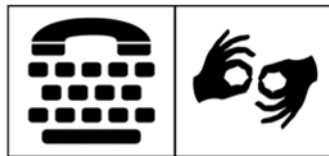




Our Mission

In partnership with its medical staffs, Methodist Healthcare will be the leader in providing high quality, cost effective healthcare to benefit the communities we serve.

Services will be provided in a manner which supports the health ministries and social principles of The United Methodist Church.



Methodist Healthcare provides equal care for our patients, regardless of race, color, sex, age, religion, national origin or disability. See the "Patient Rights" section in this booklet for more information.



Patient Information Booklet

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Welcome

Welcome to Methodist Healthcare. We are honored that you and your physician have chosen Methodist for your healthcare services. Methodist has been serving patients since 1918, when it was founded by the Methodist Church conferences in Tennessee, Mississippi and Arkansas. As we have grown through the years, we have not lost sight of our healing mission to minister to patients and their families by providing physical, emotional and spiritual healing. The soul of our mission is an unconditional concern for those in our care.

With this Patient Information Booklet, we hope to provide you and your family information that you will need while you are in the hospital. If you have any questions that are not answered, you may ask your nurse or the Patient Advocate by dialing "0" on your in-room phone.

Sincerely,



Gary Shorb
President,
Chief Executive Officer



Peggy Troy
Chief Operating Officer

Hospital Information

- At Methodist Healthcare, we know how important it is to have a loved one/family member available during a time of illness. With that recognition we have made our visiting hours very flexible. Visiting hours may be different on each nursing unit. Please check with your nurse for the hours and any important guidelines.
- Waiting rooms are available for family members in various places throughout the hospital.
- Parking is available at no cost. Please remember to lock your vehicle and hide anything of value so that it is not visible from outside the car. Security is available if you need an escort to your car.
- Please make sure personal items such as eyeglasses, hearing aids, and/or dentures are stored in the appropriate container and in a secure place, such as the top drawer of the bedside table. The hospital cannot be responsible for the replacement of such lost items.
- Telephones are available in each patient room. Dial "9" to get an outside line. Dial "0" to reach a hospital operator for help with any services. Cell phones may be used in the hospital where designated. Please ask a nurse or staff member if you are unsure about where to use your cellular phone.

- Chaplains are available for counsel or prayer with you and your family. The hospital chapel is also available 24 hours per day. If you have clergy that you want notified of your admission to the hospital, please relay this information during the admission process.
- Automatic Teller Machines are available in the main lobby of each facility.
- Cafeterias are available for your family or visitors.
- Baby Changing Stations are in the bathrooms on the main floors.
- A television is provided in each patient room.

Patient Rights

Every patient treated at Methodist Le Bonheur Healthcare is guaranteed our highest commitment: to respect the rights of you and your family. Our commitment to quality, patient-centered care is for every patient, including infants, children and adolescents whose parents or legal guardians will be expected to speak for them and be responsible for approving the care prescribed. Your rights as our patient are:

- Privacy in treatment and personal care.
- Preservation of dignity.
- Freedom from mental, physical, sexual and verbal abuse, neglect and exploitation.
- The right to be free from restraints that are not medically necessary.
- The right to a safe and secure environment.
- The right to be treated with courtesy and respect, regardless of your race, color, religion, sex, age, physical or mental disability or national origin.
- The right to have appropriate assessment and management of pain.
- The right to have your medical records kept confidential and private. We must have written consent to release medical information except to persons authorized by law. You will be given complete information concerning this during the admissions process.
- The right to access your medical records.
- The right to know the names and credentials of the doctors responsible for your care and access to a second opinion, upon your request.
- The right to be involved in the decision making in all aspects of your care.
- The right to be provided with information about your medical treatment and the answer to any questions you may have regarding treatment, procedures, tests or surgery scheduled for you.
- The right to refuse treatment. If you refuse treatment, you will be informed of the medical consequences of your decision. This will be documented in the medical record.
- The right to have your wishes addressed relating to end-of-life treatment.
- The right to refuse experimental treatment and drugs. You may be asked to participate in research. If you are, you will be given complete information about the risks and benefits and must give written consent in order to participate.

- Ready availability of pastoral and spiritual support.
- Consent will be obtained for recording or filming made for purposes other than identification, diagnosis, or treatment.
- An explanation to any questions you may have regarding your bill, regardless of your insurance coverage or ability to pay.
- Access to our **Ethical Advisory Committee**, should you wish for help with ethical care issues. See page 8 for more information.
- The right to access protective and advocacy services.
- Assistance in resolving any care concerns.
- The right to have cultural, psychosocial spiritual and personal values, beliefs and preferences respected.

Patient Responsibilities

Our goal is to improve your overall quality of life, not just to treat what ails you. In addition to our highly trained doctors and nurses, you are the most important member of your healthcare team. Help us, and yourself, by:

- Giving your doctor and our staff complete and accurate information about your condition, including past illnesses, and asking questions when you need more information from us.
- Following the instructions of your doctors, nurses and hospital staff regarding your care, and accepting your responsibility for deciding when you want to refuse treatment. Ask your doctor about the risks and consequences for refusal, including other available options, prior to making such decisions.
- Discuss with your doctors and nurses if you have pain and they will help you with your pain management options.
- Providing us with a current copy of your **advance directive** (the decisions you have made about care at the end of life). See page 8 for more information.
- Sending home all personal valuables or placing them in a hospital safe. Also, when requested, taking off personal items such as dentures, glasses and hearing aids, as necessary for specified procedures. Ask your nurse for a denture cup and a personal articles container to keep at your bedside.
- Using hospital equipment and facilities carefully so that they remain in good condition for others to use.
- Being considerate of hospital staff who are caring for you. A mutual spirit of respect and cooperation allows us to serve you best.
- Respect other patient's needs for privacy and quiet. Consider them when using your television, radio or telephone.
- Ask your family and other visitors to help you by observing visiting hours and limiting the number of visitors. Ask your nurse for visiting guidelines.
- Please follow the Smoking Policy. See pages 9-12 for more information.

- Supply insurance information and pay your bill promptly so we can continue to serve you and the community effectively.

Patient Safety

Methodist Healthcare has strict policies in place to ensure the safety of our patients and their visitors. Being familiar with these policies can help protect you during you stay in our hospital.

Personal Safety:

- All Methodist Associates wear badges with a picture, name and job title. All Associates are to give their name and position with Methodist when entering your room.
- Immediately notify one of your caregivers if someone comes into your room you do not recognize and who does not have the proper identifying information.
- Don't be surprised if the nurses and other providers check your armband or other patient identification each and every time they come into your room to give you medications or draw blood.
- We ask you to report any other suspicious behavior or activity to a hospital Associate or dial "0" from your in-room telephone.
- Please report immediately any incident where you feel you or your child may have been abused so we may provide a complete and thorough follow-up. Methodist Healthcare works with both Federal and State agencies to insure any occurrence is immediately investigated.

Health Safety:

- Seek information about your illness and treatment options, and discuss these options with your doctor.
- Keep a list of the medications you take, including the dose and frequency of the medicine. If prescribed a new medicine, ask about any potential drug interactions with the ones you are currently taking.
- Pay attention to your medications. Look at the medication you are being given and question the care provider if it is different from what you were expecting.
- Keep a list of any allergies, previous surgeries and illnesses, family history and any reactions to previous treatments or conditions.
- Keep a list of phone numbers handy-your pharmacy, primary care physician, insurance company-including your group and ID number.
- Ask a family member or friend to visit with you in the hospital to be your advocate. Ask them to write down answers to questions you may have and help you understand instructions from your caregivers. Make sure this person is aware of your preferences for care, resuscitation and life support.
- Provide all medical history to your physician. Make sure you understand all of your treatment and instructions given to you. Ask questions if you do not understand.

- Watch for your healthcare providers to wash their hands. Hand hygiene is the most effective method of preventing the spread of infections. Ask your family and visitors to wash their hands on entering and leaving your room.
- Most importantly, speak up if you have any questions or concerns, or feel uncomfortable with any situation. Ask your friend or family member to speak for you if you are unable.

Interpreting Services

To ensure effective communication with Patients and their Companions who are deaf or hard-of-hearing, we provide appropriate auxiliary aids and services free of charge, such as: sign language interpreters and oral interpreters, TTY phones, written materials, volume controlled telephones, assistive listening devices, telephones compatible with hearing aids, televisions with caption capability or closed captioning of most hospital programs.

Please ask your nurse or other hospital personnel for assistance, or call 516-7000 (voice) or 516-2122 (TTY) and request the Duty Administrator or the Administrative Supervisor at your hospital to assist you.

If needed, Methodist Le Bonheur Healthcare will make every effort to provide you with a qualified sign language interpreter, and keep you updated on the status of securing an interpreter on your behalf. Sign Language Interpreters will be provided to you throughout your hospitalization, without your having to request them, to ensure effective communication for post surgery sessions, doctor rounds and other physician-patient related meetings.

If you were provided an interpreter during your stay, you will be asked to provide **feedback** regarding the timeliness and effectiveness of the interpreter. Opportunity for you to provide feedback is provided with the Inpatient Survey process. Please ask your nurse.



Concerns or Complaints for the Hearing Impaired

If you are deaf or hard-of-hearing, and have concerns or complaints about effective communication between you, your companion and our staff, a **Patient Advocate** is available to assist you. The Patient Advocate will work with the Administrative Supervisor / Duty Administrator in addressing your concerns. You also have a right to receive a written response within thirty (30) days of receipt of your complaint. Please ask your nurse to contact the Patient Advocate.

Advance Directives

An advance directive is an individual instruction or written statement (including an advance care plan, a living will, or a durable power of attorney for healthcare) expressing a patient's health care wishes and / or preferences in the event the patient can no longer make or communicate those wishes.

A patient (or their representative such as a parent, agent or surrogate) has the right to accept or refuse medical treatment or intervention. The existence or lack of an advance directive does not determine a patient's access to care, treatment or services.

If you have questions about advance directives or would like more information please ask your nurse to contact Spiritual Services on your behalf.

Organ and Tissue Donation Policy

Methodist Healthcare is required by law to inform the family of the option of donating an organ and/or tissue for transplantation. Methodist has a procedure for making these arrangements, and is committed to honoring our patients' wishes within the limits of the law and the hospital's capacity. If you have general questions about organ and/or tissue donation, please ask your nurse.

Ethical Advisory Committee

The Ethical Advisory Committee may serve as a resource to you in addressing "conflict in care" and "end of life" issues.

Methodist Healthcare maintains a committee of medical professionals to ensure ethical standards within its patient care. Comprised of physicians, nurses, chaplains and other support staff, the committee is available 24 hours a day to meet the needs of patients, their family and staff. Ethics committee services include providing consultative advice, when indicated, to patients, family and staff on issues pertaining to patient care. Such consultation may be initiated by the health care team, patient, family and/or visitor.

Ethical issues or concerns may be discussed informally with a member of the committee. Ultimately, the ethics committee consultation process does not interfere with the decision-making relationship between physicians and patients/family/surrogates. Rather, it enhances understanding of the overall decision-making process. Please contact your nurse with any questions about the Ethics Advisory Committee or to arrange a meeting with a committee member.

Patient Satisfaction

At Methodist Healthcare, we believe that when you embrace the miracle in each person, you ultimately deliver outstanding care for all people. We understand that being in the hospital can be stressful, and we want to make your stay as pleasant as possible. Your comfort and care are important to all of us—from the admissions clerk who registers you and the nurse at your bedside to the environmental services attendant who cleans your room.

At the end of your stay, you will be given a **Patient Satisfaction Survey** to complete. We ask that you give us your honest feedback in this survey. The survey is anonymous and provides us with important information that we use to assess how well we're meeting our patient satisfaction goals.

Concerns or Complaints

Methodist Healthcare strives to provide outstanding care to each patient. It is always our goal to exceed your expectations.

If you should have concerns or complaints about your safety and care, a **Patient Advocate** is available to discuss these with you or to provide you with contact information for the appropriate Tennessee State agency, or the Joint Commission on Accreditation of Healthcare Organizations.

Please dial "0" from your in-room phone and ask to speak to a Patient Advocate.

Tobacco Free Policy

In the interest of improving the health of our community and serving as role models for healthy lifestyles, MLH has committed to a tobacco-free campus policy system-wide.

This is part of a city-wide initiative involving nearly every hospital in our area, including Baptist, St. Francis, the MED, Delta Medical Center, Memphis Mental Health Institute, the VA Medical Center and Southern College of Optometry. St. Jude is also participating on its hospital campus.

Effective **November 15, 2007, all Methodist campuses will be tobacco-free.** After that date Associates, patients, physicians and visitors will not be allowed to use any type of tobacco product anywhere on our campuses.

Upon your admission to Methodist Le Bonheur Healthcare, please notify the admissions staff if you smoke or use tobacco in any form. This information will be forwarded to your physician, who can make arrangements to provide you with nicotine replacement therapy products or discuss alternative resources for you.

For purposes of this policy, our campus includes all areas at each MLH hospital, including parking lots/decks, within personal vehicles on hospital property, within previously designated smoking areas, and sidewalks surrounding the buildings.

The Memphis-area tobacco free policy is one of the first, and certainly the largest such effort in the state of Tennessee. This policy has been endorsed by the Tennessee Hospital Association, the Tennessee Department of Health, Governor Phil Bredesen and other health advocacy groups. It is intended to help Memphis hospitals maintain the healthiest possible environment for patients, employees and visitors.

Thank you for your cooperation with this tobacco-free policy and for helping maintain a healthier environment for everyone.

If you are ready to stop using tobacco, tell your doctor or nurse. They can help.

Other resources to help you quit using tobacco are:

United States Department of Health and Human Services

<http://www.surgeongeneral.gov/tobacco/>

American Cancer Society

http://www.cancer.org/docroot/PED/content/PED_10_13X_Guide_for_Quitting_Smoking.asp

American Heart Association

<http://www.americanheart.org/presenter.jhtml?identifier=4731>

American Lung Association

<http://www.lungusa.org/site/pp.asp?c=dvLUK9O0E&b=22542>

Tennessee Quitline

1-800-QUIT-NOW or 1-800-784-8669

American Cancer Society

1-800-ACS-2345

Dangers of Tobacco Use

Cigarette smoking has been identified as the most important source of preventable premature death worldwide. Smoking-related diseases claim an estimated 438,000 American lives each year, including those affected indirectly, such as babies born prematurely due to prenatal maternal smoking and victims of "secondhand" exposure to tobacco's carcinogens. Smoking costs the United States over \$167 billion each year in health-care costs including \$92 billion in mortality-related productivity losses and \$75 billion in direct medical expenditures or an average of \$3,702 per adult smoker.

- Cigarette smoke contains over 4,800 chemicals, 69 of which are known to cause cancer. Smoking is directly responsible for approximately 90 percent of lung cancer deaths and approximately 80-90 percent of Chronic obstructive pulmonary disease, or COPD (emphysema and chronic bronchitis), deaths.
- About 8.6 million people in the U.S. have at least one serious illness caused by smoking. That means that for every person who dies of a smoking-related disease, there are 20 more people who suffer from at least one serious illness associated with smoking.
- Among current smokers, chronic lung disease accounts for 73 percent of smoking-related conditions. Smoking is also a major factor in coronary heart disease and stroke; may cause cancers in other parts of the body; and has been linked to a variety of other conditions and disorders, including slowed healing of wounds, infertility, and peptic ulcer disease. For the first time, the Surgeon General now includes pneumonia in the list of diseases caused by smoking.
- Smoking in pregnancy accounts for an estimated 20 to 30 percent of low-birth weight babies, up to 14 percent of preterm deliveries, and some 10 percent of all infant deaths. Even apparently healthy, full-term babies of smokers have been found to be born with narrowed airways and curtailed lung function.
- Smoking by parents is also associated with a wide range of adverse effects in their children, including worsening of asthma, increased frequency of colds and ear infections, and sudden infant death syndrome. Secondhand smoke causes an estimated 150,000 to 300,000 cases of lower respiratory tract infections in children less than 18 months of age, resulting in 7,500 to 15,000 annual hospitalizations.
- In 2005, an estimated 45.1 million, or 21 percent of, adults were current smokers. The prevalence of smoking has declined 40 percent between 1965 and 1990, but has been unchanged virtually thereafter.
- Males tend to have significantly higher rates of smoking than females. In 2005, 23.9 percent of males currently smoked compared to 18.1 percent of females.
- Secondhand smoke involuntarily inhaled by nonsmokers from other people's cigarettes is classified by the U.S. Environmental Protection Agency as a known human carcinogen, responsible for approximately 3,400 lung cancer deaths and 46,000 heart disease deaths in adult nonsmokers annually in United States.

- Nicotine is an addictive drug, which when inhaled in cigarette smoke reaches the brain faster than drugs that enter the body intravenously. Smokers not only become physically addicted to nicotine; they also link smoking with many social activities, making smoking a difficult habit to break.
- Nicotine replacement products can help relieve withdrawal symptoms people experience when they quit smoking. Nicotine patches, nicotine gum and nicotine lozenges are available over-the-counter, and a nicotine nasal spray and inhaler are currently available by prescription.
- In addition, doctors can prescribe non-nicotine medications such as Zyban and Chantix to help smokers quit.
- Nicotine replacement therapies are helpful in quitting when combined with a behavior change program such as the American Lung Association's Freedom From Smoking, which addresses psychological and behavioral addictions to smoking and strategies for coping with urges to smoke.

Sources: This information comes from the American Lung Association Web site.