



Patient Guide

Contents

Your health care team	4
During your stay.....	5
Stop the spread of infection.....	6
Pain & comfort management.....	6
Other services.....	7
Accommodations.....	8
Your personal privacy & security.....	10
Notes.....	10
Patient rights & responsibilities.....	11

Our Mission

We, MercyOne, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Our Vision

As a mission-driven innovative health organization, we will become the national leader in improving the health of our communities and each person we serve. We will be the most trusted health partner for life.

Our Core Values

REVERENCE

We honor the sacredness and dignity of every person.

COMMITMENT TO THOSE EXPERIENCING POVERTY

We stand with and serve those who are experiencing poverty, especially the most vulnerable.

SAFETY

We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

JUSTICE

We foster right relationships to promote the common good, including sustainability of Earth.

STEWARDSHIP

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

INTEGRITY

We are faithful to who we say we are.



Welcome to MercyOne

At MercyOne, we're committed to radically convenient, personalized care – to put you at the center of everything we do. We are dedicated to helping you live your best life, through all of life's journeys with experts you trust for all of your health and wellness needs.

This patient guide provides information that will be helpful to you during your stay and after you go home. But please ask us anything you may have a question or concern about. We are here for you.

Our priority is ensuring that you and your family have the very best experience. Every MercyOne colleague strives to provide the highest quality personalized care and the very best service in every aspect of your stay. We are committed to principles of caring that put you at the center of our focus, and our goal is to work with you to identify and meet your needs whenever possible. We want you to have an exceptional care experience.

YOU CAN EXPECT US TO:

- Protect your privacy and confidentiality of your health information.
- Maintain clean and safe surroundings.
- Respond promptly to your health care needs.
- Treat you with courtesy, friendliness and respect
- Provide safe and high-quality care.

You may receive a survey in the mail shortly after your stay. We value your responses and your feedback. Our goal is for you to experience excellence in your care and the way we care for you as a person. If you have any concerns regarding your care during your hospital stay, please speak with a nurse leader.

Your health care team

MercyOne is devoted to keeping you well informed so you can be an active and engaged member of your health care team. If you do not understand something about your care or a procedure, ask your caregiver to explain it before giving consent. We also recommend inviting a trusted family member or friend to be with you, to ask questions and to take notes while talking with your health care team.

Providers

Providers may include:

- Physicians
- Physician assistants
- Nurse practitioners
- Hospitalists – physicians who make rounds at the hospital in place of your personal physician
- Residents – those who have received their medical degrees and are now specializing in a selected field of medicine

Nurses

Nurses are a critical link between you and other members of your health care team, and help communicate your needs, explain important treatment information, plan and evaluate your care.

Virtual nurse

Provides remote support, brings extensive knowledge and expertise, assists with care coordination, collaborates with the health care team and supports the nursing staff.

Patient Care Assistants/Nursing Assistants

Under the supervision of providers and nurses, help make sure you are comfortable and safe during your stay.

Patient and family care

Social workers and case managers are available to assist with your needs.

Pharmacists

A pharmacist will review your medication orders and work with your health care team to ensure you are given safe and accurate medication.

Interpreter

An interpreter is available 24 hours a day through telephonic and/or video remote methods of communication. Please request these services through a member of your health care team.

Other health care professionals

Other members of your health care team may include rehabilitation services, food and nutrition services, laboratory and radiology personnel, environmental services, technicians, chaplains and more.

Health care team uniform colors

- **Navy/white** – registered nurse
- **Gray** – licensed practical nurse
- **Light blue** – nursing assistant
- **Maroon/gray** – housekeeping
- **Black** – respiratory therapy
- **Red with white lab coat** – laboratory
- **Forest green** – surgery, cath lab, endoscopy
- **Teal** – pharmacy
- **Olive green** – physical therapy
- **Blue** – speech therapy
- **Teal** – occupational therapy
- **Royal blue/black** – dietary
- **Brown** – unit secretary

During your stay

Your safety is our top priority. We invite you to be an active member of your health care team, working with us to keep you safe during your stay. We ask that you stay on your unit at all times, if you need to leave the unit please contact a member of your nursing team.

What to expect from your nursing team

- Make frequent rounds
- Keep your room free of clutter
- Ensure your room is adequately lit
- Keep your bed in low and locked position
- Utilize video/bed/chair alarm as needed

Contacting your nursing team

Call button: You have a nurse call button within reach of your bed. If at any time you need assistance, press the button and your nurse will respond as quickly as possible.

Regular rounding by your nursing team and nurse leaders to meet your needs.

Patient identification

Your armband provides important information needed by your health care team, please do not remove your armband during your stay.

Medication safety

- Inform your health care team of all medications you are taking, including over-the-counter vitamins and herbs.
- If you brought medications from home, please notify your nurse. You will be asked to send these home.
- If you do not recognize a medication, ask your health care team for more information.

Fall safety

- Tell us if you have fallen recently
- Make sure your call light and things you need are within reach.
- Ask your health care team which activities are safe for you to do on your own.

- Ask for help to get in and out of bed.
- Wear slippers, slip-resistant socks or shoes.
- Use the toilet often to avoid needing to hurry.
- Use walking aids (canes, walkers) as instructed.
- Wear your eyeglasses, contacts or hearing aids.
- Notify your nursing team if you see a spill or slippery area on the floor.

DVT (blood clot) prevention

- Work with physical therapy as ordered
- Use incentive spirometer
- Walk frequently if possible
- Wear your compression pumps/ TED hose
- Do leg exercises in bed/chair
- Take medications as ordered for prevention
- Do not smoke

Pressure ulcers prevention

Ulcers occur when pressure on skin cuts off blood supply. Usually when a person lies or sits in one position for too long. Most often on the heels, buttocks, back and head.

- Change position with help every 2 hours
- Elevate heels off the mattress
- Special mattress if appropriate
- Keep skin clean, dry, moisturized
- If incontinent– use barrier cream
- Eat a healthy diet, visit with a MercyOne dietitian for ideas to help your appetite.
- If you smoke, quit. Now is a good time to quit and we're happy to recommend resources to help you be successful. Talk with your health care team.

Stop the spread of infection

You can help stop the spread of germs and infections by following these tips:

- Cover your mouth and nose with a tissue when coughing or sneezing. Discard the tissue and clean your hands thoroughly. If no tissue is available, please cough or sneeze into your sleeve.
- Wash your hands frequently using hand sanitizer or soap and water.
- Everyone, including visitors should clean their hands before entering and leaving your room.
- Be empowered to ask your caregivers if they have cleaned their hands before coming in contact with you.
- If you are in “isolation” because of an infectious disease, you and your loved ones should follow all precautions to prevent spreading the illness to others.
- If family members or friends have symptoms of an illness or been around someone with an illness, ask them to wait until healthy before visiting you in the hospital.

Pain & comfort management

Your health care team is dedicated to providing a comfortable environment during your stay. Managing pain is an important piece to maintaining your comfort. You will be asked frequently to rate your pain.

- Some pain and discomfort can be expected with certain procedures. Talk with your provider to know what to expect.
 - It is very important to tell your nurse if your medicine is not working. Sometimes the medicine needs to be changed to give you better pain control.
 - If you experience constipation, nausea or drowsiness as these are common side effects of pain medication, please let your health care team know right away. Your health care team will work to manage these side effects and improve your comfort.
- Other options available**
- Frequent position changes
 - Supportive devices, such as pillows
 - Gentle exercise such as range of motion
 - Aroma therapy
 - Heat or cold applications
 - Dimming lights
 - Soft music
 - Meditation
 - Pain medications

Other services

Chapel services

All chapel services are televised, please refer to the TV guide in your room.

Spiritual care services

Our interdenominational staff of chaplains offers emotional and spiritual support for patients and their families. We respect the beliefs and traditions of all faith communities and welcome pastors and parish visitors as they minister with patients. Upon request we will assist you in contacting your spiritual leaders and pastors.

Sacramental ministry

The Sacrament of the Sick and Reconciliation for catholic patients is available on request.

Holy communion is offered daily to catholic patients who choose to receive.

Patient requests for sacraments, rituals, or ceremonies of their personal faith may be honored after consultation with our chaplains.

Patient portal

MyMercy is the free and easy online way to access your health information 24 hours a day. You will need to provide your email address, date of birth and answer security questions to create the account. For technical support call 1-877-448-1721.

[MercyOne.org/siouxland/patient-portal](https://www.mercyone.org/siouxland/patient-portal)

With the portal you can:

- Get hospital test results
- Access your hospital medical records
- View and pay hospital bills

Ethics committee

Ethical choices are based on beliefs and values about life, health, suffering and death. The MercyOne Ethics Committee can assist with conflicts in beliefs within families or between patients/families and caregivers. When hospitalized, we are often faced with decisions regarding our health. Many have a significant impact on our lives. Clergy can provide spiritual guidance. Your medical team can give you medical information and advice.

You, the patient, make the final decisions regarding your treatment. You have the responsibility and right to decide what is best for you. If you become unable to make decisions your closest relative or legally appointed person will make your medical decisions.

Advance Directives

Advance Directives (Durable Power of Attorney for Health Care and a Living Will) are legal documents that enable you to make medical decisions in the event you are unable to speak for yourself.

MercyOne chaplains are available for education and completion of living wills and/or durable power of attorney for health care. Contact your nurse to request additional information and consultation with a chaplain.

Notary public services

MercyOne offers notary public services free of charge for current patients regarding medical issues. Please ask your nurse or health care provider if you need this service.

Accommodations

In-room telephones

Telephones are provided in each patient room.

- To make a local call, pick up and dial 9 followed by the number.
- To make a long distance call, dial 0 and the facility operator will assist you.

Cellular phones & mobile devices

You are welcome to use your mobile/cellular device as needed. For your safety and for privacy purposes, there may be areas where you are asked to reduce or restrict the use of your mobile device. We thank you for your understanding and working with us to ensure safety and privacy for you and all those we serve.

WiFi guidelines

Free WiFi access is provided within our facility. To access follow these steps:

- Set your network name (SSID) to Guest.
- Open your web browser.
- Review the MercyOne public internet access disclaimer and accept the terms and conditions by clicking "Accept."
- Accept the security certificate that appears by clicking "Yes."

Visiting

Visitors may be asked to step out of the room at the request of providers or staff for treatment or personal cares.

Visitors are requested to adhere to code:

- Tobacco free hospital grounds
- Not be under the influence of drugs and/ or alcohol
- Dress appropriately (shirt and shoes required)

- Minors should be accompanied by an adult at all times

Anyone breaking hospital code of conduct may be asked to leave by hospital security staff.

Visitor parking

Free parking is available in the hospital ramp. You can enter the ramp from Fifth Street or from the main entrance south circle drive.

Valet parking:

- **Main Entrance - Fifth Street:**
Monday-Friday 5 a.m.-5 p.m.
- **Jones Street Entrance:**
Monday-Friday 7 a.m.-5 p.m.
- **Emergency Care Entrance:**
Monday-Friday 7 a.m. – 10:30 p.m.

Handicapped parking spaces are designated in the parking ramp and in the vicinity of the emergency care entrance.

Dining options

Cafeteria, located on the third floor of the south building, is available for visitors and guests. Baked goods and cold grab-n-go items available.

Monday—Friday

Breakfast: 7-10 a.m.

Lunch: 11 a.m.–2 p.m.

Dinner: 2–6:30 p.m.

Saturday-Sunday

Breakfast: 7-10 a.m.

Lunch/Dinner: 11 a.m.–6:30 p.m.

Holidays

Breakfast: 7-10 a.m.

Lunch: 11 a.m.–2 p.m.

Service Animals

We adhere to the Americans with Disabilities Act (ADA) policy, which allows individuals with disabilities to bring their service animal onto our premises if it is a service animal that has been individually trained to do work or perform tasks for the benefit of the individual with a disability.

Gift Shop

The Shop Within is located on the first floor.
Open weekdays 9 a.m.-3 p.m.
To place an order call 712-279-2165.

Family and friends may visit you and/or send mail, emails, gifts and non-latex (mylar) balloons.

[MercyOne.org/siouxland/for-patients/during-your-stay/the-shop-within](https://www.mercyone.org/siouxland/for-patients/during-your-stay/the-shop-within)

Code Brew

Coffee shop is located on the first floor.
Monday-Thursday 6 a.m.-3 p.m. and Friday 6 a.m.-noon

[MercyOne.org/siouxland/for-patients/during-your-stay/code-brew](https://www.mercyone.org/siouxland/for-patients/during-your-stay/code-brew)

ATM Machine

An ATM machine is located outside the cafeteria on the third floor of the south building.

Tobacco/nicotine free facility

All MercyOne facilities are tobacco/nicotine free. This includes electronic cigarettes and vaping.

Weapons

Weapons of any kind are not allowed on MercyOne property.

Place of healing and reverence

We are committed to a safe environment, and aggressive behavior will not be tolerated.

- No abusive language
- No violent or threatening behaviors
- No illegal drugs
- No weapons
- No recording

Anyone participating in any of the above activities may be removed from the property and prosecuted to the fullest extent of the law.

Quick reference numbers

Home Medical Equipment	712-233-5151
Billing/Insurance Questions	712-279-2446
Financial Counseling/Assistance	712-279-2323
Patient Financial Services	866-494-3001

Patient rights & responsibilities

As a patient at MercyOne, you have the right, consistent with laws and regulations to:

- Compassionate and respectful care, and to be free from any form of abuse, neglect or harassment
- Know what rules and regulations apply to you as a patient
- Have your personal privacy respected, and your individual dignity and comfort preserved
- Reasonable access to care, without regard to race, color, creed, national origin, age, sex, sexual orientation, diagnosis, handicap, ability to pay or source of payment, within the capacity of the hospital
- Reasonable accommodations shall be made for those with communication impairments and those who are Limited English Proficient persons to ensure that meaningful access to programs and services is not denied.
- Refuse treatment to the extent permitted by law and MercyOne's ethical standards as specified in "The Ethical and Religious Directives For Catholic Health Care Services (ERDs)" and to be informed of the medical consequences of your decision
- Discuss with your physician your diagnosis and prognosis, the treatment prescribed for you, and any instructions required for follow-up care
- Receive from your physician the information necessary to give informed consent prior to any procedures and/or treatment
- Have clinical decisions regarding your treatment based solely on your identified health care needs
- Formulate an advance directive and appoint a durable power of attorney. MercyOne will not honor advanced directives in the outpatient setting.
- Refuse to participate in research projects, and to full disclosure of the procedures, risks, benefits, and alternatives if you decide to participate
- Request a consultation or second opinion from another physician or specialist
- Change physicians and/or hospitals
- Reasonable continuity of care
- Know the names and professional status of the physicians, nurses and staff responsible for your care
- Make decisions regarding your own health care, and to be involved in the development and implementation of your treatment plan, including the management of your pain
- Appropriate assessment and management of your pain
- The confidentiality of all communications and records pertaining to your care
- Access the information contained in your medical record
- Obtain information about any relationship the hospital and physicians have with other institutions and physicians insofar as your care is concerned
- Examine, and receive an explanation of, your bill.
- Receive visitors of your choice and right to designate a support person to assist while in the hospital. Visitation may be limited based on your condition and/or specific department policies for visitation
- Have your spiritual needs addressed, either by the Spiritual Care staff or by having your pastor of faith community contacted at your request
- Reasonable safety, and to access protective services, during your stay
- Be free from physical restraint, seclusion, and drugs used as a restraint, unless your medical condition warrants such use and other, less restrictive interventions have been deemed ineffective. Be free of any restraint used as a means of coercion, discipline, convenience or retaliation
- File a grievance/complaint with hospital administration, 712-279-2010
- File a complaint with the Office of Quality Monitoring, The Joint Commission at 800-994-6610 or www.jointcommission.org
- Iowa Clinics and Hospital: the info on DIA; Iowa Dept. of Inspections and Appeals, Division of Health Facilities, Lucas State Office Building, Des Moines IA 50319; phone 515-281-4115
- Nebraska Clinics: the info regarding Nebr DHSS; Nebraska Division of Public Health, Licensure Unit, P.O. Box 94986, Lincoln, NE 68509; phone 402-471-0316

As a patient at MercyOne you have the responsibility to:

- Provide accurate and complete information about your present condition, including pain status, and past illnesses, including hospitalizations and other matters relating to your health
- Tell us whether or not you understand your diagnosis and prognosis and your role in your treatment plan
- Follow the treatment plan recommended by your health care team. You can refuse to accept treatment or to follow your physician's instructions; however, you are responsible for your decision
- Tell your health care team whether or not you have an Advance Directive and, if you do, give them a copy
- Observe the rules and regulations regarding patient care and conduct to support safe and quality care for patients and staff
- Be considerate of the rights of other patients and staff, especially of other patients' right to privacy and to a peaceful environment
- Ensure that the financial obligations for your care are promptly fulfilled

