contact our **Patient Experience Coordinator** at **815-300-7457** or [Experience@silvercross.org](mailto:Experience@silvercross.org), who will follow up immediately to address your concerns.

#### + The Joint Commission (TJC):

[www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)

A written complaint may be mailed to:  
Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181

#### + Illinois Department of Public Health:

[dph.illinois.gov/topics-services/health-care-regulation/complaints.html](http://dph.illinois.gov/topics-services/health-care-regulation/complaints.html)

Central Complaint Registry Hotline: 800-252-4343  
Monday through Friday 8:30 a.m. to 4:30 p.m.  
TTY (for the hearing impaired only): 800-547-0466

#### + Healthcare Facilities Complaint

You can mail a form to:  
Illinois Department of Public Health  
Office of Health Care Regulation  
Central Complaint Registry  
525 W. Jefferson St., Ground Floor  
Springfield, IL 62761-0001  
Email: [DPH.CCR@illinois.gov](mailto:DPH.CCR@illinois.gov)



### Making a Difficult Healthcare Decision?

Sometimes a healthcare choice can involve an ethical concern—such as a wish to refuse life-saving treatment or a disagreement over advance directives (see p. 29). Our Ethics Committee can help your team of support people make difficult decisions. For help, ask your doctor or nurse to request an ethics consult.



### How Are We Doing?

We want you to be satisfied with your care. To help, speak up if we can ...

- respond quicker to your needs
- explain things more clearly
- help keep your room clean or quiet
- ease your pain
- help you understand your treatment plan

## Our Commitment to Care *continued*



### After Your Stay

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
- + staff responsiveness
- + overall quality of the hospital environment

If you're randomly 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.

### Nationally Recognized, Close to Home

Silver Cross is recognized as one of the top-performing hospitals in the U.S.

- + 100 Top Hospitals® list 11 times
- + Leapfrog "A" grade for patient safety - 21 times in a row
- + Healthgrades #1 ranking in Illinois for surgical care
- + Society for Thoracic Surgery 3-Star Rating for Heart Surgery



*The way you **should** be treated.™*

### Want to Know How We Score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare – Care Compare, which uses HCAHPS results and other data: [www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

You also can find information on hospitals through these organizations:

- The Leapfrog Group: [ratings.leapfroggroup.org](http://ratings.leapfroggroup.org)
- The Joint Commission: [www.qualitycheck.org](http://www.qualitycheck.org)



# The Way You Should Be Treated

## HOW WE PROVIDE YOU THE BEST CARE

Every day, we live the promise to treat all patients **the way they should be treated** while continuing to provide added benefits to the communities we serve. No matter what the reason for your visit, we promise to care for you and your loved ones with respect, compassion, encouragement and the utmost concern for your safety.

### Quality Care

Silver Cross is among a nationwide group of hospitals participating in the Hospital Quality Alliance, a program managed by CMS to assess quality. This program encourages hospitals to provide treatments that are known to get the best results for most adult patients. Silver Cross participates in many areas, including Heart Attack Care, Emergency Department Care and Surgical Care.

### Personal Service

Our goal is not only to make our patients well, but to make them feel safe, welcomed and cared for. From the moment you pull into our parking lot to the time you leave, we've thought of special touches to help you and your family feel comfortable and at home, including

- + complimentary valet parking and shuttle bus services
- + expanded outpatient testing center
- + room service
- + comfortable sofa bed for overnight adult guests
- + hand-delivered e-cards from family and friends to patients



### Patient Safety

For the 21st consecutive time, Silver Cross Hospital in New Lenox has been awarded an "A" for patient safety from The Leapfrog Group. The designation recognizes Silver Cross Hospital's efforts in protecting patients from harm and providing safer healthcare.

To learn more, visit [hospitalsafetygrade.org](https://hospitalsafetygrade.org)



# Medical Alert - Rapid Response Team

## SPECIAL SUPPORT TO PREVENT EMERGENCIES



### How to Call Medical Alert - Rapid Response Team

#### STEP 1:

Contact your nurse or caregiver by pressing the code "ABC" button on the patient room phone if available, or dial 7800 from any phone.

#### STEP 2:

Tell the operator:

- your name
- room number
- patient's name
- your concern

#### STEP 3:

The Medical Alert - Rapid Response Team will be sent to your room.

During your stay, you have access to a special service called the Medical Alert - Rapid Response Team. You can call this service, and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

### When to Call Medical Alert - Rapid Response Team

#### Call for help if you notice:

- + change in heart rate or blood pressure
- + change in respiratory (breathing) rate or oxygen levels
- + very low urine output
- + change in mental status or level of consciousness
- + any change in the patient's condition that needs immediate attention and the healthcare team is not responding, or if you continue to have serious concerns after speaking with the healthcare team

Remember, it's also okay to call any time you are worried something might be wrong.



# Fast Facts About Your Stay

## YOUR GUIDE TO THE MOST FREQUENTLY ASKED QUESTIONS

### Calling Your Nurse

To call for your nurse, press the NURSE call button located on the bedside remote. If you have any questions on how to use the call button, ask a staff member to show you. Your bathroom also has an emergency cord.

### Dining

#### Season's Dining Room

Located on the lower level. Hot food available.

Hours:

Daily: 7 a.m. to 7 p.m.

#### Café 1800

Located in the Pavilion A/B Lobby. Serving coffee, pastries, snacks and deli sandwiches.

Hours:

Monday through Friday: 7 a.m. to 12:30 p.m.

#### Café 1900

Located in the hospital lobby. Serving Starbucks™ beverages, pastries, salads, snacks and deli sandwiches.

Hours:

Monday through Friday: 6 a.m. to 2 a.m.

Saturday: 7 a.m. to 9 p.m.

Sunday: 7 a.m. to 5 p.m.

### Electrical Appliances

Only battery-operated devices are allowed in patient rooms. Do not use electric hair dryers, curling irons, razors, heating pads, portable heaters, DVD players, computers or other electric devices.

### 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.

### Gift Shops

#### Childerguild Gift Shop

Located in the lobby. Offering flowers, balloons, cards, candy, magazines, jewelry and gift items for all ages. Purchases can be made and delivered to your room by dialing ext. 7472.

Hours:

Monday through Friday: 10 a.m. to 8 p.m.

Saturday and Sunday: 10 a.m. to 3 p.m.

#### Encore Resale Shop

Located in the Business Center, just north of the Emergency Department.

Hours:

Tuesday, Wednesday, Friday and first Saturday of every month: 10 a.m. to 3 p.m.

### Housekeeping Services

Your room is cleaned daily during your stay. To reach Housekeeping Services, dial ext. 1555.

### Internal Way-Finding

A service ambassador or volunteer is available at all entrances to escort you to your destination. Campus guides are also available in the lobbies.

# Fast Facts About Your Stay continued

## Interpreters

Silver Cross Hospital provides 24-hour interpreter services for many languages. Tell your caregiver if you need these services.

## Mail and Flowers

Volunteers deliver mail and e-cards each morning. Outgoing mail may be taken to the nursing station or given to a volunteer. Any mail received after you are discharged will be forwarded to your home. Flowers received from an outside florist will be delivered by a hospital volunteer or employee. **You can also buy fresh flowers in the Childerguild Gift Shop in our main lobby.**

## MYSilverCross

MYSilverCross is a free, easy and secure way to manage your electronic medical records anywhere you have online access. With MYSilverCross, you can:

- + request, view or modify appointments online
- + view certain lab results
- + access a summary of your medications, allergies, immunizations and medical issues
- + review discharge instructions and patient education materials
- + send or download a copy of your electronic medical record for use with other healthcare providers

To sign up today, call ext. 7678 to get started.

## Parking

Free patient and visitor parking is available at all times. Free valet parking is available at limited times and entrances. For details on valet parking, please call Public Safety/Security at ext. 7301.

## Shuttle and Courtesy Cart

The Silver Cross shuttle bus provides free transportation to and from the parking areas Monday through Friday from 6 a.m. to 5:30 p.m. The courtesy cart provides transportation to and from your car Monday through Friday from 8 a.m. to 4 p.m. Call ext. 7301 for details.

## Pastoral Care

A chaplain is available for spiritual and emotional support of you and your family. The chaplain can also arrange a visit with your own faith leader. You can find a chapel in the lobby.

## Patient Meals

You can order meals any time from 6:30 a.m. to 6:30 p.m. by calling ext. 3663. Meals will be made according to your doctor's orders.

## Personal Belongings and Valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be given to your caregiver when not in use. Please do not put them on your bed or food tray so they aren't lost or damaged. If you brought valuables like jewelry or cash, give



them to a loved one to watch over or store them in your wardrobe. Silver Cross Hospital cannot be responsible for replacing personal belongings.

## **Photography and Recording**

To comply with HIPAA privacy rules, patients and visitors should check with staff before taking any photos or recording conversations.

## **Smoking**

Smoking and/or the use of any tobacco products, including e-cigarettes or vaporizers, is not permitted anywhere in the hospital or on hospital grounds.

## **Telephone**

Telephones are provided in all patient rooms. Your family and friends may call your room by dialing 815-300 followed by your room number for most locations; please refer to the communication board in your room. To place a

call from your room, dial 9 then the phone number or dial 0 for the operator or 411 for directory assistance. Long-distance calls are billed to your home, calling card or collect.

## **Vending Machines**

Vending machines offering snacks and beverages are located outside the Season's Dining Room, the Emergency Department and in Legacy Hall. They are available 24 hours a day, seven days a week.

## **Wi-Fi**

Free internet access is available throughout the hospital campus on SCH\_Public.

## **Zero Tolerance Policy**

For everyone's health and safety, we support an environment of respect between patients, visitors and staff. This hospital does not tolerate physical or verbal abuse. Anyone who displays this behavior may be removed from the hospital.

# Fast Facts About Your Stay continued

## Visitation Policy

**\*\*If you are feeling unwell, please refrain from visiting hospitalized patients to ensure the health and safety of all.**

Visitation policies are subject to change. For the most up-to-date policy, please visit **silvercross.org**.

All visitors must present a government issued I.D. and have their photo taken to visit all patients.

## Visiting Hours

All units: 6 a.m. to 8 p.m.

## Eligible Visitor Ages

12 years and older. *Please see exceptions to this in the following sections: Outpatient Services, Neonatal ICU and Labor, Delivery and Mother/Baby units.*

## Food and Beverages

Visitors may bring food and beverages into a patient's room. Please keep in mind diet and liquids are specifically ordered by clinicians to meet the patient's needs while in the hospital. Please do not offer food or liquids to patients without express consent from the healthcare team as it may inadvertently disrupt the care plan.

## Emergency Departments— New Lenox, Homer Glen

Emergency Department patients who do not test positive for COVID-19 are permitted **two visitors 12 years or older in the ED waiting room**. If the patient is

admitted, ED staff will direct the visitors to the main lobby to register as the inpatient visitor policy allows.

## Procedural Services

Patients on the Procedural Care Unit may have **four designated visitors 12 years or older in the PCU waiting lounge**. The visitors must remain in the designated waiting area at all times. If the patient is admitted, PCU staff will direct the visitors to the main lobby to register as the inpatient visitor policy allows.

## Adult Inpatient Nursing Units and Intensive Care Unit

All non-COVID-19 Silver Cross inpatients are allowed **four visitors 12 years or older at a time**. **Visitors may switch out during the day, but only two visitors are permitted in the room at any given time.**

All COVID-19 Silver Cross inpatients are allowed **one visitor 18 years or older who screens negative for COVID-19, is asymptomatic and is masked at all times**. This must be the same individual throughout the length of the patient's stay.

## Labor & Delivery/Mother-Baby Units

- + Visitation is permitted at all times for Labor and Delivery.
- + Visitation for our Mother-Baby Unit follows normal visiting hours with **one support person** allowed to stay overnight.



✦ When a patient does not require isolation precautions, healthy siblings of any age may visit during regular visiting hours.

✦ Siblings must remain in the patient's room at all times.

*\* While there is no limit to the number of visitors to the unit, the nurse manager, charge nurse and physician together may amend or change the number and age of visitors as well as hours of visitation to meet the individualized emotional, psychological, safety and physical needs of each patient.*

***Patients are also allowed one certified doula.***

## Pediatric Unit

Each pediatric patient is allowed **four visitors 12 years or older at a time. Visitors may switch out during the day, but only two visitors are permitted in the room at any given time. One parent may spend the night.**

## Neonatal Intensive Care Unit (NICU)

✦ Open visiting is allowed for **banded** individuals of the baby; visitors are allowed as long as **one banded individual** is present.

✦ Two individuals are allowed at the bedside in addition to the baby's siblings.

✦ In special circumstances, other visitors will be allowed at the discretion of the director or other designee.

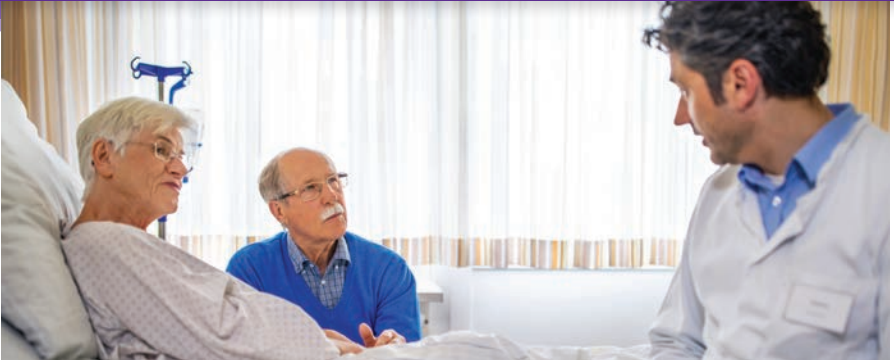
✦ Siblings 2 years or older are allowed to visit the NICU. Younger children may visit under the discretion of the unit director/designee.

## Intensive Care Unit (ICU) and Cardiovascular Unit (CVU)

In our Critical Care areas (ICU and CVU), all non-COVID patients are allowed two to four visitors (12 years and older). The number of visitors at the bedside will be dependent on the patient condition and nurse discretion. Visitors who are asked to step out may wait in the ICU waiting room. **Visitors are allowed to bring in a covered beverage. No food is allowed at the bedside.**

# Take Charge of Your Care

SPECIAL FEATURE



## Ask Yourself

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

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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, read or see pictures of 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?

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.

# 7 Key Ways to Take Charge

SPECIAL FEATURE: 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 Medicines

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](http://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.





# Protect Your Health

SPECIAL FEATURE: **TAKE CHARGE OF YOUR CARE**



## Remember!

Don't forget to tell the staff who you've picked to be your support person.

## 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.

### 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



## Name Check

Always double check your name with staff to avoid errors.

## 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 does 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.

# Don't Ignore Pain

SPECIAL FEATURE: TAKE CHARGE OF YOUR CARE

Only you know how much pain you're in. Tell your doctor or nurse when you feel pain or if it comes back after it goes away. Talk about your pain level throughout your stay.

## Ask yourself, then share with your nurse:

- + Where does it hurt?
- + When does it hurt?
- + What makes it feel better or worse?
- + Does it keep you from doing things like sleeping, dressing or eating?

## What Does Your Pain Feel Like?

Sometimes it's easier to describe your pain by comparing it to another feeling. It's okay to use your imagination. Some examples include:

- + Does it feel like something is burning, stabbing, pinching or pressing on you?
- + How does it compare to other pain you've felt?
- + Is it like a paper cut, broken bone or passing a kidney stone? Does it feel better or worse?
- + Does your stomach feel like it's tied in knots?
- + Do your limbs feel like lead?
- + Does the pain make it hard to do normal tasks?

You can also use these words to describe your pain: aching, bloating, pulling, constant, numbing, sharp and searing.



## You're the Expert on Your Pain

Starting to get uncomfortable? Pain medicine not working? Speak up. You may need to get more pain medicine or switch to a different kind of medicine to get relief. Don't try to ignore painful symptoms. Managing your pain will help with your healing process. Talk to your doctor or nurse when pain strikes.

# Stay Safe

SPECIAL FEATURE: **TAKE CHARGE OF YOUR CARE**



## Surgery Reminder

Ask your surgeon to take a “time out” to check:

- you’re the right person
- getting the right surgery
- on the right body part

## 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

Your surgeon will mark the correct spot on your body. Make sure you or your support person checks that it’s correct. Also ask your surgeon about any specific risks you need to know about for after the surgery. Take simple steps like these to help prevent medical mistakes.

## Prevent Falls

While you are here, you may feel dizzy or weak. Illnesses, 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.).
- + Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.

Patients of all ages are at risk for falls. It’s better to be extra careful than risk another medical problem.

## Safe Skin Notification

Silver Cross is committed to protecting your skin. At Silver Cross, we take a collaborative approach to pressure injury (bedsore) prevention and have replaced diapers with specialty incontinence pads. These pads, when used along with our specialty mattresses, are designed to protect your skin, and reduce the risk of pressure injuries.

# Manage Your Medicines

SPECIAL FEATURE: **TAKE CHARGE OF YOUR CARE**



Whether you take one medicine or many, 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, etc.)?
- + What are possible side effects? What do I do if they happen?
- + Are there any foods, drinks or activities to avoid?
- + Are there other medications I should avoid?
- + What do I do if I miss a dose?

## 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.



## 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 (hospital staff may scan your ID bracelet to double check)
- pharmacies to contact to clarify any additional questions regarding how you take your medications

# 5 Ways to Fight Infection

SPECIAL FEATURE: **TAKE CHARGE OF YOUR CARE**



## **Influenza**

Scan the  
code  
for more

detailed information on  
protecting yourself from  
influenza.



## **Cleaning Tip**

Use soap and water or alcohol-based hand sanitizer under your nails, between your fingers, and on the palms and backs of your hands. Rub for 20 seconds (the time it takes to sing “Happy Birthday” twice).

## **1. Clean Your Hands:**

- + After touching surfaces, especially doorknobs and handrails.
- + Before eating
- + After using the restroom
- + After sneezing, coughing or blowing your nose

## **2. Ask Visitors to Help You Stay Safe**

Everyone, including all hospital staff and guests, should clean their hands before they touch you. Make sure your visitors wash their hands or use alcohol-based hand sanitizer when they enter your room. Ask friends and family not to visit if they are sick.

## **3. Cover Your Cough or Sneeze**

To limit the spread of germs, cough or sneeze into tissues, then immediately throw them away and clean your hands. Ask staff if you should wear a surgical mask. Even if you don't feel sick, you could be carrying germs that can make others sick.

## **4. Keep an Eye on Bandages, Dressings, Tubes and Drains**

If a dressing on a wound, surgical site, or IV gets wet or loose, tell your nurse. Also let your nurse know if a catheter or drainage tube becomes loose, comes out, or does not seem to be draining well. Speak up if the area around the tube hurts or is hot to the touch.

## **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.

# Rights & Responsibilities

## YOU HAVE THE RIGHT TO THE BEST CARE

### Patient Rights Include:

- ✚ The patient/parent(s)/guardian has the right to expect privacy and dignity in treatment in all medical and psychiatric care. (As such, care discussions, consultations, examinations, and treatment should be conducted discretely in a manner to protect the patient's privacy.)
- ✚ The patient/parent(s)/guardian has the right to professional language interpretive services when indicated or requested.
- ✚ The patient/parent(s)/guardian has the right to be informed of hospital policies and practices that relate to patient care, treatment, and patient/parent(s)/guardian responsibilities and conduct while a patient is in the hospital.
- ✚ The patient/parent(s)/guardian has the right to be informed of the nature of the patient's condition, proposed treatment/procedure (including medically indicated pain management), risks, benefits, and prognosis, including any continuing healthcare requirements after discharge.
- ✚ The patient/parent(s)/guardian has the right to receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, gender identity, national origin, religion, physical/mental disability, limited English proficiency, or sources of payment. This includes the patient's right to be acknowledged by their preferred identified pronoun.
- ✚ At all times and in all circumstances, the patient/parent(s)/guardian has the right to considerate and respectful care in a safe setting free from any type of abuse, harassment, retaliation, neglect, financial discrimination, or other exploitation.
- ✚ The patient/parent(s)/guardian has the right to exercise cultural values and spiritual beliefs to the extent that it does not interfere with the wellbeing of others or the planned course of any medical care, or violate hospital safety policies.
- ✚ The patient has the right to be free of restraints and seclusion in any form used as a means of coercion, discipline, convenience, or retaliation.
- ✚ The patient/parent(s)/guardian has the right to have access to professionals to assist with emotional and/or spiritual care.
- ✚ Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent to prevent a threat to life or permanent disability, the patient/parent(s)/guardian is entitled to the opportunity to discuss, ask questions, and request information related to the specific procedures and/or treatments, the risks involved, the possible length of

## Rights & Responsibilities continued

recuperation, and the medically reasonable alternatives and their accompanying risks and benefits (Informed Consent).

- + The patient/parent(s)/guardian has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
- + The patient/parent(s)/guardian has the right to know the identity and professional status of those involved in their care including physicians/providers, nurses, and other caregivers, as well as students, residents, or other trainees. This includes the right to know who is authorizing and performing their procedures or treatments.
- + The patient/parent(s)/guardian has the right to participate in their plan of care and to make informed decisions about their plan of care prior to and during the course of treatment.
- + The patient/parent(s)/guardian has the right to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy and to be informed of the medical consequences of this action. (In case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or transfer to another hospital. The hospital should notify the patient/parent(s) of any

hospital policy or law which may affect their choice.)

- + The patient/parent(s)/guardian has the right to be informed of available medical alternatives for care or treatment.
- + The patient/parent(s)/guardian has the right to participate in the discussion of ethical issues regarding their care that may arise during their hospitalization.
- + The patient/parent(s)/guardian has the right to know the immediate and long-term financial implications of treatment choices.
- + The patient/parent(s)/legal guardian has the right to have and/or formulate advance directives (including a living will or durable power of attorney for healthcare) concerning treatment or designating a surrogate decision-maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy. (Healthcare institutions must advise the patient/parent(s)/guardian of their rights under state law and hospital policy to make informed medical choices, ask if the patient has an advance directive, and include that information in patient records. The patient/parent(s)/guardian has the right to timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.)
- + The patient has the right to every consideration of privacy in the release of their medical



information as required by law. (As such, all communications and records pertaining to the patient's care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The hospital will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.)

- ✚ The patient/parent(s)/legal guardian has the right to access information contained in the patient's clinical records according to hospital policy, and to have the information explained or interpreted as necessary, except when restricted by law. The medical record must be provided to the patient/parent(s) in a reasonable time frame and at a reasonable cost.
- ✚ The patient/parent(s)/legal guardian has the right to expect that, within its capacity and policies, a hospital will make a reasonable response to the request of a patient/parent(s) for appropriate and medically indicated care and services within the hospital's capacity, mission, and applicable laws. The hospital must provide evaluation, service, and/or referral as indicated by the urgency of the patient's condition. When medically appropriate and legally permissible, or when a patient/parent(s)/legal guardian has so requested, a patient may be transferred to another facility. The institution to which the patient

is to be transferred must first have accepted the patient for transfer. The patient/parent(s)/legal guardian must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer. See the Emergency Medical Treatment and Active Labor Act (EMTALA).

- ✚ The patient/parent(s)/legal guardian has the right to be informed of the hospital's charges for services and available payment methods and has the right to examine and receive a reasonable explanation of the services provided regardless of source of payment.
- ✚ The patient/parent(s)/legal guardian has the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other healthcare providers, or payers that may influence the patient's treatment and care.
- ✚ The patient/parent(s)/legal guardian has the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. A patient/parent(s)/legal guardian who declines to participate in research or experimentation is entitled to the most effective care that the hospital can otherwise provide.
- ✚ The patient/parent(s)/guardian has the right to have a family member or representative of their

## Rights & Responsibilities continued

choice and their physician notified promptly of their admission to the hospital.

- + The patient/parent(s)/guardian has the right to be provided care in a safe environment. As a result, weapons, contraband, smoking/vaping and alcoholic beverages are not allowed in the hospital.
- + The patient/parent(s)/guardian has the right to access protective and advocacy services.
- + The patient/parent(s)/legal guardian has the right to be informed of the hospital's rules and regulations as they apply to their own conduct and that of their family/visitors.
- + The patient/parent(s)/legal guardian has the right to express concerns regarding any of these rights in accordance with the grievance process without fear of retaliation. As such, the patient/parent(s) has the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, or other mechanisms available in the institution.

### **Pediatric-Specific Rights:**

In addition to the rights above, Silver Cross understands that pediatric/infant and neonate patients and their parent(s)/legal guardian have unique needs. Therefore, these additional rights are provided by Silver Cross Hospital and subject to all applicable laws.

- + All pediatric/infant and neonate patients have the right to family-centered, bio-psychosocially, and developmentally appropriate care provided by healthcare professionals trained to care for children/infants and neonates.
- + The pediatric/infant and neonate patient has the right to care that supports growth and development. (As such, Silver Cross Hospital will work in partnership with families to learn what is best for their families, to keep children's schedules/activities as normal for them as possible, and to keep the parent(s)/guardian informed of changes.)
- + Parent(s)/guardian has the right to receive information about parent/patient rights.
- + Parent(s)/guardian has the right to ask for a second opinion and/or specialist consult (as available).
- + During most medical treatments/bedside procedures, the pediatric/infant and neonate patient may have a parent/guardian present, as appropriate.
- + Parent(s)/guardian and other family members are welcome in the hospital according to the visiting policy. One parent/guardian will be provided with a space to spend the night with their child, as appropriate.
- + Parent(s)/guardian will be informed of applicable community services, if needed.

## Patient Responsibilities Include:

- ✚ A patient/parent(s)/guardian has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health.
- ✚ The patient/parent(s)/guardian has the responsibility to report unexpected changes in their condition to the responsible practitioner.
- ✚ The patient/parent(s)/guardian has the responsibility to ask questions or acknowledge when they do not understand the treatment course or care decision.
- ✚ A patient/parent(s)/guardian is responsible for following the treatment plan recommended by the practitioner primarily responsible for the care of the patient. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations.
- ✚ The patient/parent(s)/guardian is responsible for keeping scheduled appointments and, when unable to do so for any reason, for notifying the responsible practitioner or the hospital.
- ✚ The patient/parent(s)/guardian is responsible for their own actions if refusing medically recommended treatment or choosing to not follow the practitioner's instructions.
- ✚ The patient/parent(s)/guardian is responsible for assuring that the financial obligations of the patient's healthcare are fulfilled as promptly as possible.
- ✚ The patient/parent(s)/guardian is responsible for following hospital rules and regulations affecting patient care and conduct.
- ✚ The patient/parent(s)/guardian is responsible for being considerate of the rights of others. This includes mutual respect and courtesy to other patients by maintaining civil language and conduct in interactions with staff and licensed independent practitioners, assisting in the control of noise, and being mindful of the number of visitors.
- ✚ The patient/parent(s)/guardian is responsible for being respectful of the property of other persons and of the hospital. Weapons, contraband, and alcoholic beverages are not allowed in the hospital. The hospital reserves the right to search a patient's room and personal belongings of the patient/parent(s)/guardian if reasonable suspicion exists. The hospital may confiscate and dispose of items as appropriate and may involve law enforcement if indicated.
- ✚ The patient/parent(s)/guardian is responsible for the safekeeping and storage of all personal property and belongings.

# Notice of Nondiscrimination

## WE'RE HERE TO HELP YOU

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

Silver Cross Hospital:

- + 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 and 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 Silver Cross Hospital's Patient Experience Coordinator at 815-300-7457.

If you believe that Silver Cross Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and gender identity), **you can file a grievance with our Patient Experience Coordinator at 1900 Silver Cross Blvd., New Lenox, IL 60451; 815-300-7457; [experience@silvercross.org](mailto:experience@silvercross.org)**. You can file a grievance in person or by mail, phone or email. If you need help filing a grievance, our Patient Experience Coordinator 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 **[ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf)**, or by mail or email at:

Centralized Case Management Operations  
U.S. Department of Health and Human Services  
200 Independence Ave. SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

Complaint forms are available at **[www.hhs.gov/ocr/complaints/index.html](https://www.hhs.gov/ocr/complaints/index.html)**.

# Your Privacy Matters

## PRIVACY AND HEALTH INFORMATION

You have privacy rights under a federal law that protect 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, other healthcare providers and staff, and their business associates or 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?

- + any identifying or health information 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
- + financial and billing information in your medical record
- + 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, if indicated
- + receive a notice that tells you how your health information may be used and shared



### Right to Complain

If you believe your rights are being denied or your health information isn't being protected, you can file a complaint with your provider or health insurer, or with the U.S. government at [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf).

## Your Privacy Matters continued



- + 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
- + request that those who must follow this law restrict how they use or share your health information
- + 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 help run 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 nursing homes 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 written permission, your provider cannot:**

- + give your health information to your employer
- + use or share your health information for marketing or advertising purposes
- + share notes about mental health evaluation or counseling with anyone outside your care team



### Laws for Alcohol and Drug Treatment

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

*Source: U.S. Department of Health & Human Services, Office for Civil Rights*

# 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.

Different states have different laws about advance directives. Check with your admissions department or nurse if you have any questions. 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 and 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 to help manage your finances if you cannot. Your healthcare proxy can also do this if you'd like.



### Fill Out Your Forms

Bring a copy of your advance directives with you the day of your procedure so your most current information and wishes are on file. You do not need a lawyer to fill these out. For more information and if you need forms, contact your caregiver.



### Choose Your Care

Fill out advance directives so your wishes are met and your loved ones are sure of what you want.



# Palliative Care

## IMPROVE YOUR QUALITY OF LIFE



### Different From Hospice Care

Like hospice, palliative care focuses on patient comfort and support. But palliative care can be given at any stage in your condition along with your regular treatments. Hospice care happens toward the end of life, when treatments are no longer helping.



### Who Is My Care Team?

Depending on what type of treatment you need, your palliative care team may include many different professionals, such as doctors, nurses, dietitians, pharmacists and social workers.

Palliative care helps reduce pain and suffering and improves your quality of life. The goal isn't to cure your condition but to relieve its symptoms and the side effects of treatment. You can receive palliative care in the hospital, at home or in another facility.

You may want palliative care if you have:

- + **physical symptoms** like nausea, shortness of breath, fatigue or pain
- + **emotional symptoms** like anxiety or depression
- + **spiritual concerns** like questioning beliefs or trying to find peace
- + **practical concerns** like financial worries or questions about treatment

You can get this care along with your regular treatments. And you can ask for it at any stage of an illness, whether you just received a diagnosis or you've had a condition for many years.

### Creating Your Care Plan

If you'd like to receive palliative care, tell your doctor or nurse. He or she will have the hospital's palliative care team meet with you to talk about your goals. Be sure to explain what is important to you—this will help the team create a plan that works for you.

### Types of Treatment

Your type of treatment depends on the kind of relief you need. If you have pain, you may be prescribed medicine or physical therapy. For anxiety, treatment may include joining a support group. Palliative care comes in many forms since it works to treat all of you, not just your condition.

# For the Caregiver

YOU ARE A VALUABLE PARTNER IN YOUR LOVED ONE'S RECOVERY



We encourage patients to pick a key person to support them during their hospital stay. Whether you are that primary support person or just one of many people caring for and supporting your loved one, you can play an important role in making sure your loved one gets the safest and best care here and beyond the hospital.

## What to Know Before You Leave

Caregivers can help ensure the best outcome for their loved one after a hospital stay by getting the answers to these three questions:

- + What is the next step for medical care (home or facility, follow-up with primary care physician or physical therapy, etc.)?**  
Help your loved one arrange the details to make this happen, including financial planning, transportation and scheduling.
- + What new and former medicines does my loved one need to take?** Help your loved one understand the details—timing, dosing instructions, side effects, prescription refills, etc.
- + What health warning signs do I need to watch for, and what do I do if they happen?**  
Help your loved one by writing down these symptoms and the name and contact number to call if you notice them.



## Caregivers Need Care Too

If you feel like you need a break or help, reach out to friends and family. And consult the resources listed here:

- National Alliance for Caregiving: [www.caregiving.org](http://www.caregiving.org)
- Family Caregiver Alliance: [www.caregiver.org](http://www.caregiver.org)
- Caregiver Action Network: [www.caregiveraction.org](http://www.caregiveraction.org)

# Before You Leave the Hospital

SPECIAL FEATURE



## A successful recovery starts with a solid plan before you go.

Reduce your chances of complications and increase your chances for a healthy recovery. Take steps as soon as possible during your stay to plan for a successful transition from the hospital.

### To begin, review the following with your nurse:

- + your discharge summary and discharge plan
- + your complete medicine list and instructions
- + your upcoming appointments
- + what to do if you don't feel well

Try the teach-back method—repeat back what you hear the nurse say to make sure you understand the details correctly.

### A Reason to Plan Early



Discharge planning will begin early in the admission process to support a successful transition before you go. If you need a rehabilitation facility, nursing home, skilled care or other service after your stay, you'll need time to find and weigh your options. For help comparing services in your local area, go to:

- [www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)
- [www.qualitycheck.org](http://www.qualitycheck.org)

# Checklist for Discharge

SPECIAL FEATURE: **BEFORE YOU LEAVE THE HOSPITAL**

Make sure you have the following information before you leave the hospital.

- ☐ **Discharge instructions**—This includes why you were at the hospital, who cared for you, your procedures and medicines.
- ☐ **Medicine list**—This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- ☐ **Prescriptions**—For your convenience, Silver Pharmacy, located in Pavilion A on our hospital campus, offers a Meds to Beds program, which means you can leave the hospital with the prescriptions you need. For your added convenience, they'll even deliver them right to your room. For more information, call 815-800-3100 or dial ext. 5928 from your patient room phone.
- ☐ **Follow-up care instructions**—Beyond medicine, these can include:
  - foods or activities to avoid
  - tests or appointments
  - how to care for incisions or use equipment
  - warning signs to watch for
  - daily living adjustments (like how to get into bed)
  - who to call with questions
- ☐ **After-hospital services**—Know how much support you'll need in these areas:
  - personal care, like bathing, eating, dressing, toileting
  - home care, like cooking, cleaning, laundry, shopping
  - healthcare, like taking your medicines, doctor's appointments, physical therapy, wound care, injections, medical equipment
- ☐ **Local resources**—Ask your discharge planner for help finding local support groups or other after-care services.



## Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse, and share your concerns. You may also need to reach out to Medicare, Medicaid or your insurance company.



## Get Copies

Be sure to get copies of your medical records and test results before you leave. Call 815-300-7505 for medical records and 815-300-7055 for imaging records.



## Prescriptions

Prescriptions can be filled on site at the Silver Pharmacy before you leave. If interested ask your nurse for details.

# After-Hospital Care

## QUICK GUIDE TO RECOVERY OPTIONS FOR AFTER YOUR STAY

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. After-care options include:

**Home Care**—Care provided by professionals in your home to help maintain or restore health. Can include: home care services such as housekeeping and meal preparation; personal care services such as bathing, dressing or eating; and healthcare services such as physical therapy or skilled nursing. For more information, call 815-300-7124.

**Independent Living**—Communities with individual, private apartments or homes. Can include: meals, housekeeping, maintenance, social activities and possibly transportation. Healthcare services like skilled nursing are usually not standard.

**Assisted Living**—Communities with individual units or apartments for seniors who need help with daily activities and healthcare, including bathing, dressing, getting on and off the toilet or out of bed, taking medicines and managing health conditions. Social activities and transportation to medical appointments may be provided. Staff is on-site 24 hours.

**Nursing Home**—Long-term care facility for those who don't need a hospital but can't be cared for at home. Can include: all daily living and personal care services,

24-hour skilled nursing care, plus social activities and events. Special units often available for people with Alzheimer's disease or memory loss.

**Hospice**—Care program that provides support for terminally ill patients and families in hospitals, facilities or private homes. Can include: 24-hour help with pain control, symptom management and emotional and spiritual support.

**To get started evaluating or finding after-hospital care resources in your area, visit:**

- + Eldercare Locator  
**[eldercare.acl.gov](http://eldercare.acl.gov)**
- + National Respite Network and Resource Center  
**[www.archrespite.org](http://www.archrespite.org)**

You can also talk to your case manager or social worker for help finding the right after-hospital care.



# Treatment After Discharge

## KEEP YOUR HEALTH ON TRACK

After you leave the hospital, you may have to change how often you take current medicines or new ones. It's important to fill any new prescriptions right away and take all your medicines exactly as your doctor recommends. If you don't, your health condition may get worse, and you could end up back in the hospital.



### Taking Medicines at Home

Before you leave the hospital, ask a family member or friend to pick up your prescription at the pharmacy. Then remember these tips:

- ✦ **Connect doses with daily activities**—like when you eat a meal or go to bed.
- ✦ **Put medicines where you'll see them**—for example, on the dinner table if you need to take them with food, or by your toothbrush if you need to take them in the morning.
- ✦ **Use daily dosing containers**—to sort your medicines for the week.
- ✦ **Keep a written or electronic schedule**—so you know which medicine to take next.
- ✦ **Refill your prescription**—and set up reminders on your phone or calendar for the next refill.



### Pain Medicine

Remember to take your pain medicine as prescribed. Be sure to take the right amount at the right time, and don't take it longer than you need to. When you're done, follow the instructions on the label to correctly throw out any leftover medicine.



### Talk to Your Doctor

If you have trouble taking your medicines, talk to your doctor or pharmacist.

### What Keeps You From Taking Your Medicine? —



**"There are side effects."** Ask your doctor how side effects can be reduced or if you need to change your medicine.

**"I don't think it's helping. I don't see or feel a difference."** Some medicines don't have effects you can see, but it's important to keep taking them so your health stays on track.

**"It's too expensive."** Ask your doctor if a generic medicine is available. These are cheaper and often work the same. Also, certain medications have assistance programs from the pharmaceutical manufacturer.

These are normal concerns, so don't be afraid to talk to your doctor.



# Understanding Your Bill

## WHAT YOU NEED TO KNOW



### Keep Track

One of the key ways to feel informed and less overwhelmed about the billing process is to stay organized. Keep all statements and bills together, and review each one as it arrives.



### Need Help?

If you don't understand something on your bill, or if you're having trouble paying your bills, call 815-300-6087. A patient representative can work with you.

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 may receive bills for doctors, surgeons and specialists separately from the hospital.

### Medicare

If you have Medicare, you will be required to complete an MSP (Medicare Secondary Payer) form. This ensures that 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.

## Commonly Confused Terms



**Deductible:** the amount you owe each year before your insurance begins making payments.

**Co-payment:** a flat fee you pay for a specific service, usually due at the time of service.

**Coinurance:** the portion of your medical expenses that you're personally responsible for paying.



## Commercial Insurance Providers

If you use a commercial insurance provider, the hospital will send a claim to them. Later, you will receive 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 may 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. Self-pay patients have the right to receive a "good faith" estimate before a planned hospital stay. To learn more, visit [www.cms.gov/nosurprises](http://www.cms.gov/nosurprises).

When the first bill arrives, call the hospital's financial services department at 815-300-6087 to set up a payment plan.



## 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. Your insurance providers follow guidelines to choose who pays first. Check with your insurance provider about their rules for COBs, primary payers and forms to fill out.



# Resources

## FIND OUT MORE ABOUT OUR SERVICES

### Hospital Resources

**Center for Breast Health**—To schedule an appointment, visit [imatter.silvercross.org](http://imatter.silvercross.org) or call 815-300-6350.

**Health Programs and Support Groups**—For a complete listing of classes and programs, visit [www.silvercross.org](http://www.silvercross.org).

**Home Healthcare**—For more information, call 815-300-7124.

**I Matter™ Health Podcasts**—Featuring health topics by medical experts.

**Physician Referral Service**—Free physician information is available at [www.silvercross.org/find-a-doctor](http://www.silvercross.org/find-a-doctor).

**Shirley Ryan AbilityLab at Silver Cross Hospital**—Patients can request an appointment for outpatient rehabilitation at [www.silvercross.org](http://www.silvercross.org) or by calling 815-300-7110.

**Silver Pharmacy**—Get your prescriptions filled before you go home with Silver Pharmacy's Meds to Beds Program. For more information, call 815-800-3100 or dial ext. 5928 from your patient room phone.

**Sleep Disorders Center**—For more information, call 815-300-REST or visit [www.silvercross.org/sleepdisorderscenter](http://www.silvercross.org/sleepdisorderscenter).

**UChicago Medicine Comprehensive Cancer Center at Silver Cross**—For more information or to schedule an appointment, call 855-UCM-1400.

### Caregiver Resources

**[www.acl.gov](http://www.acl.gov)**

Caregiver resources from the Administration for Community Living

**[www.caregiving.com](http://www.caregiving.com)**

Online support groups and articles on caregiving

**Eldercare Locator**

800-677-1116

**[eldercare.acl.gov](http://eldercare.acl.gov)**

Help with locating aging services throughout the U.S.

**800-MEDICARE**

Official U.S. government resource for people with Medicare

**National Alliance for Caregiving**

**[www.caregiving.org](http://www.caregiving.org)**

Support for family caregivers and the professionals who serve them

**Caregiver Action Network**

855-227-3640

**[www.caregiveraction.org](http://www.caregiveraction.org)**

Support for caregivers of chronically ill, aged or disabled loved ones

### Hotlines

**DCFS Child Abuse and Neglect Hotline**

800-252-2873 (800-25-ABUSE)

**Illinois Elder Abuse Hotline**

866-800-1409

**Groundwork Domestic Violence Program**

English: 815-720-1228

Spanish: 815-720-0930, ext. 1439

**National Human Trafficking Hotline**

888-373-7888

# Meet Your Care Team

## LEARN ABOUT OUR STAFF MEMBERS

### Uniforms and Colors

All employees, volunteers and physicians can be identified by their Silver Cross badge. Your caregivers also have designated uniforms and colors:

- + Nurses: Gray
- + CNAs: Teal
- + Rehabilitation Therapists: Silver (Light Gray)
- + Respiratory Therapists: Navy Blue
- + Environmental Services: Purple
- + Nutrition Services: Blue
- + Building Services: Gray
- + Volunteer Services: Purple
- + Pharmacists: White Coat
- + Phlebotomists: Maroon/Black
- + Physicians: White Coat with Name
- + Public Safety/Security: Tan or White
- + Transport: Galaxy Blue

### Staff Definitions

#### Physicians

The doctor who admits you, or a hospitalist, is responsible for supervising your care in the hospital and discharging you.

#### Hospitalists

Physicians who specialize in caring only for patients admitted to a hospital. They work closely with your primary care physician and specialists.

#### Nurses/CNAs

Nursing care is provided 24/7 by registered nurses, certified nurse assistants and qualified,

experienced professionals.

#### Dietitians

A registered dietitian will develop a nutrition care plan for you and can educate you about diets you may need to follow after you are discharged.

#### Rehabilitation Therapists

Physical therapists, occupational therapists and speech/language pathologists will help you meet goals of recovery.

#### Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures.

#### Case Managers and Social Workers

Case managers will review your medical record and discharge plans, and help arrange after-hospital care. Social workers help you and your family with financial, social and emotional problems related to your hospitalization.

#### Pharmacists

Hospital pharmacists can answer any questions you have about your medicines.



# Giving Back

## HELP US HELP OTHERS



### Recognize your Caregiver

Did one of our staff go above and beyond in caring for you or a loved one? Make a donation at in his or her name. Tribute gifts are a great way to say thank you. When you make a tribute gift, we will send a personalized letter of your thoughtfulness to the individual – if contact name is provided.



### Help Us Help Others

As a non-profit hospital, Silver Cross relies on charitable and philanthropic support so patients and their families can continue receiving nationally recognized healthcare close to home. Every dollar donated stays local and is invested in state-of-the-art facilities and technology, lifesaving programs and services, and the expertise of your caregivers.

### Make Your Tax-Deductible Gift Today

- + **Credit/Debit Card, Venmo or PayPal:** Online at [www.silvercross.org/giving/donate-now](http://www.silvercross.org/giving/donate-now) or by calling (815) 300-7105
- + **Check:** Made payable to Silver Cross Foundation, 1900 Silver Cross Blvd., New Lenox, IL 60451
- + **Stock & Securities:** Call for transfer information

Many companies offer matching gift programs for their employees, retirees and spouses. Ask your employer or search our online database at [www.silvercross.org/giving](http://www.silvercross.org/giving). You could double or triple your gift to Silver Cross!

You may also remember Silver Cross Hospital in your will and as life insurance beneficiary, among other gift options. For more information, visit [www.silvercross.plannedgiving.org](http://www.silvercross.plannedgiving.org) or contact the Silver Cross Foundation at (815) 300-7105, [silvercrossfoundation@silvercross.org](mailto:silvercrossfoundation@silvercross.org)

Thank you in advance for your gift.

### Want to Volunteer?

Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families. For more information or to volunteer, call the Volunteer Services Department at 815-300-7117 or complete a Volunteer Interest form at [www.silvercross.org](http://www.silvercross.org).

# Heart Attack & Stroke Signs

## SPOTLIGHT ON HEALTH

### Recognize the Signs So You Can Get Help Quickly

A heart attack or stroke is an emergency, and every second counts. The faster you recognize the symptoms and get help, the better your chances of surviving, with the least amount of damage to your heart or brain. If you've had a heart attack or stroke before, keep in mind that your symptoms for a second event may be different.

### Heart Attack Warning Signs

The main symptom of a heart attack is **chest pain** or **discomfort** that can also feel like **pressure**, **fullness** or **squeezing in your chest**. These feelings may start gradually and get worse, or they may come and go. You might also feel **pain or discomfort** in one or both arms or your jaw, neck, back or stomach.

Women may also have different symptoms, such as **unusual heartburn**, **shortness of breath**, **lightheadedness**, **nausea** or **pressure in the upper back**, or they may feel **tired** or **anxious** weeks before a heart attack.

### Stroke Warning Signs

When recognizing a stroke; **B.E. F.A.S.T.**:

**BALANCE:** Do you have a sudden loss of balance and coordination, trouble walking or dizziness?

**EYES:** Is your vision suddenly blurred or are you having trouble seeing in one or both eyes?

**FACE DROOPING:** Is your face numb? Does one side of your face droop when you try to smile?

**ARM WEAKNESS:** Is one arm weak or numb? Raise both arms. Does one arm drift downward?

**SPEECH DIFFICULTY:** Is your speech slurred? Are you unable to speak? Try to say a simple sentence like "The sky is blue."

**TIME TO CALL 911:** If you notice any of these symptoms, even if they go away, call 911 right away.



### Check Your Risk

Use the calculator at [www.ccccalculator.ccctracker.com](http://www.ccccalculator.ccctracker.com) to check your risk of having a heart attack or stroke. Then ask your doctor what steps you can take to prevent one. He or she may talk to you about eating healthier foods, being more active or quitting smoking.



### Other Sudden Stroke Symptoms

- numbness or weakness in your leg, face or arm
- confusion or trouble understanding speech
- severe headache with no known cause

# Type 2 Diabetes

## SPOTLIGHT ON HEALTH



### Managing Diabetes During Your Hospital Stay

Keeping your blood sugar under control takes careful attention. Make a diabetes care plan with your doctor or nurse and include:

- + how often to check your blood sugar
- + how often to take your medicines and insulin
- + what to do if you can't eat
- + how to handle your insulin pump if you have one



#### Tracking Your Blood Sugar

Being sick and taking new medicines can cause your blood sugar numbers to go up or down. Ask your nurse if your blood sugar needs to be tested more often.



#### Insulin and Food

If you take rapid-acting insulin before meals, ask your nurse to help make sure you have your food before giving you insulin. Don't let anyone give you rapid-acting insulin if your food hasn't arrived.

### Taking Medicine or Insulin

Your insulin needs may change when you are sick or after surgery. You'll still need your insulin (if you take it) and other medicines while in the hospital, but do not take them yourself. Your nursing staff will be responsible for giving them to you. If you have questions about your schedule, it's okay to ask.

### Planning for Meals

You can also ask to see the hospital's diabetes educator if your blood sugar is too high or too low during your stay.

### Avoid Infections

Having diabetes puts you at a higher risk of getting an infection, so it's important to be extra careful during your hospital stay:

- + Ask everyone who comes in your room to wash his or her hands.
- + Wash your hands before eating and after using the restroom. And ask for hand sanitizer to be placed near your bed.
- + Tell your nurse about any cuts, sores or bruises you have.
- + Ask friends and family who aren't feeling well to stay home.

# Prevent Falls at Home

## SPOTLIGHT ON HEALTH

### Stay Safe Outside the Hospital

Each year, millions of Americans go to the emergency room for fall-related injuries. Know what puts you at risk for a fall and how you can protect yourself. Make a plan with your doctor to stay safe, and include the following tips:

#### Checklist to Fall-Proof Your Home

- ☐ Keep your home well lit, and have flashlights on hand for emergencies.
- ☐ Make sure floors are even and not slippery.
- ☐ Secure rugs to the floor.
- ☐ Make sure walkways are clear of clutter.
- ☐ Install handrails on stairways and grab bars in bathrooms.
- ☐ Use furniture that lets your feet touch the floor with your knees at a 90-degree angle.
- ☐ Keep items you use often—or may need in an emergency—within easy reach.

#### Tools to Keep You Safe

Prevent falls at home by using special tools in your everyday life. Ask your doctor about **walking aids** like canes that can help keep you balanced. You can also use **reacher grabber tools** to pick up items without climbing or bending over.

Proper **clothing** is important too. Wear **well-fitting shoes** with backs, rubber soles and low heels. In addition to always getting up slowly, wear **compression stockings** so you aren't lightheaded when you stand up. You may also wear a necklace with an **emergency response button** that lets you call for help in case you fall.



#### What to Do if You Fall

Take some deep breaths and try to stay calm. Ask someone for help or call 911 if you can't get up or are injured (especially if you hit your head). Try to see a doctor as soon as possible, but do not drive yourself.



#### 3 Conversations With Your Care Team

1. Tell your doctor about any falls since your last checkup.
2. Ask your doctor or pharmacist if any of your medicines can make you dizzy, drowsy or lightheaded and whether you should avoid any activities when you take them.
3. Moving less can make you weaker and more likely to fall. Let your doctor know if you avoid everyday tasks or exercise because you're afraid of falling.



# Recognize Outstanding Staff

## RECOGNIZE STAFF FOR EXTRAORDINARY CARE



### Nominate a Nurse Today

To nominate a nurse for the Daisy Award, please visit [www.silvercross.org/contact-us/recognize-nurse](http://www.silvercross.org/contact-us/recognize-nurse) or ask your care team for a nomination form.



### Nominate a Staff Employee

Here at Silver Cross, we've got Rock Stars in every department, and we'd like to shine the spotlight on them. The Rock Star Recognition Award is a recognition program that celebrates staff employees who implement our six values: safety, inclusiveness, leadership, virtue, excellence and respect. To nominate a staff employee, visit [www.silvercross.org/contact-us/recognize-rock-star](http://www.silvercross.org/contact-us/recognize-rock-star).



### The DAISY Award

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say "thank you" to nurses in a public way.

Please say thank you by sharing your story of how a nurse made a difference you will never forget!



### The BEE Award

Share your story of a Certified Nursing Assistant (CNA) staff member who delivered skillful, compassionate care to you or a patient by filling out a nomination form today! It's an important way of saying thank you to an extra-special team member who made a difference in your life or another's. All BEE Award honorees will be recognized at a ceremony in their unit, and will receive a BEE Award pin and certificate.

CNA patients, visitors, nurses, physicians and employees can nominate a deserving CNA for the BEE Award. Visit [www.silvercross.org/contact-us/recognize-cna](http://www.silvercross.org/contact-us/recognize-cna) or ask your care team for a nomination form.

