

# Welcome

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## Resource Guide

Our goal is to provide a safe, comfortable and healing environment for all the people seeking care at Sarah Bush Lincoln. We will deliver the highly skilled and compassionate care you deserve.

We have prepared this booklet to provide you and your family members with the information you'll need throughout your stay with us. If you have any questions that are not covered in the handbook, please don't hesitate to ask any staff members participating in your care. We want you to be informed about your care, comfortable with your surroundings and pleased with your service.

You can find more complete information on [www.sarahbush.org](http://www.sarahbush.org).

*Again, welcome to Sarah Bush Lincoln.*



**Patient Name:** \_\_\_\_\_

**Room Number:** \_\_\_\_\_



The mission of Sarah Bush Lincoln is to provide exceptional care for all and create healthy communities.

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# Frequently Called Numbers

- Financial Assistance .....**800-381-0040**
- Illinois Foundation of Quality Healthcare .....**800-647-8089**
- Illinois Department of Public Health .....**800-252-4343**
- Illinois Tobacco Quit Line .....**866-784-8937**
- Living Will and Power of Attorney form
  - Illinois Department of Aging.....**800-252-8966**
- Lost and Found (Security) .....**217-258-2459**
- Medical Record Management.....**217-258-2536**
- Operator (at Sarah Bush Lincoln) .....**217-258-2525**
- Patient Privacy Officer .....**217-258-2457**
- Patient Portal .....**217-258-2516**
- Patient Portal Online Bill Pay.....**217-258-2216**
- Patient Representative.....**217-258-2491** or  
**217-258-2410**
- Prairie Medical Pharmacy.....**217-258-2411**
- Rapid Response Team (*internal use only*) .....ext. **777**
- Risk Management.....**217-258-2548**
- Secretary of State Organ/Tissue Donor Program.....**800-210-2106**
- Telecommunication Device for Deaf (TDD) .....**217-258-2552**
- The Joint Commission.....**800-994-6610**



*Welcome to Sarah Bush Lincoln!*

Our highest priority at Sarah Bush Lincoln is you, our patient.

We have a proud tradition of serving the healthcare needs of our community for more than 40 years. Everyone is dedicated to providing you with excellent care and superior service. Our goal is for you to think of us as the best possible hospital and we look forward to serving you.

As part of our commitment to improving the quality of our services, we participate in patient experience surveys conducted by Press Ganey, a company that provides survey tools for healthcare organizations nationwide. After an inpatient or outpatient experience at Sarah Bush Lincoln, you may receive a survey in the mail or by email or text message.

We sincerely value your opinion.

The survey will take just a few minutes of your time,

and the information you provide will let us know how we're doing and help us to improve. It will also help us reward and recognize those staff members who you feel made a real difference during your visit.

If you have concerns, or want to discuss your care, do not wait for Press Ganey to contact you. Please let a staff member know, or call me at 217-258-2572. Thank you for choosing Sarah Bush Lincoln.

Sincerely,

Kim Uphoff

President and Chief Executive Officer

*and the entire staff of Sarah Bush Lincoln*





## During Your Stay

### General Visiting Hours

Our primary responsibility is to the health of our patients. Visitors are encouraged to be sensitive to the needs of our patients by keeping visits short and being considerate of the condition, treatment and recuperation activities of all of our patients.

In an effort to provide an environment that promotes healing, is safe, and is comfortable, Sarah Bush Lincoln supports a flexible visitor policy. Our patients control their own visitor flow. Patients may appoint a “support person” who helps fulfill their wishes. Patients may also identify persons they wish to be admitted as visitors. Door signage is available to patients to help convey their wishes.

Persons are requested not to visit if they are recovering from a contagious illness or have had contact with a contagious illness, or have a fever, cough, sore throat or other respiratory or gastrointestinal symptoms to which we do not want to expose patients.

All entrances to the Health Center, except at the Emergency Department, are locked at night and require a staff badge swipe or staff keypad access number for entry. See the door signage for specific times. Visitors in the building after 8:30 pm, or those who have permission to spend the night, will be required to have or wear an identification sticker issued by Security. The sticker is color-coded to the particular floor they will be on and will include the visitor’s

name and patient room number.

For privacy and comfort, we ask that large groups of visitors use the various public reception areas to congregate rather than hallways as they take turns visiting the patient. We also ask that visitors be sensitive to roommate needs for privacy during visits.

No animals or pets, other than service animals for individuals with disabilities, or approved therapy dogs, are allowed.

Visiting privileges can be restricted by the Health Center and doctors at any time it is deemed necessary. If visitors become disruptive, Security and supervisory staff will take measures up to and including asking a visitor to leave and/or involving law enforcement authorities.

### 4 Medical, 3 East, 2 East, 2 West, 2 South, 1 North

A support person is permitted to remain with the patient at all times.

### Critical Care Unit

A support person is permitted to remain with the patient at all times. Two visitors at a time can visit between 8:30 am and 8:30 pm. Visitors under the age of 14 must have visits pre-arranged with the Critical Care Unit (CCU) staff. Instructions for entering CCU to visit are posted by the telephone at the CCU entrance.

### 3 West

Visiting hours are 6 to 8 pm, Monday through Friday, 2 to 4 pm and 6 to 8 pm on Saturdays, Sundays and holidays. For safety reasons, all visitors are checked in by Security before entering the unit. Personal belongings not permitted on the unit with a visitor are secured in lockers outside the unit for which the visitor is given a key. Two visitors are allowed to visit at a time.

### Women and Children’s Center (2 West) (Obstetrics, Gynecology and Pediatrics)

A support person is permitted to remain with the patient. Siblings of the newborn are allowed to visit under direct supervision of an adult; this adult cannot be the patient. Specific visiting policies apply for vaginal and cesarean birth and physician consent must be obtained. This is a secure access unit to provide additional security for the patients. In order to gain access to the unit, all visitors must use a code provided by the patient they are visiting.

### Surgical Services

Two visitors at a time are allowed in the pre-operative and post-operative areas.



## Discharge Planning

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### Discharge Planning

Many people have a need for specific care or support which will continue after they leave the Health Center. Planning to go home customarily begins early in your stay. The Case Management staff will provide counseling and help to arrange needed services.

Even though you've just been admitted to the hospital it is important to begin thinking about issues that may impact your transition out of the hospital. Here are some things to consider right from the start. Your caregivers will work with you and your family to plan for your discharge.

Below is a list of important things to help you prepare.

#### For patients and families or other support persons:

- Know about your health condition and what you can do to help yourself get better.
- Know about problems to watch for and what to do about them.
- Know the reason why you are taking medication and their side effects.
- Know how to perform any tasks that require special care at home.
- Know when your follow-up appointments are to be scheduled.
- Ask your family to fill all prescriptions and take care of other special items early, so you will not need to make extra trips after discharge.

### Medical Record Management

If you need or want a copy of your medical record from your stay (beyond your discharge papers), you may call Medical Record Management at 217-258-2536. There may be a service charge to obtain your record, and a photo identification is required before your record is presented to you.

## Patient Portal

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### Through this secure online portal, you can:

- request a medication refill
- request an appointment
- view your Lab and Diagnostic Imaging reports
- message your doctor's office
- view your upcoming appointments
- access your health record
- pay your bill

### Connecting to your health information is easy!

Once you have provided your email address at the time of registration, you will receive an invitation to set up your account on our patient portal. Follow the steps by entering your date of birth and challenge answer given at the time of registration to create an account and get connected to your health information.

To log into the patient portal after you have completed enrollment go to:

<https://sblpatientportal.iqhealth.com>.

If you have questions about the patient portal, please call 217-258-2516 Monday through Friday, 8:30 am to 5 pm.

## While You Are A Patient

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### Personal Belongings

Please check with your nurse about personal items that you can have during your stay or that could be provided for your use. Valuables, cash and jewelry should not be kept in your room during your stay. You should carefully store and protect all your glasses, dentures, hearing aids and phone when they are not in use. If you do not have a storage container, one can be provided. They should not be left on your over-bed or night stand where they could become broken or lost. These personal items are **your responsibility** and SBL does not assume responsibility for replacing them if lost or broken during your stay.



## Security

Security staff is on duty 24/7 and can be reached via phone 217 258-2459 or through the operator by dialing “0.” Security patrols the main campus buildings, as well as the parking lots. Security can be of assistance in a wide variety of situations so please don’t hesitate to contact them.

## Weapons Policy

Sarah Bush Lincoln’s goal is to promote a safe hospital environment. Patients and visitors (other than law enforcement) arriving to the hospital with weapons will be asked to remove them from the property or surrender them to Security.

## Lost and Found

Our lost and found items are handled by Security at 217-258-2459. Please let us know as soon as you discover you have lost an item. We will make every effort to help locate an item, but we are not responsible for replacement of items you chose to keep while you are a patient.

## Communications

Your room telephone can be used for local or long-distance calls, however long-distance calls cannot be charged to your room. You will need to make other arrangements for those charges. To place a call outside of the hospital, dial “8”, the area code, and then the full, seven-digit number, plus area code as needed. Cell phones can be used in all areas of the hospital.

You can receive calls from 7 am until 10 pm.

Thereafter, calls to your room are automatically routed through the Health Center operator. Your family and friends may dial your room directly from 7 am to 10 pm by dialing (from Charleston) 348- “4” and the three-digit room number or (from Mattoon) 238- “4” and the three digit room number. You can also be reached via the main operator by following prompts on the main hospital number 217-258-2525 and giving the live operator the patient’s name or room number.

A Telecommunications Device for the Deaf (TDD) is available in the Emergency Department for communication with hearing-impaired individuals who have a TDD. The number is 217-258-2552.

A language line is also available for interpretation assistance. Computers, picture charts and tablets are available to assist with communication, as needed. We appreciate assistance that you can help arrange for routine non-English communications, but we can arrange for medically certified interpretations for all high-level, high-risk interpretation needs that arise during your care.

## Prairie Medical Pharmacy

This full-service pharmacy offers quick, convenient services with competitive pricing. Prairie Medical Pharmacy is located just east of the Entrance A reception desk. Hours are 8:30 am to 5 pm, Monday through Friday. Home deliveries are available in Mattoon and Charleston. Pharmacy staff can be reached at 217-258-2411.

## Staying Safe

### Sanitize hands before and after visiting

The soap and hand sanitizer in patient rooms are for everyone’s use. Please wash or sanitize your hands when entering and leaving the room to avoid bringing in and carrying out germs. Insist that healthcare providers do the same before caring for you or your loved one.

Clean your hands after sneezing, coughing, touching eyes, nose, or mouth, after using the rest room and before and after eating and drinking. Cover your cough or sneeze with a tissue or your sleeve. When visiting, do not sit on the beds or handle the equipment. For your safety, please read and follow any instructions posted outside the patient’s room.

### For more information

Contact Infection Control at 217-258-2189 or to learn more go to [www.preventinfection.org](http://www.preventinfection.org).



## Rapid Response Team

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A patient's condition can change at any time during hospitalization. This includes just after surgery, during medical tests, or when a patient is recovering from an illness.

Ask the nurse to call the Rapid Response Team when there are warning signs that the patient is getting much sicker.

When you feel the patient's condition is changing, and you believe additional help is needed, call the team.

### **How do I notify the Rapid Response Team?**

You can discuss your concern with staff and ask them to notify the Rapid Response Team or you can call **ext. 777** and request that the Rapid Response Team report to the patient's room. Team members will arrive within minutes to evaluate the patient.

## Patient Rights and Responsibilities

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### **Your Responsibilities as a Patient**

When receiving care or service from Sarah Bush Lincoln (SBL), you have responsibilities to:

- be a responsible partner in your own healthcare.
- make us aware of times when you want us to include family and/or significant others in discussions and decisions about your care.
- participate in diagnostic and/or treatment decisions.
- communicate continuously and openly with all the members of your healthcare team so we can efficiently and effectively plan and deliver the best possible care and service.
- let us know how we can best meet your expectations and needs for care and service including privacy, respect, communication style, pain control and managing environmental factors like noise and cleanliness of your room.
- make us aware of your medical history including diagnoses, tests, surgeries, allergies and a complete current list of your medications.
- make us aware of Advance Directives you have in place to direct your care, as applicable, including a copy for your record.

- recognize and respect the rights of other patients, families, and staff. Threats, violence, illegal activity, or harassment of other patients and hospital staff will not be tolerated. If such activity occurs, the hospital will report it to security and the police as necessary.

### **Your Rights as a Patient**

When receiving care or service from Sarah Bush Lincoln (SBL), you have the right to:

- access care/service regardless of race, creed, gender, sexual orientation, religion, national origin or payment resources with respect for your cultural/personal values, beliefs and preferences.
- receive reassurance, explanations, answers, actions, respect and courtesy in addition to excellent care and service.
- every consideration of privacy, dignity and to expect that all communications and records pertaining to your care will be treated with upmost confidentiality. This includes all photographic, film image, video, electronic or audio media that may be part of your care or created with your permission by virtue of agreeing to a test and/or procedure that captures/ uses images and/or electronic data. Verbal, written and/or images as described will be given to other healthcare professionals for use in



continuing your care and/or upon your request for yourself or others after informed consent and/or permission and with diligent care for the protection of your personal health information. You have every right to request cessation and/or to rescind permission/consent at any time and to be assured that anyone involved in your care is bound by the hospital's confidentiality agreement.

- receive care and education for how to actively participate in assuring a safe environment that protects you from injury, harm and known complications for your condition.

- know the name, credentials and experience of individuals providing and directing your care and service.

- expect that family members or significant others of your choice be notified promptly of needs that arise and be kept well informed of your progress and status with your permission.

- receive and have understandable explanations of relevant, current information regarding your diagnoses, test results, treatment, prognosis and discharge plans.

- be informed of your rights and responsibilities in various forms including this and other forms of written documentation.

- unrestricted access to communication, visitors,

mail and telephone calls unless clinically contraindicated and then with restrictions fully explained to you and/or your family.

- consent to and participate in decision making involving your care and to refuse diagnostic and/or treatment options suggested, to the extent permitted by law.

- have us honor, respect and follow the directions you have outlined in an advance directive document (Living Will/Power of Attorney for Healthcare) and as related to end-of-life decisions to the extent permitted by law and the Health System's policy in response to current laws.

- reasonable access to your own medical records and protected health information including requests to add your own comments.

- complete explanations/information concerning the most likely risks, benefits, consequences and alternatives to care as well as with planned/requested transfer to another facility.

- information about SBL's affiliations, business relationships, rules and regulations.

- consent to or refuse to participate in research or experimental treatment and to have your rights protected during research, investigations and/or clinical trials you may be asked to/agree to participate in.

- expect coordination/continuity of care and to be informed of realistic options and outcomes if/when care is no longer appropriate and/or no longer meets the criteria for your symptoms, diagnosis and/or benefit stipulations/requirements.

- appropriate assessment and management of any pain or discomfort associated with your diagnosis and treatment.

- be communicated with regarding your healthcare needs in your primary language.

- access pastoral and/or spiritual support services that are available.

- be free from restraints or seclusion imposed as a means of coercion, discipline, convenience, or retaliation.

- know the immediate and long-term financial implications of your treatment choices, and in so far as they can be known, the charges and payment methods for those choices.

- access the complaint/grievance process related to any aspect of your care or service and to appeal to any applicable external agency regarding decisions related to the length of your stay or treatment protocol as well as the financial coverage related to your care. At SBL you can contact the Patient





Representative at 217-258-2491/2410 or the House Supervisor via the main hospital number 217-258-2525.

You may also call Risk Management at 217-258-2548 for assistance. External agencies that you can contact are The Joint Commission at 1-800-994-6610, the Illinois Department of Public Health at 1-800-252-4343 (24 hours a day Medicare consumer helpline) or Illinois Foundation of Quality Healthcare (IFMC-IL) at 1-800-647-8089.

#### **Every woman has the right to:**

- receive healthcare before, during and after pregnancy and childbirth
- receive care for her and her infant that is consistent with generally accepted medical standards
- choose a certified nurse midwife or physician as her maternity care professional
- choose her birth setting from the full range of birthing options available in her community
- leave her maternity care professional and select another if she becomes dissatisfied with her care
- receive information about the names of those healthcare professionals involved in her care
- privacy and confidentiality of records
- receive information concerning her condition and proposed treatment
- accept or refuse any treatment
- be informed if her caregivers wish to enroll her or her infant in a research study
- access her medical records
- receive information in a language in which she can communicate
- receive emotional and physical support during labor and birth
- freedom of movement during labor and to give birth in the position of her choice
- contact with her newborn
- receive information about breastfeeding
- decide collaboratively with caregivers when she and her baby will leave the birth site for home
- be treated with respect at all times before, during and after pregnancy by her healthcare professionals
- examine and receive a reasonable explanation of her total bill for services

#### **Advance Directives**

It is the policy and practice of Sarah Bush Lincoln and its medical staff to provide all indicated care to their patients, recognizing that:

- There are situations when specific care would have no curative effect, would not contribute to the patient's comfort and would serve only to prolong the dying process.
- The patient has both the right and the need to reasonable, informed participation in decisions involving his/her health care, including decisions to refuse or withhold such care.
- Patients will be informed about the use of a Living Will or a Power of Attorney for Health Care to ensure that their healthcare wishes will be known and honored to the greatest extent possible and permissible by law.

The Health Center will not discriminate against a patient because he/she has an advance directive. The patient who has chosen not to have extraordinary life-saving treatment will continue to receive medical care, treatment and support necessary for his/her comfort.

The Health Center also recognizes and will comply with provisions for health care decisions as outlined in the Illinois Healthcare Surrogate Act.

If you have questions about the Health Center's policies, your treatment or requests for refusal of treatment, we encourage you to discuss them with your physician or other healthcare provider.



Living Wills, Powers of Attorney for Health Care and the Illinois Healthcare Surrogate Act are explained fully below. Any questions regarding this can be answered by a member of our Risk Management or Case Management at 217-258-2548.

## Insurance and Billing

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All patients are responsible for the cost of services received at Sarah Bush Lincoln. Please give all information about your medical insurance to the admitting registrar. If you have medical insurance, you probably were asked to assign benefits to Sarah Bush Lincoln and to make a deposit to cover the amount your insurance does not pay (co-payments, deductibles, co-insurance, and non-covered services). As a courtesy, we will bill your insurance plan for you. You are responsible for the payment of all balances due on your account. If your insurance does not include Sarah Bush Lincoln or if we cannot verify your insurance, you will need to make payment arrangements.

### Patients without Insurance

If you have little or no insurance, or if you do not provide us with required billing information, you will be considered a “private pay patient.” Private pay patients are required to pay an estimated bill upon registration.

### Financial Assistance

It is the policy of Sarah Bush Lincoln that all individuals who receive medical care here are responsible for their financial obligations. However, we recognize that part of the community has limited ability to pay. The SBL Financial Assistance Program was established to provide medical care to these individuals. For more information and eligibility requirements,

you or a family member can call Patient Financial Services at 1-800-381-0040.

### Patient Portal online bill payment

To ease the burden of paying your medical bills using paper checks and the postal service, sign up for our secure online service that provides:

- Information from multiple accounts in a single view
- Simplified online bill payment
- Convenient, 24/7 access to updated account information
- Helpful information to answer most common patient questions

Visit [www.sarahbush.org](http://www.sarahbush.org) to learn more and sign up for this free service.

### Contact us

Questions about your account(s) or online bill pay: 217-258-2581.

Fax number: 217-258-2216

Patient Financial Services hours of operation are 8 am to 4:30 pm Monday through Friday.

Pay in person - Located in the hospital Entrance A in Patient Services/ Registration 8 am to 4:30 pm Monday through Friday.

Email us: [sblbillingquestions@sblhs.org](mailto:sblbillingquestions@sblhs.org)



## Joint Notice of Privacy Practices

*This notice describes how health information about you may be used and disclosed and how you can get access to this information. Please review it carefully.*

### Our Responsibilities

This organization is required to:

- Maintain the privacy of your health information.
- Provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you.
- Abide by the terms of this notice.
- Notify you if we are unable to agree to a requested restriction.
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

We will not use or disclose your health information without your authorization, except as described in this notice.

Due to common ownership, Sarah Bush Lincoln Health Center, Sarah Bush Lincoln Health Foundation, Sarah Bush Lincoln Health Management Services, Lincolnland Home Care, Lincolnland Hospice, and Lincolnland Home Medical Equipment, collectively, “Sarah Bush Lincoln” have been designated as Affiliated Covered Entities. In addition to treatment, payment, and healthcare operation purposes,

we may share your health information for the joint management and operation of these entities. This sharing does not mean that one organization is responsible for the activities of another, it rather means we are all committed to protecting our patients’ privacy rights.

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will create a revised notice.

### Understanding Your Health Record/ Information

Each time you visit a hospital or healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as your health or medical record, serves as a:

- Basis for planning your care and treatment.
- Means of communication among the many health professionals who contribute to your care.
- Legal document describing the care you received.
- Means by which you or a third-party payer can verify that services billed were actually provided.
- A source of data for medical research.
- A source of information for public health officials to improve the health of the nation.

- A source of data for facility planning and marketing.
- A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.

Understanding what is in your record and how your health information is used helps you to:

- Ensure its accuracy.
- Better understand who, what, when, where, and why others may access your health information.
- Make more informed decisions when authorizing disclosure to others.

### Your Health Information Rights

Although your health record is the physical property of the healthcare practitioner or facility that compiled it, the information belongs to you. You have the right to the following subject to limitations in the Health Insurance Portability and Accountability Act of 1996 (HIPAA):

- Request that your health information not be shared with your insurer, if you pay your bill for services at the time of registration.
- Request a restriction on certain uses and disclosures of your information. This should be discussed with your provider. Sarah Bush Lincoln is required to consider all requests for restrictions carefully, we are not required to agree to your request. If Sarah Bush Lincoln agrees, we will



comply with your request, unless the information is needed to provide you emergency treatment.

- Obtain a copy of the Health Information Privacy Notice upon request. These are kept primarily at each registration area in Sarah Bush Lincoln entities.
- Inspect and receive a copy of your health record.
- Amend your health record. While we may review each amendment request carefully, Sarah Bush Lincoln may deny your request if we believe that the information that you would like to amend is accurate and complete, or other circumstances apply. If your request for an amendment is denied, you will be notified of the reason for the denial.
- Obtain an accounting of disclosures of your health information for purposes other than treatment, payment, healthcare operations, or an authorization that has been signed by you.
- Request communications of your health information by alternative means or at alternative locations
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

### **For More Information or to Report a Problem**

If you have questions and would like additional information, you may contact the Director of Medical Record Management at 217-258-2532.

If you believe your privacy rights have been violated, you can file a complaint with the Privacy Officer at 217-258-2457. In addition, you can file a written complaint to the Secretary of U.S. Department of Health and Human Services. Persons filing a complaint in good faith shall not be subject to retaliation.



