

Marshalltown Medical & Surgical Center Patient Handbook



**3 South 4th Avenue
Marshalltown, Iowa 50158
(641) 754-5151
www.everydaychampions.org**

Marshalltown Medical & Surgical Center



Our Mission

The mission of Marshalltown Medical & Surgical Center is to create and continually improve services that respond to health care needs in our community.

Our Values

Quality, Teamwork, Integrity, Empowerment, and Compassion.

Dear Patient,

It is our pleasure to welcome you to Marshalltown Medical & Surgical Center (MMSC). We are grateful for the privilege of caring for and serving you. During your stay we promise to provide high quality, cost-effective healthcare services consistent with your expectations, and with the capabilities of the fine physicians, nurses, technicians, and staff who work at MMSC. Our dedication to our mission and values is absolute. We ensure you the highest level of quality care and safety.

Marshalltown Medical & Surgical Center is committed to excellence through our many services that have earned us a distinguished reputation for high quality and safe care. Our commitment to our patients is demonstrated in the many different programs and services we offer. Our commitment to the community not only includes caring for the sick, but also positively shaping the future of healthcare for our patients and the people in the communities we serve.

My sincere thanks goes out to the families we have had the pleasure to serve, to our physicians and staff whose experience and commitment are an inspiration, to our volunteers whose dedication amplifies what we can achieve, and to you, for choosing MMSC as your healthcare facility.

If there is anything I can personally do to make your stay with us more comfortable, please feel free to call me at (641) 754-5145, or you may call any of the departments listed on the Telephone Directory page.

The physicians and staff of Marshalltown Medical & Surgical Center, thank you for allowing us to care for you.

Sincerely,

A handwritten signature in black ink, appearing to read "Rob Cooper".

Rob Cooper, CEO

Speak Up TM

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Healthcare organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

The program, Speak Up TM encourages the public to:

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common health care errors.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards, such as that provided by Joint Commission or Centers for Medicare & Medicaid Services (CMS).

Participate in all decisions about your treatment. You are the center of the health care team.

Patient Rights & Responsibilities

We Consider You A Partner

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions and communicate openly with your physicians and other health professionals, you can help make your care as effective as possible. We respect each patient's personal preferences and values.

As A Patient, or Parent or Legal Guardian of a Minor Patient, You Have the Right to:

- Be informed of your rights before patient care is furnished or discontinued whenever possible.
- Be treated kindly and respectfully by all hospital personnel.
- Receive complete and current information concerning your diagnosis, treatment and prognosis in terms you can understand. When it is not medically advisable to give such information, it should be made available to an appropriate person on your behalf.
- An explanation of any proposed procedure or treatment. The explanation should include:
 - a description of the nature and purpose of the treatment or procedure;
 - known risks or serious side effects;
 - treatment alternatives.
- Know the name, identity and professional status of the person providing services to you and to know who is primarily responsible for your care.
- Expect that a family member or representative and physician will be notified promptly of your admission to the hospital.
- Participate in developing and

implementing your plan of care.

- Make informed decisions about your care.
- Have an advance directive, such as a living will or a healthcare power of attorney and to have hospital staff and practitioners who provide care in the hospital comply with these directives. These documents express your choices about your future care or name someone to make healthcare decisions if you are unable. If you have a written advance directive, you should provide a copy to the hospital, your family and your doctor.
- Accept medical care or refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
- Have personal privacy concerning your own medical care program. Care discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those persons not directly involved in the care must have your permission to be present.
- Expect that all communications and clinical records pertaining to your care will be treated confidentially
- Access information contained in your medical records within a reasonable time frame.
- Receive evaluation, service and/or referral as indicated by the urgency of your situation. When medically permissible, you may be transferred to another facility only after having received complete information and explanation concerning the need for and alternative to such a transfer. The facility to which you will be transferred must first accept the transfer.
- Exercise cultural and spiritual beliefs that do not interfere with the well-being of others or the planned course of medical therapy for the patient.

- Receive the best pain management that can safely be achieved. This includes education about pertinent pain management principles, options, risks and benefits.

- Know if your care involves any experimental methods of treatment. If so, you have the right to consent or refuse to participate.

- Be informed by the practitioner of any continuing healthcare requirements following discharge from the hospital.

- Examine your bill and receive an explanation of the charges regardless of the source of payment for your care.

- Be informed of the hospital rules and regulations applicable to your conduct as a patient.

- Receive care in a safe setting.

- Be free from all forms of abuse or harassment.

- Use the Marshalltown Medical & Surgical Center complaint process for submitting a written or verbal complaint to Patient Representative (641) 754-5287 our healthcare practitioners or our Administrative Team.

- File a grievance with Iowa Department of Inspections and Appeals, Lucas State Office Building, 321 East 12th St., Des Moines, IA 50319, 877-686-0027, regardless of whether MMSC's grievance policy was used.

- Receive a response within 7 days from our hospital regarding your complaint from the Patient Representative or a member of the Management/Administrative Team.

- Refer quality of care concerns or premature discharge grievances to the Iowa Foundation for Medical Care, which is the external peer review organization for Iowa.

- Be free from restraints or seclusion of

any form that are not medically necessary or that are used as a means of coercion, discipline, convenience or retaliation by staff.

Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member or others, and must be discontinued at the earliest possible time.

- Receive information about rights as a Medicare beneficiary at admission.

- Refer, at your request, beneficiary complaints to the Iowa Foundation for Medical Care.

As a Patient, You Have a Responsibility:

- To provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health, including advance directives, and reporting whether you clearly comprehend a contemplated course or action and what is expected.

- To follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and other health care professionals as they implement the practitioner's orders and enforce the applicable hospital rules and regulations.

- For your actions if you refuse treatment or if you do not follow the practitioners' instructions.

- To assure that the financial obligations of your care are fulfilled as promptly as possible.

- To follow hospital rules and regulations affecting patient care and conduct.

- To be considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, smoking and number of visitors in your room.

The Medical Staff

The physician who admits you is responsible for directing your care while you are in the hospital. Your physician, as coordinator for your treatment program, should be consulted if you have questions regarding your illness.

Marshalltown Medical & Surgical Center is a community owned, not-for-profit hospital. We are one of Iowa's lowest cost, highest quality health care providers. We take great pride in the quality and compassion of our Medical Staff.

The Nursing Staff

24 hour nursing care is provided by a team of professional registered nurses, licensed practical nurses and certified nursing assistants. A Nursing Department Director/ Clinical Coordinator is responsible for coordinating care on each unit. Please feel free to contact your nurse or Department Director/Clinical Coordinator if you have questions or concerns.

Ambulatory Surgery Center (ASC)

The Ambulatory Surgery Center, located on the third floor of the hospital provides care for patients before and after their surgical experience. Here a team of specialty RN's and LPN's ensure the readiness and safety of the patient both before and after their outpatient surgical experience, providing care and education; involving the patient in their care and assessing the ability to care for themselves effectively after discharge. Each patient receives a post procedure call to ensure the patient is managing well at home. This provides an opportunity

to give feedback regarding their surgical experience and offer suggestions for improvements or provide an opportunity for the RN or LPN to provide additional teaching or direction.

Cardiac Catheterization & Peripheral Vascular Lab

The Cardiac Catheterization Lab at MMSC comprises the most advanced practices and technology in the prevention, diagnosis and treatment of heart disease. With premiere cardiologists from the Iowa Heart Center the MMSC Cardiac Cath Lab services available include, but are not limited to angioplasty, Stent Placement, Drug Eluting Stent Placement, Aterectomy, Cardioversion, Pacemakers, Transesophageal Echocardiogram, Peripheral Angiography & interventions.

The facility houses the necessary facilities and equipment to perform hundreds of procedures a year.

Every minute counts when a cardiac episode occurs. The MMSC Cardiac Cath Lab allows patients to receive leading-edge cardiac care much sooner and close to home.

Cardiac Rehabilitation

The staff of MMSC Cardiac Services is specifically trained to assist with your needs in the area of cardiac testing: treadmills, holter monitors and electrocardiograms.

Also available is Cardiac Rehabilitation. Cardiac Rehabilitation is a program designed to provide monitored exercise and education after your heart event. These services will be ordered by your

physician. The staff is available Monday through Friday.

For more information Call 754-5178.

Diagnostic Imaging



Formerly known as X-Ray or Radiology, this department provides all of the diagnostic imaging for patients in-

cluding: X-Ray, Mammography, CT Scans, MRI, PET/CT Scan, Ultrasound, Nuclear Medicine & Bone Density Testing.

Most of these procedures are done on an outpatient basis, however, a physician may order additional procedures during your hospitalization.

Our certified technologists will explain your procedure. We encourage you to ask questions at any time.

Results of your procedure are read by a Board Certified Radiologist and reported directly to your personal or attending physician.

Registered Licensed Dietitians

The hospital has on staff Licensed Registered Dietitians to meet your nutritional care needs during your stay. They also can provide outpatient nutrition counseling for medical conditions and for weight reduction. If you have questions about your diet call ext. 5271 or from outside the hospital 754-5271.

Interpreters

We realize that not everyone communicates via the same language. We have 24-hour access to in-person and telephonic interpreters for Spanish, and other foreign languages, including sign language interpretation. If you need assistance, please contact the Interpretation Services Department at 754-5142.

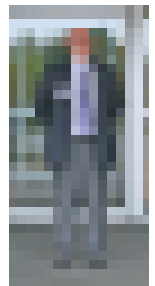
If you have difficulty understanding or relaying a message to anyone at MMSC, we may have someone available who can speak your language and help you communicate. Call Patient and Family Services at 5142 for details from 7:30 am until 4:00 pm. After that help can be obtained from the switchboard. For more information, call the Patient & Family Services Department at 754-5142.

Laboratory

The MMSC Lab is open for outpatient services Monday-Friday from 6:00 a.m. to 6:30 p.m.. Saturday and Sunday hours are from 7:00 a.m. to 2:00 p.m.. Their telephone number is 641-754-5080.

MMSC Ambassador

The MMSC Ambassador is a combination of doorman and concierge. He is there to greet and assist our patients and visitors from their arrival at our front doors at Marshalltown Medical & Surgical Center from 7:00 am until 3:00 pm., Monday through Friday.



The opportunities to serve the public

change every day. One day the Ambassador is helping family members who arrived at different times to find each other. Sometimes it's a grandparent looking for a child who has come for a procedure. Other times, it's out-of-town people looking for friends and relatives who are hospitalized at MMSC. Or maybe you need help finding a parking space or getting out of your car, the Ambassador is there to help.

MMSC Co-Workers

All of MMSC's co-workers are dedicated to providing the very best care possible. Some are directly involved in patient care and others provide the support for the direct caregivers. Both groups work together as a team to make your stay at Marshalltown Medical & Surgical Center as pleasant as possible.

Pharmacy

The MMSC Pharmacy provides our patients with their inpatient medication needs. The Pharmacists work closely with the Physicians to provide the best possible medication regimen for our patients. The Pharmacists also provide education and support services for the MMSC Physician Staff and Nursing Staff.

MMSC's Pharmacy Staff has Registered Pharmacists and Technicians to serve the medication needs of our patients. It is important that patients provide a current and accurate list of all medications, including over-the-counter medications and herbals that you take.

Rehabilitation Services



MMSC's Rehabilitation Services offer

comprehensive array of services to meet our customers rehabilitation needs. We are staffed with licensed professionals who have credentialed specialties to meet the needs of our customers.

Within the hospital, our professional staff is available to patients on all units to assist them in restoring their ability to function independently and return home. Your doctor will order these services if you are in need.

Our state of the art outpatient facility provides Physical Therapy, Occupational Therapy and Speech Therapy. The Outpatient Facility is 13,000 sq. feet and includes a therapeutic pool for aquatic therapy. A Fitness Club for former patients and public to pursue their fitness goals is also available.. We are open Monday through Friday 7:30AM to 6:00 PM.

Respiratory Care

The Respiratory Care Department is staffed with specially trained and licensed Respiratory Therapists. They are able to assist Physicians by providing diagnostic treatment and management services to persons with respiratory diseases. Here at MMSC, we provide inpatient and outpatient care that includes bronchodilator, aerosol and oxygen therapies; provide airway

clearance/bronchial hygiene, vest and chest physiotherapy, monitor oximetry and measure nocturnal trends; perform patient assessments, provide airway management, and emergency assistance; manage ventilators, BiPAP, and CPAP; provide a full range of pulmonary function studies and bedside spirometry.

Social Services

Our Patient & Family Services staff assists patients, their families and other support persons in meeting needs they may experience as a result of illness and injury. These include services which will assist you in your transition from Marshalltown Medical & Surgical Center to home. Patient & Family Services are available seven days a week and there is no charge for their services.

Common Services Include:

- Assisting with adjustment to illness and loss.
- Providing information regarding community resources and your health care options.
- Arranging for in-home services like home health care, home-delivered meals and needed medical equipment.
- Assisting with skilled nursing or long-term care placement decisions.
- Addressing insurance coverage and benefits.
- Addressing financial concerns.
- Support guidance in crisis situations.
- Assistance with Advanced Directives

Women's Care Center (Obstetrics)

The Women's Care Center includes four labor and delivery rooms and 10 post-

partum/post-op rooms, with anesthesia services and the latest technology in fetal monitoring. It's an added comfort to know that the comprehensive diagnostic and treatment resources are immediately available. Each of these rooms offers a Jacuzzi tub to aid in relaxation during labor. After the birth, mother and baby are transferred to one of the 10 post-partum rooms, each of which is family-friendly.

You can choose to keep your baby with you in your suite or, whenever you wish, your baby can spend time in the nursery which is just steps away from you. All suites are located so that a nurse is always nearby you and your newborn.

Our specially trained nursery nurses are committed to your baby and provide care in a fully equipped nursery. The nursery has the latest technological innovations in infant resuscitation, monitoring equipment, and security. When your infant is in the nursery, nursing staff are continually watching over your baby.

To further enhance the comfort and safety of patients in the Women's Care Center (WCC), MMSC has implemented a new electronic security access system. This system is used in conjunction with other patient safety programs to provide a comfortable and secure environment for all.

Surgical Services/OR

The Surgical Services/Operating Room at MMSC is located on the main floor. The OR has nine rooms and one Cesarean Section room in Obstetrics.

In addition we have one room for Surgical Holding. Patients come to Surgical Holding from Ambulatory Surgery

Center or Medical/Surgical floor for the final preparation before surgery. Surgeons and Anesthesia will meet the patients here before going to the Surgery room.

After surgery patients are transferred to the PACU (recovery room) to be monitored for about one hour before returning to their room. We have 6 patient areas in PACU.

The staff of the Surgical Services/Operating Room provides optimum assistance to the surgeons in meeting the emergency, preventive, and restorative health needs of the patients. The Surgical Services/Operating Room staff provides high-quality, competent, and cost-effective care with the respect for life, dignity, and patient privacy.

Home Care Plus

Whether the need is for high-tech health care or a home health aide, we provide the appropriate level of care to meet those needs. Home Care Plus' family centered approach provides support and education to all family members. From newborn to the elderly, here are just a few of the services we offer:

- Professional Nursing
- Home Health Aide
- Physical Therapy
- Speech Therapy
- Occupational Therapy
- Medical Social Work
- Nutritional Counseling
- Public Health Services:
 - Adult and Child Immunizations
 - WIC/Child Health Clinics
 - School Immunization audit
 - Flu Clinics
 - Group Teaching
 - Follow-up on Communicable

Diseases

- Health Services Funded by Grants
- Blood Pressure Screenings
- Health Promotion Services

Home Care Plus will collaborate with Medicare, Medicaid(Title 19), Public Health, private pay or your insurance provider to provide appropriate services to meet your needs. This includes services from: Registered Nurses, Home Health Aides, Physical, Speech and Occupational Therapists and Social Workers. For eligible patients, Medicare will pay 100% of the cost for part- time intermittent care provided in the home.

Home Care Plus takes care of the billing headaches so that all the patient has to worry about is getting well. This includes researching, verifying and processing insurance claims, as well as itemizing all invoices to meet the reimbursement requirements of payors.

To Contact Home Care Plus:
(641) 754-6353

Volunteer Services

MMSC Volunteers are respected members of the hospital's team of "Everyday Champions", and are dedicated to provide services that enhance the quality of health care. Volunteers are on duty to help you with your requests from Monday through Friday 6am-4pm. Saturday 9 am- 2 pm and Sunday 12:00 – 2:00 pm.

Please call 6104 for Volunteer Assistance.

Wound Care Clinic

Do you or a loved one have a problem with chronic or non-healing wound? The MMSC Wound Clinic may be able to help you.

We treat persons with problem wounds, such as non-healing wounds, slowly healing wounds, diabetic foot wounds, pressure sores, leg wounds from poor circulation, lymphedema and many other types of wounds.

Our staff is specially trained in wound care and will not only provide the required treatment, but also educate you to learn self care to prevent reoccurrence of these wounds.

We provide seamless wound care by working with individuals and their family, significant others, care givers, assistive living staff, other physicians, other health care providers, and other facilities.

Please consult your family physician or specialist to inquire if MMSC Wound Care Clinic could be of benefit to you.

Call 754-5327 to talk to a clinic staff member.

Sleep Disorders Center

The MMSC Sleep Disorders Center provides Sleep Studies (Polysomnography).

This is the study to determine if you have abnormal breathing episodes while you sleep. During the sleep study, your breathing oxygen levels, heart tracing and the different levels of sleep are recorded. A qualified sleep technician performs the test and

monitors your sleep through the night. A doctor who specializes in sleep medicine will interpret the test and make recommendations. The results are then sent to your personal physician.

Your physician will determine the best way to help you, if you have a sleep disorder. Call MMSC Respiratory Care Department: 754-5056 (Your physician must order this procedure.)

MMSC Spiritual Care Program

Spiritual Care Volunteers

The Marshalltown Medical & Surgical Center Spiritual Care Program offers educated and trained volunteers to provide spiritual care and support. This program does not seek to displace patient's primary spiritual resources, rather, it provides complementary spiritual support. All personnel in the Volunteer/Spiritual Care Department respect all religious and spiritual preferences and collaborate with hospital staff to give patients the best care possible.

Spiritual Care Visitors assess spiritual needs, to provide resources and to contact local faith communities and or church upon request. Hours are from 10:00 am until 2:00 pm, weekdays and 1:30 pm to 3:30 pm on weekends.

Ways We May Assist You

Whatever your religious preferences, the Spiritual Care Program at MMSC can provide spiritual support for you and your family and friends during your hospital stay.

Chapel

There is a chapel located on the third floor in the SE corner of the Skilled Care Department. Please ask the Volunteer at the Visitorscd Entrance in the Lobby for directions. Visitors and patients are welcome to access the Auxiliary Courtyard located under the skywalk by the hospital's main waiting room. Both areas are open at all times for prayer, meditation and times of silence.

One of our Spiritual Care Volunteers will be happy to:

- Accept you as a person of worth and value
- Respect your faith
- Help you obtain information when asked
- Contact your minister upon request
- Listen and understand your feelings
- Spend time with you and care for your spiritual needs.

An on-call volunteer chaplain is available for:

- Crisis Intervention
- To be an emotional and spiritual resource in times of crisis
- Communication problems
- Contacting your minister upon request
- Sorting through difficult decisions

Please Call: If you are a patient, family member or concerned friend and would like to request a visit from a Spiritual Care Visitor or Chaplain, please dial extension 1628 using an in-house phone, or ask your nurse to assist you.

Contact Informaton

Spritual Care Office: 754-5023

In-house extension: #1628

Director of Volunteer Services:

#5585

To reach a chaplain, urgent requests should be directed to a nurse who will contact the on call chaplain.

Visitor Information

Parking

Parking for patients and visitors is available in front of the hospital's main entrance and may be accessed from either 5th Avenue or Church Street. Parking is available 24 hours a day, seven days a week. All parking is free. Patients and visitors are cautioned not to park in the Emergency Department parking lot or areas reserved for physicians, employees or doctor's building patients. There are handicapped spaces available. Please be sure to lock your car.

Main entrances are open from 6 a.m. until 8 p.m.. If visiting from 8 p.m. to 5:30 a.m., use the Emergency Room Entrance. Volunteer information desk available in front lobby Monday thru Friday from 6 am until 4 pm.

Transportation

Region 6 and Marshalltown Medical & Surgical Center have developed a service called PeopleRides. A medical transportation system. The system is designated to provide low cost transportation to healthcare services located in the Marshalltown area. All residents of Hardin, Marshall, Tama and Poweshiek Counties are eligible. The handicapped accessible van is capable of transporting both wheelchair and ambulatory patients. To contact People Rides Call(641)752-6202.

Visiting Hours

Visitors can be good medicine for patients, and family members and friends are welcome to visit. However, patient care and their well being are our primary concern at Marshalltown Medical & Surgical Center. To enhance the quality of care, specific hours have been established.

Visiting hours for most hospital units are 8 a.m. to 8 p.m. every day. There are exceptions to these times in the Intensive Care Unit and Women's Care Center.

If you are visiting a patient who is being treated in ICU, there is open visiting to immediate family 24 hours a day. Please use the door bell and intercom outside the ICU doors to check with the nursing staff, prior to entering the unit.

If you wish to visit in the Women's Care Center, the Identified Designated Visitor is welcome anytime. Open visiting for the rest of family and friends is from 11am to 8 pm.

Visiting Regulations

- There is no smoking permitting at MMSC. MMSC is a tobacco-free campus. This affects both our indoor and outdoor properties.
- Visitors must be dressed appropriately and must wear shirt and shoes.
- Visitors should maintain a quiet environment and avoid unnecessary noise.
- People with colds, sore throats or any contagious disease

should not visit patients.

- Visits should be kept short.
- Visitors may be asked to leave the room during tests or treatments or when the physician or nurse needs to see the patient.

Children

Children may visit patients on most floors and special units. However, we ask that children who are younger than 14 be accompanied by an adult who is responsible for the child's behavior. We ask that children stay in a patient's room or lounge throughout their visit.

Staying over night

If you wish to stay with your loved one overnight, please discuss this with the nursing staff so arrangements can be made.

Waiting Areas

There are specially designated lounge areas for visitors on each patient floor and on the first floor in the Family Room and Lobby. Specific waiting areas have been designated for families of patients in the Intensive Care Unit, Emergency Department.

A MMSC Volunteer is on duty in the Family Room Monday-Friday 6 am to 4 pm. The MMSC Volunteer is there to assist families, that are waiting in this area during their family member's surgery.

The MMSC Volunteer on duty keeps family members informed about the progress of surgery and the patient's condition.



The Gift Shop

The gift shop, operated by the MMSC Auxiliary and staffed by volunteers, is open Monday – Friday from 9 am to 4 pm; Saturday 9 am – 2 pm; Sunday 12:00 noon – 3:30 pm. The shop has gift items, jewelry, greeting cards, candy, toiletries, and flowers. It also has a small coffee shop offering soup, sandwiches and other refreshments.

Cafeteria

MMSC's cafeteria is open for visitors and staff dining Monday-Friday from 6:30 a.m. to 10:30 a.m. and 11:00 a.m. to 7:00 p.m.. Weekend hours are 11:15 a.m. to 1:30 p.m. for lunch and 5:00 p.m. to 7:00 p.m. for dinner. The cafeteria is located in the basement level of the hospital.

Vending Services are available 24 hours a day. Machines are located:

- Basement Across from Elevator A
- 1st Floor Across from Elevator C
- 2nd Floor In front of Skywalk
- 3rd Floor Garden Room
- ER Waiting Area

Your Room

Your room is designed with your comforts in mind. Each room has bathroom facilities, a television and telephone. A handheld nurse call light is located at your bedside, and each restroom. When pushed, your call will be acknowledged and your nurse will be notified. You also can control your room lighting and television from your handheld call light, or your bed rail. Ask your nurse to show you how to work the controls.

Showers are available. Your nurse will assist you when medically able to go to the shower. Nurses will offer a comfort bath to all patients daily. Your bed is electrically operated and can be controlled from the buttons on the side rails.



Identification Bands

When you were admitted, you received an identification band to wear around your wrist. Please wear it at all times. You may receive multiple bands, these bands are for your safety and allows hospital personnel to identify you and your individual care needs.

Please understand that, to insure your safety, you will be asked for double identifiers on many occasions. Your arm bands assist hospital staff with that identification.

Hospital Gowns

If you would like to wear your own sleepwear instead of a hospital gown, in most cases you can do so. However, we ask that you wear a hospital gown for all tests, examinations or procedures. Large sized gowns are available.

Your Meals

You may choose your daily meals from the room service menu. If you have special dietary needs, one of our dietitians will visit you during your hospital stay to assist you with nutritional care and the food menu. If you desire menu choices not offered on the room service menu, please feel free to ask if we have what you want. We would be happy to offer our diet-specific cafeteria menu. Keep in mind that for some patients, there may be some dietary restrictions related to the diet ordered by their physician. Please ask a member of the food service team for a copy of this menu. If you have questions, please ask a member of the nursing staff for assistance. If you wish to speak to a dietitian, please call ext. 5271.

Menu Choices & Ordering

MMSC proudly offers Patient Room Service. To order from the menu, simply call your choices to extension 1600. Please remember that we guarantee your food will be brought to you within a 45-minute time frame from

the time you place your call. If you are on a carbohydrate-controlled menu, or medications that need to be taken prior to or after a meal, please press your call button after ordering your meal. During peak room service times, there may be longer hold times for Room Service. If you call during these times, please be patient. A Room Service Representative will answer the calls in the order in which they come.

Guest Meals

Your family members or friends may wish to dine with you at bedside. For this reason, the daily menu is offered at a nominal cost. Please check with your Nurse to order guest meals.

Pediatric Parent Meals

We understand that having your child hospitalized is a difficult time. During your child's stay at MMSC, each pediatric room will be given three date-stamped meal vouchers per day to be used at the parents' discretion. These vouchers can be used in the MMSC cafeteria located in the basement. The vouchers cannot be used as part of the Room Service Program and can not be redeemed for cash. Please give the voucher to the Cafeteria Cashier.

Medication

Do not keep medication at your bedside, including over-the-counter products. (There may be exceptions to this, ask your nurse for clarification). For safety, we encourage you to send any medications home with your family. If this is not possible, your nurse will store your medications, prescribed and otherwise, in a locked container outside your room. When you are released from the hospital, your nurse will review discharge instructions for medications with you.

Make sure all of your doctors know about every medicine you are taking (including herbal supplements and over the counter medications).

Please inform medical staff about any allergies and adverse reactions you have had to medicines.

Ask for information about your medicines in terms you can understand before you receive them.

It is important that you ask your nurse immediately if you have questions about the medications you are being given.

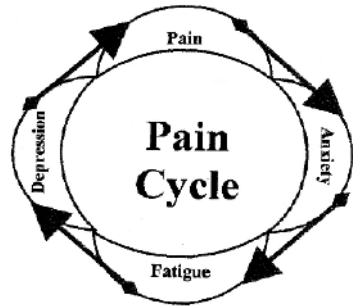
Pain Management Services

At MMSC we take time to listen to and understand your individual reports of discomfort and concerns. Whether you suffer from temporary pain due to illness or injury, chronic cancer related pain or end-of-life pain, we are here to help you. MMSC's program is built around believing the patient's report of pain, and focusing on the potential benefits of adequate pain management.

At MMSC, you can work with your nurses and doctors before and after surgery to prevent and alleviate pain. Pain control can help you improve your level of comfort, reduce your length of hospital stay, and achieve greater results.

What is Pain Management?

Your goal of pain management should be to completely relieve or minimize the pain to an acceptable level.



Pain Creates Anxiety. This makes muscles tense up. Tension and anxiety can increase pain and make it hard to sleep.

Fatigue Sets In. This can drain a person's strength and lead to depression, which can worsen physical pain.

The Cycle Begins Again. As pain increases, so does anxiety. With each trip around the pain cycle, pain, anxiety and depression become more intense

Types of Pain

Acute Pain

Example; Postoperative Pain Acute pain is short lived. It usually lasts less than six months. Most often it is caused by damage to tissues and organs and subsides as healing occurs.

Chronic Pain

Example: Arthritic Pain Chronic pain lasts beyond the normal healing time. It is continuous or regularly recurring. Chronic pain is associated with prolonged healing

Cancer Pain

Example: Cancer and/or Treatment of Cancer Cancer pain is associated with a malignant process. It manifests as recurrent episodes of acute pain, chronic pain that continues, or a combination of both.

Using Medications

There are a variety of pain medications available that your doctor can prescribe.

Patients with mild to moderate pain may receive relief from the use of non narcotic medications such as Tylenol Motrin, Aspirin, Celebrex or Naprosyn. Patients who have tried the above but have continued pain may receive such pain medications as Darvon or Darvocet. Opioids and narcotics such as Tylenol #3, Codeine, Hydrocodone, or Oxycodone are given for moderate to severe pain.

Patients who have severe pain may receive such opioids as morphine, hydromorphone, methadone, fentanyl patch, or levorphanol.

Often patients are reluctant to take pain medication due to fear of becoming addicted, viewing the use of pain medication as a sign of weakness, or feel hopeless and that nothing can help.

Physical dependence is the physiologic phenomenon characterized by the development of withdrawal syndrome following abrupt discontinuation of therapy or substantial dose reduction.

Tolerance is the body's required amount of an opioid increasing in order to produce the same effect as was produced with a previous lesser dose. Tolerance is a physiological response and is not a predictor of abuse.

Addiction is a pattern of compulsive drug use characterized by a continued craving for an opioid and the need to use the opioid for effects other than pain relief. Taking opioids for pain relief is not addiction, no matter how long a person takes opioids or at what doses. Incidence of addiction when opioids are taken for pain relief is much less than 1 %.

Many people are convinced their pain cannot be relieved. You must take your medication exactly as ordered by your health care provider and report immediately if your pain is not being managed by the treatment.

You may become constipated with narcotic pain medication. Drink eight to ten glasses of water a day. You may also need a laxative and stool softener. Eat plenty of fruits and vegetables to help you get enough fiber. Your health care provider may also recommend a fiber supplement. Stay active as possible.

Non Medical Interventions

There are many non-medicinal interventions to treat your pain. These may be used with or without pain medication:

Breathing

Sit or lie on your back. Exercises Breathe in slowly through your nose for a count of 5. Hold it for a few seconds. Breathe out slowly through your mouth for a count of 5, Repeat for 5 to 10 minutes, concentrating on your slow, easy breathing.

Spiritual

Talk to your caregiver and family; tell them what changes you need in your home life and how they can help. Encourage all your family members to voice their concerns and needs. Try

to have an optimistic attitude. Often, optimistic people feel less pain, or are bothered less by the pain. Controlling stress and worry can reduce your pain.

Progressive Muscle Relaxation

Lie down. Slowly tense, then relax your body's muscle groups one at a time. Work on your feet and calves, thighs and buttocks, stomach and chest, hands and arms, upper back, shoulders and neck, face and head.

Meditation

Meditation helps you to focus on one word, object, or idea. Doing this can help calm you and decrease stress. Sit or lie down in a quiet place. Then, close your eyes, breathe in and out, slowly and deeply. Concentrate on a single word or soothing mental image. Continue until you feel relaxed.

Visualization/Guided Imagery

Set aside 15 minutes to imagine yourself in a relaxing place. Observe its sounds, scents, colors and temperature.

Massage

A massage helps you increase circulation, relax, release muscle tension and enjoy a sense of comfort.

Therapeutic Touch

A type of alternative healing using hands-on and energy-based techniques to balance and align the human energy field. Body, mind, emotion and spirit are touched through this therapeutic process, and each individual is empowered to participate fully in his or her healing journey.

Position Change

Reposition area to relieve discomfort. Pillows or a rolled up towel can assist with positioning.

Heat and Cold Therapy

Take a warm bath. Use a cold pack (do not put ice directly on skin). Cold packs can help reduce tissue swelling and muscle spasm and improve range of motion. Alternate heat and cold. Moist hot packs, heating pads, etc., can increase blood flow, reduce muscle spasm and provide relaxation.

Elevation

Elevate the area of discomfort, such as a foot, hand, etc. This can help to reduce swelling therefore reducing pain.

Compression Wraps

Compression wraps (ace wraps) can be helpful for extremities by providing support and decreasing swelling.

Exercise

Can improve range of motion. It also has the added benefit of building strength, conditioning the heart and improving metabolism. Exercise may also help your body produce natural painkillers, endorphins.

Start small and do a little each day. Never initiate an exercise program without consulting your physician. It can help to reduce stress, sleep and give you more energy, control weight, help you feel better about yourself and healthier overall. Do activities you enjoy.

Humor

Humor leads to the release of endorphins, which reduce the sensation of pain and effect emotions. Humor has also been seen as means of anxiety reduction, anger reduction and reduction of depression. Laughing often serves to relax tension.

Patient Rights and Responsibilities for Pain Management

- Patients have a right to pain control.
- Patients have a role in communicating their pain.
- Patients should talk to their physicians or nurses as soon as pain begins.
- Patients should not let fears keep them in pain.
- Patients are involved in all aspects of their care.
- Patients have the right to appropriate assessment and management of pain.
- Patients will receive a written statement of his/her rights.

Patient Safety

Patient's safety is a priority at MMSC. Physicians, nurses, therapists, other caregivers, and volunteers will work to provide safe care while you are here and to protect you against accidental injury. We encourage all patients and families to help create a safe environment and offer suggestions that could protect patients

The single most important way you can help is to be an active member of your health care team. At MMSC, patients and families are encouraged to SPEAK UP if you have questions or concerns.

- Notice the medications you are given, and ask for information about them.
- Ask all health care workers who have contact with you whether they have washed their hands or used a hand disinfectant.

- Find out why tests and treatments are needed, and what the results are.
- Follow the instructions given to you by caregivers.
- No Smoking within the the hospital or on hospital grounds.
- No matches or lighters are allowed in your room.

Oxygen Therapy

Oxygen is a medication ordered by your doctor. The liter flow (amount) of oxygen that you need is determined by studies done at the hospital or your doctor's office. Do not take off your oxygen unless your doctor, nurse or respiratory therapist has told you to.

Oxygen itself is non flammable, but will increase the rate in which material burns. For this reason do not smoke when oxygen is in use.

Fall Prevention Program

At Marshalltown Medical & Surgical Center, our goal is to make your hospital stay as safe and pleasant as possible. To meet this goal we have developed a fall prevention program that includes identification of patients at risk for falls and steps to prevent falls.

Patients that have certain illnesses, physical limitations, weaknesses or other medical conditions that increase the risk of falls will be identified. This alerts the staff involved in your care throughout the hospital that you are at risk to fall.

We need your help to safeguard you and your family member against falls. Please follow these guidelines while you are in the hospital:

- Ask the nurse or physical therapist if you can be out of bed up to the bathroom alone and follow their instructions.
- Ask for help before getting out of bed if you feel dizzy, weak or if you need help managing your IV poles or other equipment.
- Tell the doctor or nursing staff if you have a history of falls.
- Wear non-skid slippers when getting out of bed, if you do not have any, ask the nursing staff to get a pair for you.
- Keep your bedside free of clutter and items on the floor.
- Use the call light in the bathroom if you need assistance getting back to bed.
- Notify nursing staff if a spill occurs on the floor.
- Ask to have objects such as bedside tables, phone and call lights within easy reach if you are not able to be up.
- If you require glasses or wear hearing aides, please use them.

We are here to help you in all aspects of your care, including your personal care needs. Please call us if you need help with anything.

Our staff is committed to making the patient care environment safe and as pleasant as possible for our patients. Be sure to ask the staff questions if

you have them. Asking questions and speaking up makes patient care safer for everyone.

Smoking

MMSC is a Tobacco-Free Campus. This affects both our indoor and outdoor properties. MMSC is dedicated to providing a smoke-free environment for all patients, employees, visitors and staff. This policy complies with state law.

Internet and E-mail Stations

MMSC has made available internet and e-mail service available for our patients and families. There are 5 Internet/E-mail stations available throughout the hospital.

Med/Surg Unit 2nd floor
Family Room on 1st Floor
ICU Family Room
Womens Care Center
Family Room

Free Wireless Service Is Available Throughout MMSC

Connecting Instructions:

You need a laptop or notebook computer, or a personal digital assistant (PDA) equipped with a standard Internet browser and a Wi-Fi compliant (802.11b) wireless card.

- a. Check to make sure your Wi-Fi software and card are properly installed.
 - b. Enable your wireless adapter
 - c. Make sure that the DHCP is enabled.
 - d. Connect to the network: MMSC-Public.
 - e. Then open your web browser.
- Now you're ready to browse the internet.

Television

Depending on your location, the television set in your room is controlled by your hand held call light or hand held remote. If your television is not working properly please advise the staff.

The patient education channel is 55, please see the channel guide located in this patient handbook for Health Education Programs.

TV STATION CHANNELS

Channel Number	Station	Channel Number	Station
2	KGAN (CBS)	36	ESPN2
3	QVC	37	CNBC
5	WOI (ABC)	38	WE!
6	KDSM(FOX)	39	DISNEY
7	KWWL (NBC)	40	FOX Sports
8	KCCI (CBS)	41	UNIVISION
9	KCRG (ABC)	42	AMC
10	KFPX (PAX)	43	COURT TV
11	KDIN (PBS)	44	FOX NEWS
12	MET (Local)	45	HISTORY
13	WHO (NBC)	46	DISCOVERY
14	LOCAL	47	LIFETIME
15	HSN	48	VH1
16	KDAO	49	Comedy Cent.
17	WB	50	TLC
18	CSPAN2	51	TV LAND
19	CSPAN	52	HALLMARK
21	WGN (CHICAGO)	53	Animal Planet
23	WTBS	55	The Patient Channel
24	NICKELODEON	62	TV GUIDE
25	USA	63	MSNBC
26	The Weather Channel	64	CNN
27	FX/SPIKE	65	EWTN
28	TNN	66	TBN
29	TNT	67	Home&Garden
30	CNN HEADLINE	68	Food Network
31	TOON	70	SOAP NET
32	ABC FAMILY	71	SCI-FI
33	MTV	72	BRAVO
34	A&E	74	Speed Channel
35	ESPN	76	CMT
		77	E!

Financial Services

The Business Office Staff of Marshalltown Medical & Surgical Center welcomes you to our facility. Your health and well-being is our primary concern. We hope that the information provided answers questions you have regarding our services, policies and procedures.

The Business Office is open 8:00 am to 4:30 pm Monday thru Friday. To handle your billing and collection questions.

The Registration Office is open 5:30 am to 6:30 pm Monday thru Friday, and 8:30 am thru 1230 pm Saturday. The Emergency Registration Desk is open 24 hours a every day.

If you have questions regarding your insurance, you may contact an insurance specialist as follows:

Medicare	641-754-5132
Blue Cross	641-754-5134
Medicaid	641-754-5134
Work Comp	641-754-5282
All Others	641-754-5133

If you have questions regarding self pay accounts or uncompensated care, please contact our collection department at 641-754-5130

If you have other concerns regarding our policies or procedures, please contact Jean Barker, Director Business Office at 641-754-5124.

Uncompensated Care

Marshalltown Medical & Surgical Center recognizes our responsibility to provide uncompensated care to those who qualify. Uncompensated care

guidelines are based on Poverty Income Guidelines that are released annually by the federal government. Marshalltown Medical & Surgical Center uses a sliding scale up to 200% of poverty guidelines based on income and expense information provided.

If you believe you would qualify for uncompensated care, contact our collection department at 754-5124 for information.

Emergency Services

All emergency patients will be treated and/or admitted to Marshalltown Medical & Surgical Center, regardless of their ability to pay for services.

Medicare

Marshalltown Medical & Surgical Center will submit your claim for services to traditional Medicare and will submit to your Medicare supplemental insurance and deductibles or co-insurance that may be due from the patient.

Medicaid/Title XIX

Marshalltown Medical & Surgical Center will submit your claim for services to Iowa Medicaid as required by regulations. It is the responsibility of the patient to present a current eligibility card at the time of service. Failure to present this card could prevent us from billing and this would make the guarantor responsible for payment of the account.

Commercial Insurance

As a courtesy Marshalltown Medical & Surgical Center will bill up to two insurance companies on your behalf if you have furnished to us the proper insurance information. Marshalltown Medical & Surgical Center expects payment or an explanation of benefits from your insurance company within 45 days from the filing of the claim. After 45 days the guarantor will be personally responsible for payment.

Workers Compensation

Your employer must approve the Workers Compensation coverage prior to billing of the account. We will not become involved in disputes between you and your company other than to supply requested information.

Third Party Liability

If you have been injured in some manner, another party may have some legal responsibility for your injuries. Although this is a matter between you and your attorney and the party responsible for the injury, Marshalltown Medical & Surgical Center will bill the liability carrier on your behalf. If you are a Medicare or Medicaid recipient, health care laws require that we bill the liability carrier first.

Health Information Management

Health Information Management maintains your medical records and works to insure that they are accurate, complete, and confidential, as well as available for continuing to care to those with a need to know. If you need copies of your records for yourself, or need

them sent to other healthcare providers, we'd be happy to help. The department is open for non-emergent release of information requests Monday through Friday, 8:00 a.m. to 4:30 p.m..

For those of you with Advance Directives concerning end-of-life issues, we welcome any advance directive information you may have prepared. Even if you have not been a patient yet at MMSC, we keep it on file for you should it ever be needed. For more information, call 641-754-5044.

Lifeline

Lifeline Helps People Live Independently

In an emergency, one touch of your portable help button will bring help within minutes. With Lifeline, help is always at your fingertips, 24 hours a day.

Early intervention and getting help quickly makes a real difference in the event of a medical emergency such as a heart attack, stroke or fall. Through early intervention medical outcomes can be improved and suffering is reduced. Lifeline offers peace of mind and independence to the user, and provides respite and reassurance for concerned family and caregivers.

For information on the Lifeline program in our community,

Call Marshalltown Medical & Surgical Center Lifeline: 641-754-5007

Telephone Information

The Main Telephone number for Marshalltown Medical & Surgical Center is (641)754-5151

Patient rooms may be called directly from the outside by dialing 754-5- and the room number. Since patient room assignments may change, your relatives and friends should check with the information desk for your correct room number.

Following is a list of phone numbers which may be helpful to you.

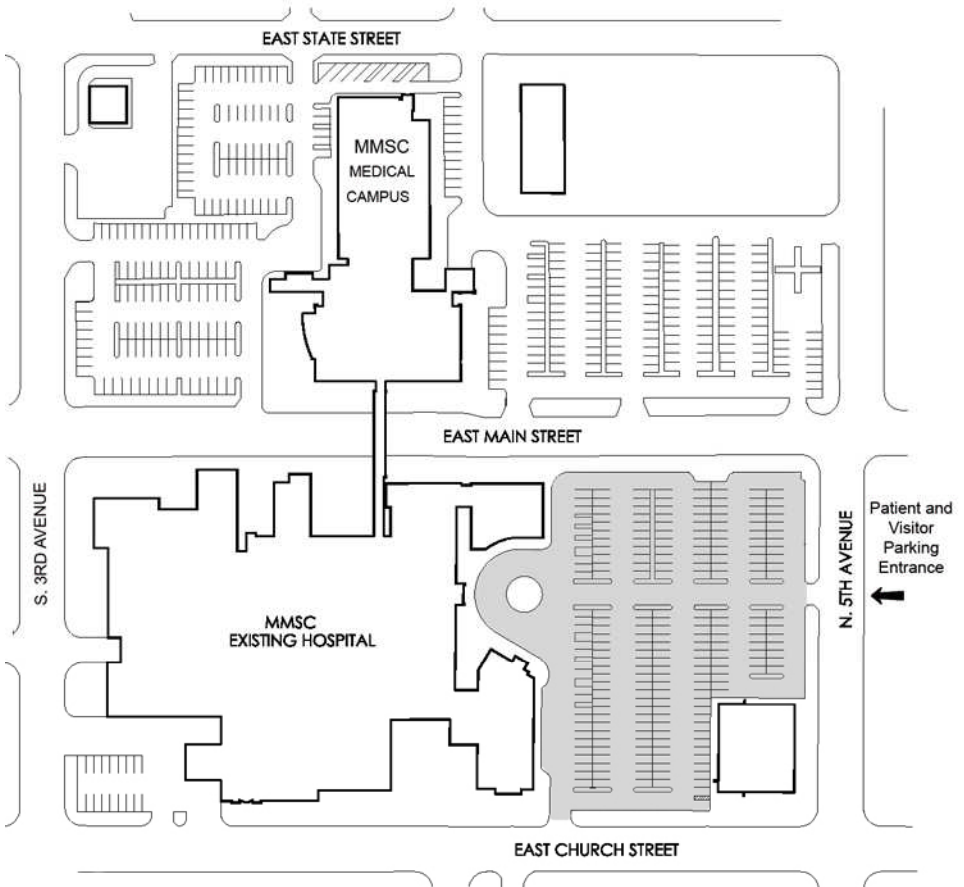
To access an outside line, press “9” then 7-digit telephone number. To dial in-house numbers, dial the last four numbers.

Main Number	754-5151
Administration	754-5145
Billing Information	754-5117
Cardiac Rehab	754-5178
Chaplain	754-5023 or in-house ext. 1628
Emergency Room	754-5040
Environmental Services	754-5020
Food and Nutrition Services	754-5050
Gift Shop	754-5148
Greeter Escort	6104
Insurance Information (SHIIP)	754-5399
Interpreters	754-5142
Lab	754-5080
Lifeline	754-5007
Lost and Found	754-5020
Patient Information	754-5152
Patient Representative	754-5287
Patient and Family Services	754-5142
Physical Rehabilitation	
Outpatient	754-6120
Inpatient	5039
Public Relations	754-5281
Skilled Care Center	754-5368
Social Services	754-5142
Volunteers	754-5093

Concerns regarding the care received: If you have questions or concerns about your care, speak to your nurse, the unit charge nurse or unit nursing director. If you feel the need to discuss your concern further, you may contact the following: Patient Care Advocate (Hospital) at 754-5287

For more information about Marshalltown Medical & Surgical Center visit us at www.everydaychampions.org

Marshalltown Medical & Surgical Center Campus Map



All areas shown above are Tobacco-Free.

MMSC Rehabilitation Services and MMSC Clinics in Conrad, Marshalltown, State Center, & Tama/Toledo are also Tobacco-Free.



Marshalltown Medical & Surgical Center

3 South 4th Avenue Marshalltown, Iowa 50158 (641)754-5151

www.everydaychampions.org