

Patient Guide



1200 North 7th Street
Chariton, IA 50049
(641) 774-3000 | (800) 404-3111
www.lchcia.com

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Welcome

Welcome to Lucas County Health Center. Our facility has proudly served Lucas County and the surrounding communities for more than 50 years. In that time, we've built new facilities, expanded our service, upgraded technology, and increased our medical staff – all in an effort to provide you with a better patient experience.

Today we are a 25-bed critical access, county hospital with a full spectrum of services ranging from medical clinic services to radiology and surgery.

In 2019, LCHC Medical Clinic was been recognized as an exemplar practice by the Iowa Healthcare Collaborative and Centers for Medicare and Medicaid (CMS). Lucas County Health Center was the only clinic in Iowa and one of over fifty in the nation to be recognized with this prestigious award. Additionally, our facility was named 1 of the Top 20 Critical Access Hospitals in the nation by the National Rural Health Association. We are proud of these accomplishments and look forward to continuing our mission to provide our community with quality, family-centered healthcare.

Our devoted professionals work as a team to create an environment that promotes the health and well-being of the community we serve.

It has been said, bricks and mortar do not care for the sick, hands and hearts do. It is my honor to be part of an organization where hearts and hands still guide the mission. On behalf of the entire team, I thank you for placing your trust in Lucas County Health Center. I invite you to contact me if you have any questions about our hospital and/or the services we provide.

Brian Sims, FACHE
Chief Executive Officer



About LCHC

More than 200 employees of LCHC are committed to promoting and enriching your health and well-being. Guided by our Core Values of Stewardship, Excellence, Dignity, Hospitality, Integrity, and Teamwork—we provide each patient with the high quality, family-centered health care they deserve. Our highly trained professionals provide personalized, private care. From radiology to oncology, from physical therapy to diabetes education, we are here—caring for you. We hope that you choose to make LCHC your home for all your health and wellness needs.

As a patient of LCHC, know that you will be treated with dignity and respect and that your health is our number one priority. Whether you are utilizing our lab or radiology services, seeing a provider in one of our clinics, hospitalized for an illness or surgery, or receiving physical therapy services, you can rest assured knowing our staff and team of health care providers will be here, caring for you.

To learn more about LCHC, our providers, and our services, please visit us online at www.lchcia.com.

Telephone Directory

Administration	(641) 774-3202
Bistro 61 (Cafeteria)	(641) 774-3414
Cardiac Rehab	(641) 774-3277
Diabetes Education	(641) 774-3362
Education	(641) 774-3204
Emergency Room/Ambulance	(641) 774-3211
Heart+Soul/Gift Shop	(641) 774-3417
Health Information	(641) 774-3229
Infusion Clinic	(641) 774-3362
Laboratory	(641) 774-3224
LCHC Medical Clinic	(641) 774-8103
Lucas County Health Center	(641) 774-3000
Lifeline	(641) 774-3226
Medicare Counseling (SHIP)	(641) 774-3226
Nurses' Station	(641) 774-3227
Nutritional Services	(641) 774-3244
Patient Registration	(641) 774-3225
Physical Therapy	(641) 774-3213
Pulmonary/Respiratory Rehab	(641) 774-3315
Quality	(641) 774-3117
Radiology	(641) 774-3223
Skilled Nursing Care	(641) 774-3267
Specialty Clinics	(641) 774-3245
Surgical Services	(641) 774-3374
Utilization Review	(641) 774-3804
Volunteer Services	(641) 774-3226
Wound Healing Clinic	(641) 774-3349

TV Channels

2	Evine	37	CNBC	67	HGTV	113	Iowa Weather
3	KDMI	38	WE	68	Food Network	114	Channel
4	QVC	39	Disney	69	Travel Channel	118	Antenna TV
5	ABC	40	Fox Sports	70	Disney Jr	119	IPTV Create
6	FOX	41	Univision	71	Syfy		IPTV World
8	CBS	42	AMC	72	Bravo		
9	CW	43	truTV	73	NBC Sports		
10	ION	44	Fox News Channel	74	FS1		
11	IPTV	45	History Channel	75	CMT		
13	NBC	46	Discovery Channel	77	E! TV		
15	HSN	47	TNT	78	Telemundo		
22	MC22	48	VH1	83	Local Channel		
23	TBS	49	Comedy Central	87	CSPAN2		
24	Nickelodeon	50	TLC	88	CSPAN3		
25	USA	53	WGN	92	TBN		
26	The Weather Channel	55	Oxygen	93	Inspirational		
27	FX	56	TFDTV	94	EWTN		
28	Spike/Paramount Network	57	BET	95	CSPAN		
29	Lifetime	58	A & E	102	Escape		
30	HLN	59	BTN	103	Bounce		
31	Cartoon Network	60	UniMas	105	LAFF		
32	FreeForm	61	TV Land	108	MeTV		
33	MTV	62	Animal Planet	109	H & I		
34	FSMW+IA	63	MSNBC	110	Comet		
35	ESPN	65	CNN	111	Charge!		
36	ESPN2	66	Hallmark	112	TBD		

During Your Stay

We have policies and procedures in place to help you and your family work with our providers, nurses and staff to get the most from your hospital stay. Take a few minutes to review these guidelines with your loved ones.

Visitor Guidelines

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Children under 14 must be accompanied by an adult at all times.
- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat, or any contagious disease.
- Observe “No Visiting” and precaution signs before entering the room.
- Do not smoke.
- Leave the room during tests or treatments if asked.

Calling Your Nurse

Nursing staff will provide an orientation to your room and explain how to call for help if you should need to do so.

Interpreters

Interpreters are available if needed. Ask your nurse for more information if necessary.

Reviewing Your Care

While you’re with us, your progress is frequently reviewed so that we can comply with Medicare, Medicaid, Blue Cross and other insurance regulations. This process is called utilization review. You will be kept informed as to how these requirements affect your stay. For more information, call the Utilization Review office at extension 3804.

Entrances

The front entrance is open from 5:30 AM to 7 PM on weekdays, and 7 AM to 7 PM on weekends. After hour entrance and exit are from 7 PM to 5:30 AM on weekdays and 7 PM to 7 AM on weekends. Anyone entering the hospital during these times must do so through the ER entrance.

Mail and Flower Deliveries

Mail and flower deliveries will be delivered by a hospital volunteer or staff member.

Parking

Parking for patients and their guests is available in front of LCHC. If you would like an escort to your vehicle at night, our ER department EMTs are available to escort you. Contact them at extension 3211.

Safety and Ergonomics

LCHC is committed to providing the safest environment possible for you, your family and our staff. If you are not able to move without assistance, we may use special equipment to aid you. This equipment is one component of our patient care ergonomics programs. Your healthcare provider will consider your needs to determine which, if any, equipment will be appropriate. We realize this may be new to you. If you would like more information about our patient care ergonomics program, talk to your healthcare provider or nurse.

Heart+Soul (Gift and Snack Shop)

Gifts Galore serves meals at breakfast and lunch, as well as offering a variety of snack, drink, and gift items. You may contact them at extension 3417. Hours for Gifts Galore are Monday - Thursday from 9:00 AM - 3:30 PM and Friday from 9:00 AM - 1 :00 PM.

Fire and Tornado Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, stay where you are and wait for hospital staff to assist you.

Fall Alert Program

LCHC's fall program identifies patients at higher risk for falls and provides those patients with fall prevention interventions. This program provides our staff with a consistent method for assessing and preventing falls. All patients are assessed on admission and during every shift. Any change of condition is recorded in the fall risk flow chart. If a patient is at risk for falls, a falling star magnet is posted outside their room and they receive yellow slip-resistant socks to wear on their feet, have a yellow fall risk arm band, and have a yellow sticker placed on their chart.

Vending Machines

For your convenience, vending machines are located throughout the facility and can be found at the following locations:

- Hospital Atrium (Upper Level)
- Courtyard Entrance (Upper Level)

During Your Stay

Smoking

Smoking/the use of any tobacco products is not permitted anywhere on hospital grounds, including the parking lot. Visitors are asked to smoke in their vehicles or off hospital grounds.

Electrical Appliances

Send home any personal electrical appliances including hair dryers, curling irons and razors. Our safety policies prevent the use of these items.

Cell Phones

We do not restrict the use of cell phones in the building unless otherwise posted. However, in order to promote rest for patients and to prevent interference with monitoring equipment, visitors are asked to turn off their cell phone when visiting patients.

Wireless Internet (WiFi)

LCHC has a guest wireless network. The name of the network is: LCHCGUEST. It's an open connection and has no encryption or password. If you have trouble, ask a staff member for assistance.

Medications from Home

Do not bring any medications (prescription, over-the-counter or illegal drugs) to the hospital. All medications you take while a patient at LCHC have been prescribed by your provider, are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications unless approved by their provider.

Telephone

Telephones are provided in all patient rooms. To place a local call, dial 9 + the local number. To make a toll-free call, dial 9 + 1 + the toll-free number. A list of important internal phone numbers is listed on page 4.

Nutritional Services

LCHC's Nutritional Services works to provide you, our patient, with the best experience possible. That's why you'll find a menu, customized for your diet, available in your room.

Take a few moments to review your diet and become familiar with our ordering process. Your nursing staff is also available to assist you with menu selections throughout your stay.

When dialing in-house, dial extension 6255. When dialing from your personal phone, dial (641) 774-6255. Your meal will arrive within 45 minutes of ordering.

Guest Meals

LCHC also offers guest meals for delivery to patient rooms. Guests may order items from our general menu at the following cost:

- Breakfast - \$3
- Lunch - \$5
- Dinner - \$5

Each meal includes one entree selection (excluding breakfast) and the side dishes and/or dessert of your choice. The envelope with the price of the meal will be placed on your guest tray for payment.

Guests are also welcome to visit the hospital cafeteria.

Ordering Hours:

Guests and patients can order items from our general menu at the following times:

- Breakfast: 7 - 9 a.m.
- Lunch: 11 a.m. - 1 p.m.
- Dinner: 4 - 5 p.m.

Hours of Operation

Bistro 61, LCHC's Cafeteria, offers hot meals at breakfast and lunch. Visitors are invited to stop by our cafeteria for breakfast, lunch, or snacks. Snacks and drinks are available all day. Breakfast and lunch specials are served during the following times:

- Breakfast: Monday - Thursday 7:30 AM - 9 AM
- Breakfast: Friday 6:30 AM - 9 AM
- Lunch: Monday - Thursday 11:30 AM - 1 PM
- Lunch: Friday 12 PM - 1 PM

Chaplain Services

Hospitalization can be a time of uncertainty and worry. Because, for many people, personal faith plays an important role in coping with illness and recovery, we make an effort to provide an environment in which patients feel comfortable practicing their faith tradition.

At the time of your admission, our registration staff will note your religious preference and local church connection on your patient record. If you belong to a local congregation or faith group, we encourage you to inform your spiritual leaders about your hospital admission. Your own minister is welcome and encouraged to visit you and conduct activities such as spiritual counseling, communion and prayer.

Our volunteer Chaplains are clergy and lay ministers trained to offer religious ministry in a hospital setting. As members of our care team, they are called upon to provide help, encouragement, and comfort to patients as requested.

A chaplain visit can be requested by notifying your attending nurse.

Your Satisfaction

Your healthcare is our priority. That's why LCHC takes part in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple choice questions about your hospital stay. We encourage you to take the time to fill out the HCAHPS survey - your feedback is valuable!

Why is HCAHPS important?

The survey and its results are important for several reasons:

- The survey is the voice of the patient – it gives LCHC a view into the patient's perception of the care we provide.
- The survey results are publicly reported on the internet for all to see – so results impact our reputation.

Do you have pain?

You are the expert about how you are feeling. Be sure to tell your provider or nurse when you have any kind of problem.

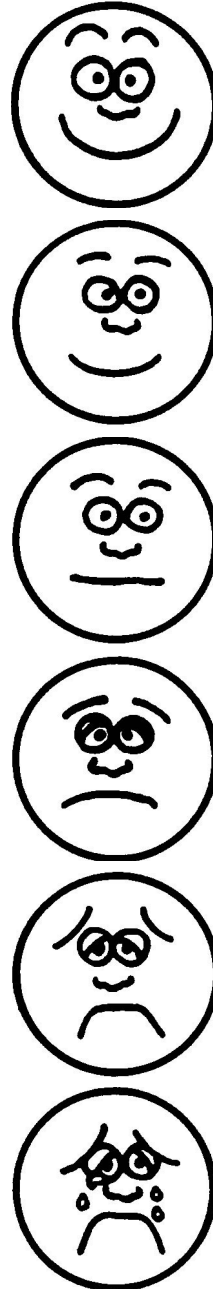


To help describe your pain, be sure to report:

- When the pain began and where you feel the pain
- Where you feel pain.
- How the pain feels - sharp, dull, throbbing, burning, tingling, etc.
- If the pain is constant or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much, if any, pain your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?

USE THE RATING SCALE TO TELL YOUR NURSE OR PROVIDER HOW SEVERE YOUR PAIN IS.

Pain Rating Scale



Stay Safe

While you are in the hospital, many people will enter your room, from providers and nurses to nutritional staff and more. Use the following information to make sure your hospital stay is safe and comfortable.

Patient Identification

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand, however, that this verification process is critical to patient safety and guarantees that all of our patients receive the correct medications and treatments.

Don't Be Afraid To Ask

- If you are told you need tests or procedures, ask why you need them, when they will happen, and how long it will take to get the results.

Take Charge of Your Care

During your stay, the providers, nurses, and staff of LCHC will treat you and your family as partners of your own care. One way you can be involved is to take charge of your care and speak up. Ask questions, voice your concerns, and don't be afraid to raise issues relating to your care, treatment and overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay - how to stay safe, get the information you need, ask the right questions, and interact effectively with your providers, nurses and hospital staff.

STEP UP AND SPEAK UP

- **Speak Up:** Ask questions and voice concerns. It's your body and you have a right to know.
- **Pay Attention:** Make sure you're getting the right treatments and medicines.
- **Educate Yourself:** Learn about the medical tests you get and your treatment plan.
- **Find an Advocate:** Pick a trusted family member or friend to be your advocate.

- **What Meds and Why:** Know what medicines you take and why.
- **Check Before You Go:** Use a hospital, clinic, surgery center or other type of health care organization that meets quality standards.
- **Participate in Your Care:** You are the center of the health care team.



Fighting Infections

While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you - including your providers and nurses - wash their hands too.

You, your family and friends should wash hands:

- after touching objects/surfaces in the room
- before eating
- after using the restroom



It is also important that your healthcare providers wash their hands with either soap and water or with an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



Happy Birthday!

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing "Happy Birthday" twice.

No soap? No problem! Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing all over the surfaces of your fingers and hands until they are dry.

Do you have a concern?

The staff of LCHC would like to remind you that you have the right to:

- voice concerns and complaints about your care
- recommend changes
- have visitors of your own choosing

You have the right to do this without being subject to coercion, punishment, or reprisal from us and without being subject to any unreasonable interruption of your care, treatment, or services.

You may use LCHC's complaint resolution process to do so. This means submitting a written or verbal grievance to your caregivers, patient representative, healthcare practitioners, chief nursing officer or administration. If you submit a complaint or grievance, it will be investigated. We will take action to resolve your concern, either verbally or in writing when appropriate.

If you have a concern or a complaint, speak to your nurse. If it is not resolved, contact LCHC's Quality Manager at (641) 774-3117.

You may also make complaints to this external agency:

Iowa Department of Inspections and Appeals
Division of Health Facilities
Lucas State Office Building
Des Moines, Iowa 50319
Phone: (887) 686-0027

You may also make complaints about beneficiary matters, quality of care, or premature discharge to:

Telligen
6000 Westown Parkway
West Des Moines, Iowa 50266
Phone: (800) 383-2856

Privacy & Health Information

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Most providers, nurses, pharmacies, hospitals, clinics, nursing homes, and many other healthcare providers.
- Health insurance companies, HMOs, and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare, and Medicaid.

What information is protected?

- Information your providers, nurses and other healthcare providers put in your medical records
- Conversations your provider has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information.

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

Privacy & Health Information

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay providers and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure providers give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

Patient Rights & Responsibilities

Lucas County Health Center's mission is to promote and enrich the health and well being of those we serve. As a patient at Lucas County Health Center you will have access to treatment regardless of race, creed, sex, national origin, diagnosis, or source of payment for care. As a patient you have the rights and responsibilities that are outlined below. Patient Rights are supported by the Board of Trustees, Medical Staff, and all Lucas County Health Center staff.

You are entitled:

- To be informed of your rights, in advance of furnishing or discontinuing care whenever possible.
- To make informed decisions regarding your care. This includes being informed of your health status (unless contraindicated), being involved in care planning and treatment, and being able to request or refuse treatment.
- To an explanation concerning your diagnosis, treatment, procedures, and prognosis of illness, in terms you can understand.
- To considerate, respectful care, with recognition of personal dignity.
- To receive care in a safe and secure environment.
- To formulate Advance Directives through a Living Will and/or Durable Power of Attorney for health care decisions and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- To have a family member of your choice and your physician notified promptly of your admission to the hospital.
- To personal privacy.
- To the confidentiality of your clinical records and to access information contained in your clinical records within a reasonable time frame.
- To be free from all forms of mental and physical abuse or harassment.

Patient Rights & Responsibilities

- To be free from chemical and physical restraints except as authorized in writing by a physician for a specified and limited period of time, or when necessary to protect the patient or others from injury. Restraints may not be used as a means of coercion, discipline, convenience, or retaliation by staff.
- To be fully informed prior to or at admission, and during the stay, of the type of services provided by the facility and any charges for those services.
- To continuity of care and transfer or discharge only for medical reasons or for your welfare or that of other patients.
- To knowledge of the identity of the physician or other practitioner primarily responsible for the patient's care as well as identity and professional status of others providing services to the patient while in the hospital.
- To consult with a specialist at your request, and expense.
- To retain and use personal clothing and possessions as space permits.
- To receive the visitors who you designate including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend, and your right to withdraw or deny such consent at any time.
- To prompt resolution of grievances. If you should wish to file a grievance, you may call our Quality Improvement Manager at (641) 774-3117, or write to Lucas County Health Center, Attention: Quality Services, 1200 N. 7th Street, Chariton, IA 50049



Patient Rights & Responsibilities

PATIENT RESPONSIBILITIES

Your responsibilities are:

- To provide accurate and complete information regarding the patient's health status.
- To follow recommended medical and nursing treatment plans, including follow-up care recommended by health care providers. This includes keeping appointments and notifying the health care provider when appointments cannot be kept.
- To abide by hospital and clinic rules and regulations affecting patient care and conduct and be considerate of the rights of other patients and hospital and clinic personnel.
- To fulfill the patient's financial obligations as soon as possible following discharge.

All rights and responsibilities of the patient devolve to the patient's next of kin, guardian, or sponsoring agency(ies) where the patient is adjudicated

incompetent pursuant to laws, or is incapable of understanding these rights due to impairment specified in the patient's record by a physician.

The facility reserves the right to move any patient from one room to another as is deemed necessary by nursing staff, attending physician or administration with appropriate notice to the patient and responsible party.

The facility shall not be responsible for loss, theft, or destruction of money, papers, or personal property of patient or any other person except as delivered to the Nursing Staff for safe keeping as evidenced by signed receipt for such personal property.

This statement contains the general rights of each patient and is not all-inclusive. Specific provisions implementing these general rights are included in the facility's policies and procedures, which are available upon request. Lucas County Health Center maintains policies, procedures, and on-going programs to ensure that the above rights are protected by all personnel.

Non-Discrimination/Accessibility Notice

Lucas County Health Center complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, or sex.

Lucas County Health Center provides the following for free:

- Communication aids and services to people with disabilities, such as:
 - Sign language interpreters
 - Written information in other forms
- Language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Chief Operating Officer. If you believe that Lucas County Health Center has failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail or by phone with:

Chief Operating Officer
1200 North 7th Street
Chardon, IA 50409
(641) 774-3360

The Chief Operating Officer is available to help you file a grievance. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocrportal/lobby.jsf>

or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
(800) 368-1019 OR (800) 537-7697 (TDD)
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>

ملحوظ: إذا كنت تتحدث أكثر اللغات فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم هاتف المساعدة 1-641-774-3360

Chinese 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-641-774-3360

French ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 641-774-3360

German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-641-774-3360

Gujarati સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે

ઉપલબ્ધ છે. ફોન કરો 1-641-774-3360

Hindi ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-641-774-3360 पर कॉल करें।

Hmong LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pob txog lus, muaj kev pab dawb ran koj. Hu ran 1-641-774-3360

Italian ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-641-774-3360

Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-641-774-3360 번으로 전화해 주십시오.

Polish UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-641-774-3360

Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-641-774-3360

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-641-774-3360

Tagalog PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-641-774-3360

Ukrainian УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-641-774-3360

Urdu آپ کو اپنی مادری زبان پر گفتگو کی ضرورت ہے تو آپ کو مفت زبان کی خدمات پیشکش کی گئی ہیں۔ 1-641-774-3360 پر کال کریں

Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-641-774-3360

What are Advance Directives?

If you suddenly became so ill that you were unable to make medical treatment decisions for yourself, the burden of deciding would fall to your family and loved ones.

Medical technology can extend life, but the quality of that life varies for each person. Decisions about what is tolerable in life and in the dying process are personal and should be made individually before the opportunity is lost.

Advance directives, such as the Living Will and the Durable Power of Attorney for Health Care have grown out of a desire to maintain individual control over one's life. These documents work by extending the right of self-determination into the future. By recording our choices now (as competent persons), we can influence healthcare decisions made for us in the future.

Durable Power of Attorney for Health Care

The Durable Power of Attorney for Health Care is a legal document that allows you to choose someone as your agent (someone who acts for you) to make health care decisions whenever you cannot, due to unconsciousness or loss of ability to think and reason. This agent is required to make decisions according to directions you provide in writing or verbally to him or her. If your wishes are not clearly understood and defined, then your agent will make

decisions based on what he or she believes to be in your best interest. Your agent is given the right to examine your medical records.

The Durable Power of Attorney for Health Care must be filled out and witnessed while you are still capable of making decisions for yourself. Any incapacity you may suffer later in your life will then be covered by the Durable Power of Attorney for Health Care.

The Durable Power of Attorney for Health Care comes into play when your provider has determined that you are unable to make health decisions for yourself, even when the situation is temporary, such as after a car accident or a severe, sudden illness. Unlike a Living Will, which is the second type of advance directive and is discussed below, the Durable Power of Attorney for Health Care is not restricted to patients with permanent unconsciousness, with a condition that will lead to their death (often called a terminal or fatal condition) or to decisions about procedures that delay the dying process (life-sustaining procedures).

What are Advance Directives?

Living Will

A Living Will is a document directing your provider to withhold or withdraw certain treatments (life-sustaining procedures) that could prolong the dying process. This advance directive becomes effective only at a point when, in the written opinion of your provider (confirmed by one other provider), you are expected to die soon and you are unable to make health decisions for yourself (because you are unconscious or unable to think and reason) or you are determined to be permanently unconscious (irreversible coma, persistent vegetative state).

Resources

For more information about Advance Directives, please speak with your nurse or a member of your health care team.

Preparing to Leave

Financial Planning

LCHC's on-staff Financial Counselor is available to answer any questions about insurance coverage, deductibles, co-insurance, and payment arrangements. The financial planner may contact you after you are discharged from your hospital stay, but you are also invited to call the financial planner at extension 3406.

Financial Options

If you have health insurance LCHC will work with your insurance carrier(s) to determine what your insurance policy will and will not cover. We will bill the primary and secondary insurance carriers and will communicate with them while they process your hospital claim.

Once the insurance pays its portion of the bill, or if the carrier denies payment of the bill, the balance of the account becomes your responsibility.

Preparing to Leave

If you do not have health insurance

If you do not have health insurance, LCHC offers programs that may be of assistance to you:

- Payment plans. If you are unable to pay the hospital bill in full, payment plans can be set up.
- Financial assistance. If you are unable to pay your hospital bill in spite of the arrangements described, you may want to apply for financial assistance. An application and income verification are required; the criteria are based on income and family size. The approval process takes roughly seven days after we receive the necessary documents. This application may result in full or partial reduction of your hospital bill.
- Discounts. Discounts are available to those who pay their hospital bill in full within certain periods of time.



Senior Health Insurance Information Program (SHIIP)

LCHC is a local sponsor of SHIIP. SHIIP counselors are available by appointment to provide free, confidential assistance and information related to Medicare, Medicaid supplement insurance, long-term care insurance and health care claims. Call extension 3226 for more information.

Questions

If you have questions about your care after you return home, please call your provider's office.

Don't Leave Until...



When it's time to be released from the hospital, your provider will authorize a hospital discharge. This doesn't necessarily mean that you are completely well - it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision.

If you are a Medicare patient, be sure you are given "An Important Message from Medicare." This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

On the other hand, you may be pleased to learn that your provider has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

Discharge Planning

LCHC's Discharge Planning staff can help patients and families plan for discharge from the hospital. They can provide many helpful services, including:

- Helping assess an individual's ability to manage at home
- Providing information and referrals for nursing care, therapy, equipment, meals, homemaker assistance, transportation and more.
- Putting patients and families in touch with community agencies that offer helpful services.

Your Hospital Bill and Insurance

LCHC's Business Office will work with you regarding the financial aspects of your hospital stay, providing as much information as possible and working with you to alleviate financial concerns.

Make Sure You Have...

1. Discharge summary

This is an overview of why you were in the hospital, your providers, procedures done, and medications prescribed.

2. Medications List and Prescriptions

Before you leave, make a list of medications you are taking, why, the dosage, and who prescribed them. Additionally, make sure you have a prescription for any medications you need. Fill your prescriptions promptly and ask what food(s) to avoid while on your medications.

3. Community resources

You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care, and respite care, and agencies that can help with patient care and respite care.

4. Personal belongings

Make sure you have all belongings before leaving.

5. Other services

When you leave, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests, treatments, or in-home therapy. Be sure to speak with your provider or nurse to get all the details before you leave.

6. Follow-up care instructions

Make sure you have paperwork that tells you:

- dietary restrictions you need to follow and for how long
- activities you can/can't do, and for how long
- proper care for any injury/incisions you may have
- follow-up tests you may need and when you need to schedule them
- medicines you must take, why, and for how long
- provider follow-up appointment
- home-care instructions for your caregiver, such as how to get you in/out of bed, using equipment, and what symptoms to watch for
- telephone numbers to call if you or your caregiver has questions

For the Caregiver

Your role as a patient advocate

While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient's advocate the person who will help the patient work with providers, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, follow the advice in the Caregiver list at the right.

While you are making sure that your loved one's needs are being met, don't neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time is important. Don't be reluctant to ask for help in caring for your loved one. Take advantage of friends' offers to help. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

Patient's Rights

Know your patient's rights and responsibilities.

(See page 17)

Advance Directives

Know whether or not your loved one has an advance directive and, if so, what it specifies.

(See page 21)

Take Charge Of Your Care

Follow this step-by-step guide for staying safe, asking the right questions, and getting the information you/your loved one needs.

(See page 12)

Track Medications

Your loved one may be prescribed medications while in the hospital and may be seen by several providers. Keep a list of the medications they are taking and the purpose for them.

After Hospital Care

Know your healthcare options after you leave the hospital

When you leave the hospital, you may need to spend some time in a rehabilitation facility, nursing



home, or other institution. Or you may be able to stay home and receive healthcare services there. Be sure you and your caregiver understand the plan for your care before you are discharged from the hospital. Here's a brief explanation of the various services that you may use to recover after being discharged.

Home Health Care

Home Health Care is part-time health care provided by medical professionals in a patient's home to maintain or restore health. It includes a wide range of skilled and non-skilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning and meal

preparation. Medicare defines home health care as intermittent, provider-ordered medical services or treatment.

Nursing Home

Nursing homes are residential facilities for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities, such as bathing, dressing, and toileting. Nursing homes provide 24-hour skilled care, and are also called long-term care facilities. Many nursing homes also provide short-term rehabilitation stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

Independent Living

Independent living is a community for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, and social outings and events are provided.

After Hospital Care

Medicare-Covered Equipment and Supplies

If you need durable medical equipment (such as a walker, wheelchair, hospital bed, etc) Medicare will only cover the cost if you get it from a supplier enrolled in the Medicare program. This means the supplier has been approved and has a Medicare supplier number. If your supplier does not have a Medicare supplier number, Medicare will not pay your claim.

To find a supplier enrolled in the Medicare program, visit www.medicare.gov and select “Find Suppliers of Medical Equipment in Your Area” or call 800-MEDICARE (800-633-4227).

Assisted Living

Assisted living is an apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don’t need a high level of care. Assisted-living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on site. Most facilities have social activities and provide transportation to providers’ appointments, shopping, etc.

Hospice

Hospice is a licensed or certified program that provides care for people who are terminally ill and for their families. Hospice care can be provided at home, in a hospice or other freestanding facility, or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial, and legal needs of the patient and his/her family.

The DAISY Award



About

The DAISY Foundation was established in 2000 by the Barnes family in memory of J. Patrick Barnes who died from complications of Idiopathic Thrombocytopenic Purpura (ITP) at the age of 33. Having been touched by the remarkable care, clinical skills and compassion demonstrated by nurses during Patrick's illness, the Barnes family made it their mission to recognize exceptional nurses around the country.

Who is eligible for The DAISY Award?

DAISY Award recipients personify LCHC's remarkable patient experience and our Core Values of Integrity, Stewardship, Excellence, Dignity, Hospitality, and Teamwork. These individuals consistently demonstrate excellence through clinical expertise, extraordinary service and compassionate care and are recognized as outstanding role models in the nursing community.

What is The DAISY Award?

The DAISY Award is a program that rewards excellence in nursing. It was created by The DAISY Foundation to recognize the clinical skills, extraordinary compassion and care exhibited by nurses everyday.

Award recipients are recognized at a public ceremony and receive a:

- Certificate and DAISY Award signature lapel pin
- Hand-carved stone sculpture entitled A Healer's Touch

Additionally, the unit or department of the recipient will receive cinnamon rolls – a favorite of Patrick's during his illness – with the sentiment that the heavenly aroma will remind them how special they are and how important their work is.

How can I nominate an extraordinary nurse?

Nomination forms are located throughout the hospital. You will also receive one in your discharge packet but can ask for one anytime from a staff member. Additionally, LCHC has an online nomination form at www.lchcia.com/for-visitors/daisy-award

Resources

Lifeline

Lifeline is a medical emergency communication system that provides a vital link to assistance for the elderly, the handicapped, and the chronically ill. Those who depend on Lifeline can live alone in their homes without feeling isolated in an emergency. Lifeline is available for a monthly charge, plus an installation fee. This includes equipment, maintenance, instruction on its use and a 24-hour link to the Lifeline response center. For more information, call extension 3226.

Senior Health Insurance Information Program (SHIIP)

Are you a Medicare beneficiary confused by the current prescription plan choices? Through the SHIIP program, LCHC Volunteer Services offers local residents help in understanding the Medicare system and other insurance programs. A trained volunteer is available to discuss specific insurance issues with individuals. To schedule an appointment, call Volunteer Services at (641) 774-3226.

Skilled Nursing Care

No matter where you had your hospital stay, LCHC's Skilled Care is available to help you regain your previous health and to help assist you with a safe transition back to home. The Skilled Care Team at LCHC works closely with providers to offer a safe, monitored environment for patients. In private, home-like rooms, you will receive individualized attention and care plans that include medications, nutritional consultation, as well as physical, occupational, speech, or other therapies.

Rooms are equipped with sleeping accommodations in order to allow a loved one to stay with you. Plus there is ample room for visitors when you feel up to having company. If hospitalized elsewhere, speak with your discharge planner or social worker helping with your hospital discharge and ask them to contact LCHC to discuss the option of receiving your skilled care closer to home.

Resources

10-15 Transit

10-15 Transit is a state and federally funded public transportation system. Service is available to anyone needing transportation in Lucas County. All services are open to the general public, including persons with disabilities. Riders may use the bus for nearly any purpose: grocery shopping, medical and dental visits, congregate meals, going to work or school, or personal business. Trips are subject to availability of a driver and must be scheduled a day in advance. For more information or to schedule a ride, call (800) 227-6390.

Caregiver Resources

www.aoa.gov

Caregiver resources from the Administration on Aging

Children of Aging Parents

800-227-7294

www.caps4caregivers.org

Information, referrals and support for caregivers of the elderly and chronically ill

Eldercare Locator

800-677-1116

www.eldercare.gov

Help with locating aging services throughout the U.S.

800-MEDICARE

www.medicare.gov

Official U.S. government site for people with Medicare

National Alliance for Caregiving

www.caregiving.org

Caregiver resources from the Administration on Aging

National Alliance on Mental Illness

www.nami.org

Grass roots mental health organization, with support for individuals and families

National Family Caregivers Association

800-896-3650

www.nfcacares.org

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

For Visitors

Local Restaurants

BP

107 East Grace, Chariton
(641) 774-5100

*Quick bites, sandwiches, Godfather's
Pizza, convenience items*

Casa De Oro

123 North Main Street, Chariton
(641) 217-8110
Mexican cuisine

Casey's General Store

- 418 South 7th Street
(641) 774-4484
- 1421 Court Avenue
(641) 774-4748
- 335 North Main Street
(641) 774-5687

*Quick bites, sandwiches, pizza,
convenience items*

Chux

1600 Court Avenue, Chariton
(641) 203-3132
Sandwiches, ice cream, quick bites

Double Dip & More

400 North Main Street, Chariton
(641) 774-3413
*Pizza, sandwiches, quick bites, ice
cream*

Granny's Kitchen

126 North Grand, Chariton
(641) 217-8358
Comfort food, breakfast, desserts

Hardee's

2002 Court Avenue, Chariton
(641) 774-5000
Fast food

Hy-Vee Deli

2001 Court Avenue, Chariton
(641) 774-5051
*Comfort food, breakfast items, buffet
items, chinese food, subs*

Iron Horse Neighborhood Grill

831 Braden Avenue, Chariton
(641) 774-8570
*Sandwiches, pasta, steak,
appetizers, bar, daily specials*

Panda Buffet

123 East Grace Avenue, Chariton
(641) 774-8117
Chinese cuisine

Piper's

705 Auburn Avenue, Chariton
(641) 203-2562
*Sub sandwiches, groceries,
convenience items, homemade
candy, soup*

Shady Lanes Country Store

42212 220th Avenue, Chariton

Amish community restaurant

Subway

1700 Court Avenue, Chariton

(641) 774-5911

Sub sandwiches

The Porch Coffee House

705 Auburn Avenue, Chariton

(641) 203-2562

*Coffee, breakfast and lunch specials,
soup, sandwiches*

Convenience**BP**

107 East Grace, Chariton

(641) 774-5100

Casey's General Store

418 South 7th Street

(641) 774-4484

1421 Court Avenue

(641) 774-4748

335 North Main Street

(641) 774-5687

Grocery**Dollar General**

1635 Court Ave., Chariton

(641) 774-2820

Family Dollar

307 North Grand, Chariton

(641) 954-3459

Hy-Vee

2001 Court Ave., Chariton

(641) 774-5051

Piper's

901 Braden Ave., Chariton

(641) 774-2131

Schmucker's Bulk Food

54359 Hwy 14, Chariton

For Visitors

Places To Stay

Country Cabins Resort

25119 US Hwy 34, Chariton

(641) 217-0534

Country Cabins Resort is located just east of Chariton on Highway 34. There are six sites for campers. A variety of themed cabins and motel suites are available. Photos and more information at www.country-cabins.com

Royal Rest Motel

137 East Grace Avenue, Chariton

(641) 774-5961

Royal Rest Motel is an independent 27 room AAA 2-Diamond rated boutique motel. All rooms are ground floor with convenient parking in front of the room. Room amenities include a TV, new beds and bedding, refrigerator and microwave, free high speed WiFi, complimentary light breakfast, and more.

Super 8 Hotel

169 East Grace Avenue, Chariton

(641) 316-3497

Experience the best of scenic Chariton at Super 8, conveniently located off highway 34. Wake up to a free continental breakfast and enjoy free WiFi in your room. We offer free parking for your car, bus, truck or RV.

Chariton Homeplace

Nightly rental

(515) 681-4432

www.chariton-homeplace.com

Your home away from home in Chariton! Chariton homeplace is a fully furnished house available for short term rental. Stay a night or two or for a month. Located in a quiet residential neighborhood just a few blocks from the town square, the home is perfect for visiting family or friends in southern Iowa. It has 3 bedrooms, 1 bath, a full stocked kitchen, and laundry facilities in an unfinished basement.