

Patient Guide

Mission, Vision and Values

Our Mission

MercyOne serves with fidelity to Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.

Our Vision

MercyOne will set the standard for a personalized and radically convenient system of health services.

Our Values

Integrity. We are faithful to who we say we are.

Commitment to the Poor. We stand with and serve those who are poor, especially the most vulnerable.

Compassion. Solidarity with one another, capacity to enter into another's joy and sorrow.

Excellence. Preeminent performance, becoming the benchmark, putting forth our personal and professional best.

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

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

Reverence. We honor the sacredness and dignity of every person.

SERVICE EXCELLENCE

At MercyOne, service excellence means taking the time to understand your needs, treating you with respect and compassion, helping you understand what's happening and why, and going the extra mile to exceed your expectations.

You can expect us to:

- Protect your privacy and the 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.

Our goal is for you to experience excellent, individualized and personal care.

Please share any concerns regarding your care by talking with a nurse manager.

Additionally, 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.

Welcome to MercyOne Siouxland

Welcome and thank you for trusting MercyOne Siouxland for all your health care needs. Our compassionate health care providers are dedicated to caring for you during and after your stay. This guide provides information or answers to your questions. Our goal is to support, educate and empower you as an active participant in your care. Please ask questions and let us know how we can help you. Thank you again for choosing MercyOne.

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QUICK REFERENCE PHONE NUMBERS:

Home Medical Equipment

712-233-5151

Billing/Insurance /Medicare Questions

712-279-2446

Financial Counseling/Assistance

712-279-2323

Patient Financial Services regarding your bill

866-494-3001

Your 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 provider.

Providers

Health care providers may include physician assistants, nurse practitioners:

- Your attending physician—supervises your treatment
- 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 and administer medications and IV placements.

- Hourly nurse rounding
Completed by staff on the unit to ensure that we have the patient needs met in a timely fashion. This includes your primary nurse as well as nursing assistants and therapy staff.

- Nurse leader rounding

Leaders will round each patient room as well as our regular staff. Nurse leaders are available Monday through Friday and attempt to get to every room every day. This is a great opportunity for you as the patient to acknowledge great care received and to get any questions or issues addressed as soon as possible.

Patient Care Assistants/Technicians

Under the supervision of providers and nurses, Patient Care Assistants/Technicians help make sure you are comfortable and safe during your stay.

Patient and Family Care

MercyOne offers social workers and case managers who are dedicated to helping you and your family cope with the ongoing social, emotional and financial issues you may face during your stay.

Pharmacists

A pharmacist will review your medication orders and work with your providers and nurses to ensure you are given safe and accurate medication.

Interpreter

An interpreter is available 24 hours a day. This may be through face-to-face, telephonic and/or video remote methods of communication. Patients and families have a right to be communicated with in a language they can understand. Please request these services through your nurse or care provider. We also have access to hearing amplifiers, magnifiers and a computer with sign language options for our hearing impaired.

Your Safety

Other Health Care Professionals

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

UNIFORM COLOR CODE:

- Navy: Registered Nurse
- Light Blue: Nursing Assistant
- Maroon/Gray: Housekeeping
- Black: Respiratory
- Red: Lab (white lab coat)
- Green: Surgery and Obstetrics
- Teal: Pharmacy
- Olive green: Physical Therapy
- Royal Blue/Black: Dietary
- Brown: Unit Secretaries
- Gray: Heart and Vascular Center

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.

Contacting Your Nursing Team

Our team is devoted to anticipating and responding to your needs as quickly as possible. Contact your nursing team by using your call light located at your bedside.

Patient Identification

Before providing care, such as giving medications or performing a test, your health care team will confirm your name and date of birth to be sure you receive the care that has been personalized to meet your needs. We encourage your active participation in maintaining your safety.

Medication Safety

- Inform your provider and nurse of all medications you are taking, including over-the-counter vitamins and herbs.
- If you have brought medications from home, please tell your nurse immediately and do not take any medication without approval from your health care provider.
- If you do not recognize a medication, ask your nurse or health care provider for more information about the medication and its purpose.

Your Safety

Fall Safety

When ill or weak, you may feel dizzy or confused which increases your risk of falling. Use these safety tips:

- Make sure your call light and things you need are within reach.
- Ask your nurse or health care provider 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 and wheelchairs) as instructed.
- Wear your eyeglasses, contacts or hearing aids.
- Notify your nursing team if you see a spill or slippery area on the floor.

We will:

- Make hourly rounds
- Keep room free of clutter
- Make sure your room is adequately lit
- Keep your bed in low and locked position
- Video/bed/chair alarm as needed

We need you to:

- Tell us if you have fallen recently
- Tell us all the medications you take
- Participate with physical therapy
- Call for assistance to get out of bed/chair

Pressure Ulcers Prevention

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

Prevention:

- 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.

DVT (Blood Clot) Prevention

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

Keeping You Safe

It is important for your care team to know where you are at all times. For your safety, please remain on the unit where you are staying. Should you need to leave the unit, please contact a member of your health care team. We're happy to help!

Stop the Spread of Infection

During your stay at MercyOne, 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 in the trash 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.
 - When using hand sanitizer, rub the sanitizer over all surfaces of your hands until they are completely dry.
 - When washing with soap and water, scrub your hands and wrists for at least 15 seconds before rinsing and use a paper towel to turn off the faucet.
- Be empowered to ask your caregivers if they have cleaned their hands before coming into contact with you.
- If family members or friends have symptoms of an illness or if they have been around someone with an illness, ask them to wait until they are healthy before visiting you in the hospital.
- 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.
 - Everyone should clean their hands before leaving your room
 - Foam in/foam out with hand sanitizer
 - Signs will be posted on the door to let visitors and staff to follow precautions
 - Remind everyone, including visitors to clean their hands before leaving your room.

Pain and Comfort Management

Your MercyOne 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.

However, some pain and discomfort can be expected with certain procedures. Talk with your provider to know what to expect.

Pain Rating Explanation



Types of Pain Control

There are many types of pain medication and different ways to give them. You may have one type of medication or a combination of medications to best control your pain.

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.

Patient Controlled Analgesia (PCA)

PCA allows you to push a button and get your pain medicine through your IV. The medicine works within minutes and can control even severe pain. One safety feature of the pump is that only a certain amount of medicine can be given.

Once you are able to eat and drink, you may be started on pain pills. Usually your PCA will be stopped 30 minutes after your first dose of pain pills to ensure uninterrupted pain control.

Family and friends should not push the pain button for the patient, as this may give more medication than needed and can result in problems with breathing. Only the patient should push the pain button.

Pain Pills

You may be taking medication by mouth to control your pain. Pain pills take about 45 minutes to start working. They will work best if taken prior to activity that may increase pain. If possible, always take pain pills with food.

Intravenous

You may be given pain medication directly into your IV. This type of pain relief works within minutes and can control even severe pain.

Epidural

An epidural allows pain medication to be given through a tiny tube in your back. Pain medication given through an epidural can be given continuously or as necessary. With an epidural, you will still be able to lie on your back. An epidural is usually used for one to three days. When your epidural is discontinued you will be started on pain pills, or another type of medication to control your pain.

MercyOne is dedicated to maintaining your comfort, and has several options to meet your personal needs:

- Frequent position changes
- Supportive devices, such as pillows
- Gentle exercise such as range of motion
- Massage
- Heat or cold applications
- Dimming lights
- Soft music
- Meditation
- Pain medications—may come in a pill, or may be given through an IV or epidural

Be sure to let your nurse or health care provider know if you experience constipation, nausea or drowsiness as these are common side effects of pain medication. Your health care team will work with you to manage these side effects and improve your comfort.

Tobacco/Nicotine Free Facility

All MercyOne facilities are tobacco/nicotine free. Now is a good time to quit, and we're happy to recommend resources to help you be successful.

Talk with provider about getting a nicotine patch or gum during your stay if appropriate.

What Observation Status Means for Your Care

If you have been placed in observation status, it means that we will continue to closely observe and manage your medical condition as an outpatient for a period of time. Your doctor will determine if you should be discharged to home or admitted to the hospital.

- Expect to be admitted or dismissed within 24–48 hours
- You will be updated on your condition and plan of care throughout your stay
- Observation services are billed by the hour
- Time spent in observation does not count towards the skilled care benefit under Medicare
- Your Doctor determines that you are ready for discharge, this could be anytime day or night
- If you have more questions please ask your nurse for further assistance

Staying Connected

In-Room Telephones

For your convenience, MercyOne provides telephones in each patient room.

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

Cellular Phones and Mobile Devices

You are welcome to use your mobile/cellular device as needed. For your safety and for privacy purposes, there may be some 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.

Wireless Network Access Guidelines

We know it is important to stay connected. MercyOne provides free WiFi access within our facilities. To utilize our WiFi network, please 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.”

Patient Accommodations

Dining Options

Guest meals are available for an additional fee. Some items may not be available, based on your doctor's instructions. If you miss a meal because of tests or treatment, your nurse can arrange for it to be delivered on your return.

Our cafeteria, located on the third floor of the south building, is available for visitors and guests. It is open during specific hours for meals. Snacks are available any time. The cafeteria accepts credit cards, debit cards and cash.

Monday—Friday:

Breakfast 7-10:30 a.m.

Lunch 11 a.m.–1:30 p.m.

Dinner 4:30–6:30 p.m.

Salad/Sandwich Bar and Grille 11 a.m.–close

Weekends and Holidays:

6:30 a.m.–6:30 p.m.

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. For spiritual support, call Ext. 12024

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.

Chapel Services

All chapel services are televised on Channel 72.

ATM Machine

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

Environmental Services

Your room will be cleaned every day. If you have any comments or concerns you may call Ext. 12767

Your bed linens will be changed as needed. If you would like clean linens or they need to be changed, please talk with your nursing staff.

Service Animals

We adhere to the Americans with Disabilities Act (ADA) policy, which allows individuals with disabilities to bring their dog 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. This policy excludes dogs that are used purely for emotional support.

For Your Loved Ones

MercyOne has many opportunities for your loved ones to stay connected with you during your stay. Family and friends may visit you and/or send mail, emails, gifts and non-latex (mylar) balloons.

Visiting

Suggested visiting hours are from 11 a.m. to 8:30 p.m. to allow patients to rest and recover.

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

If family members or friends have symptoms of an illness or if they have been around someone with an illness, ask them to wait until they are healthy before visiting you in the hospital.

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's ramp. You can enter the ramp from either

Fifth or Sixth streets, or from MercyOne Siouxland Medical Center's south circle drive. Visitors can take elevators to the first floor where there is an information desk in the south lobby.

Valet parking is available at the Jones Street entrance for scheduled ambulatory patients and in the emergency department entrance from 9 a.m.-1 a.m. for your convenience.

Handicapped parking spaces are designated in MercyOne's parking ramp, in the vicinity of the emergency/trauma department (near Sixth and Jennings streets), and near the entrance of the MercyOne Rehabilitation Center (near Seventh and Jones streets).

Gift Shop

The Shop Within offers a wide variety of gifts including fresh flowers, inspirational jewelry, angel figurines, balloons, scented candles, boxes of chocolates and other items. Get a sneak peak of our current items on the The Shop Within's Facebook page.

The gift shop is open 9 a.m.-5 p.m. weekdays and noon-4 p.m. Saturday. We accept Visa, Discover, American Express and MasterCard. To place an order contact us by calling 712-279-2165 and a staff member or volunteer will deliver for you.

The Shop Within is a project of the MercyOne Siouxland Auxiliary and all proceeds are used for hospital projects that benefit our patients and staff.

Your Personal Privacy and Security

Protecting Your Privacy

MercyOne is dedicated to protecting your privacy. Personal information about a diagnosis or treatment must come from your health care provider and is only shared with people you choose. You can also choose to have your name removed from our directory if you do not want information shared with callers.

Personal Belongings

MercyOne has a process to collect and store your personal items during your stay with us. Whenever possible, please leave your valuables at home or with a loved one as MercyOne is not liable in the event of theft, loss or damage to personal belongings. If an incident occurs, please report it to your nurse so our security team can be involved.

Fire, Tornado, Other Drills

MercyOne regularly conducts fire and disaster drills to prepare staff for emergency situations. Work together with your care team by following all directions to ensure your safety while in our facilities.

Search of Property

To ensure the safety of you and everyone in our MercyOne facilities, we may request your cooperation during a search for a missing person or missing property. Before searching you or any of your belongings, we will ask for your permission.



Other Services

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 (Durable Power of Attorney for Health Care/Living Will)

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.

Ask about our 5 Wishes Booklet for end of life planning.

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.

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.

mercyone.org/siouxland/patient-portal/

With the portal you can:

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

Patient Rights

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

Patient Responsibilities

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



Notice of Privacy Practices

Effective Date: April 14, 2003 • Revised Date: January 17, 2018

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

MercyOne Siouxland Medical Center is required by the Health Insurance Portability and Accountability Act of 1996, and the Health Information Technology for Economic and Clinical Health Act (found in Title XIII of the American Recovery and Reinvestment Act of 2009) (collectively referred to as "HIPAA"), as amended from time to time, to maintain the privacy of individually identifiable patient health information (this information is "protected health information" and is referred to herein as "PHI"). We are also required to provide patients with a Notice of Privacy Practices regarding PHI. We will only use or disclose your PHI as permitted or required by applicable state law. This Notice applies to your PHI in our possession including the medical records generated by us.

MercyOne Siouxland Medical Center understands that your health information is highly personal, and we are committed to safeguarding your privacy. Please read this Notice of Privacy Practices thoroughly. It describes how we will use and disclose your PHI.

This Notice applies to the delivery of health care by MercyOne Siouxland Medical Center and its medical staff in the main hospital, outpatient departments and clinics. This Notice also applies to the utilization review and quality assessment activities of MercyOne and MercyOne Siouxland Medical Center as a member of MercyOne a Catholic health care system with facilities throughout Iowa and Nebraska.

I. PERMITTED USE OR DISCLOSURE

A. Treatment: MercyOne Siouxland Medical Center will use and disclose your PHI to provide, coordinate, or manage your health care and related services to carry out treatment functions. The following are examples of how MercyOne Siouxland Medical Center will use and/or disclose your PHI:

- i. To your attending physician, consulting physician(s), and other health care providers who have a legitimate need for such information in your care and continued treatment.
- ii. To coordinate your treatment (e.g., appointment scheduling) with us and other health care providers such as name, address, employment, insurance carrier, etc.
- iii. To contact you as a reminder that you have an appointment for treatment or medical care at our facilities.
- iv. To provide you with information about treatment alternatives or other health-related benefits or services.
- v. If you are an inmate of a correctional institution or under

the custody of a law enforcement officer, MercyOne Siouxland Medical Center will disclose your PHI to the correctional institution or law enforcement official.

B. Payment: MercyOne Siouxland Medical Center will use and disclose PHI about you for payment purposes. The following are examples of how MercyOne Siouxland Medical Center will use and/or disclose your PHI:

- i. To an insurance company, third party payer, third party administrator, health plan or other health care provider (or their duly authorized representatives) for payment purposes such as determining coverage, eligibility, pre-approval / authorization for treatment, billing, claims management, reimbursement audits, etc.
- ii. To collection agencies and other subcontractors engaged in obtaining payment for care.

C. Health Care Operations: MercyOne Siouxland Medical Center will use and disclose your PHI for health care operations purposes. The following are examples of how MercyOne Siouxland Medical Center will use and/or disclose your PHI:

- i. For case management, quality assurance, utilization, accounting, auditing, population based activities relating to improving health or reducing health care costs, education, accreditation, licensing and credentialing activities of MercyOne Siouxland Medical Center.
- ii. To consultants, accountants, auditors, attorneys, transcription companies, information technology providers, etc.

D. Other Uses and Disclosures: As part of treatment, payment and health care operations, MercyOne Siouxland Medical Center may also use your PHI for the following purposes:

- i. Fundraising Activities: MercyOne Siouxland Medical Center will use and may also disclose some of your PHI to a related foundation for certain fundraising activities. For example, MercyOne Siouxland Medical Center may disclose your demographic information, your treatment dates of service, treating physician information, department of service and outcomes information to the foundation who may ask you for a monetary donation. Any fundraising communication sent to you will let you know how you can exercise your right to opt-out of receiving similar communications in the future.
- ii. Medical Research: MercyOne Siouxland Medical Center will use and disclose your PHI without your authorization to medical researchers who request it for approved medical research projects. Researchers are required to safeguard all PHI they receive.

iii. Information and Health Promotion Activities: MercyOne Siouxland Medical Center will use and disclose some of your PHI for certain health promotion activities. For example, your name and address will be used to send you general newsletter or specific information based on your own health concerns.

E. More Stringent State and Federal Laws: The State law of Iowa is more stringent than HIPAA in several areas. Certain federal laws also are more stringent than HIPAA. MercyOne Siouxland Medical Center will continue to abide by these more stringent state and federal laws.

i. **More Stringent Federal Laws:** The federal laws include applicable internet privacy laws, such as the Children's Online Privacy Protection Act and the federal laws and regulations governing the confidentiality of health information regarding substance abuse treatment.

ii. **More Stringent State Laws:** State law is more stringent when the individual is entitled to greater access to records than under HIPAA. State law also is more restrictive when the records are more protected from disclosure by state law than under HIPAA. In cases where MercyOne Siouxland Medical Center provides treatment to a patient who resides in a neighboring state, MercyOne Siouxland Medical Center will abide by the more stringent applicable state law.

F. Health Information Exchange: MercyOne Siouxland Medical Center shares your health records electronically or otherwise with a state-designated Health Information Exchange ("HIE") that exchange health records with other HIEs unless you opt out of participating. MercyOne Siouxland Medical Center also uses data exchange technology (such as direct messaging services, HIPS, and provider portals) with its Electronic Health Record ("EHR") to share your health records for continuity of care and treatment. HIEs and data exchange technology also enable the sharing of your health records to improve the quality of health care services provided to you (e.g., avoiding unnecessary duplicate testing). The shared health records will include, if applicable, sensitive diagnoses such as HIV/AIDS, sexually transmitted diseases, genetic information, and mental health substance abuse, etc. HIEs and data exchange technology function as our business associate and, in acting on our behalf, they will transmit, maintain and store your PHI for treatment, payment and health care operation purposes. HIEs and data exchange technologies are required to implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality and integrity of your medical information. Iowa state law provide you rights to restrict and opt-out of HIE(s). For more information please contact MercyOne Siouxland Medical Center's Privacy Official at 712-279-5653.

II. PERMITTED USE OR DISCLOSURE WITH AN OPPORTUNITY FOR YOU TO AGREE OR OBJECT

A. Family/Friends: MercyOne Siouxland Medical Center will disclose PHI about you to a friend or family member who is involved in or paying for your medical care. You have a right to request that your PHI not be shared with some or all of your family or friends. In addition, MercyOne Siouxland Medical

Center will disclose PHI about you to an agency assisting in disaster relief efforts so that your family can be notified about your condition, status, and location.

B. Hospital-Facility Directory: MercyOne Siouxland Medical Center may include certain information about you in a directory while you are a hospital patient at MercyOne Siouxland Medical Center. This information will include your name, location in MercyOne Siouxland Medical Center, your general condition (e.g., fair, stable, critical, etc.) and your religious affiliation. The directory information, except your religious affiliation, will be disclosed to people who ask for you by name. You have the right to request that your name not be included in MercyOne Siouxland Medical Center's directory. If you request to opt-out of the directory, we cannot inform visitors of your presence, location, or general condition.

C. Spiritual Care: Directory information, including your religious affiliation, will be given to a member of the clergy, even if they do not ask for you by name. Spiritual care providers are members of the health care team at MercyOne Siouxland Medical Center and may be consulted upon regarding your care. You have the right to request that your name not be given to any member of the clergy.

D. Media Reports: MercyOne Siouxland Medical Center will release facility directory information to the media (excluding religious affiliation) if the media requests information about you using your name and after we have given you an opportunity to agree or object.

III. USE OR DISCLOSURE REQUIRING YOUR AUTHORIZATION

A. Marketing: Subject to certain limited exceptions, your written authorization is required in cases where MercyOne Siouxland Medical Center receives any direct or indirect financial remuneration in exchange for making the communication to you which encourages you to purchase a product or service or for a disclosure to a third party who wants to market their products or services to you.

B. Research: MercyOne Siouxland Medical Center will obtain your written authorization to use or disclose your PHI for research purposes when required by HIPAA.

C. Psychotherapy Notes: Most uses and disclosures of psychotherapy notes require your written authorization.

D. Sale of PHI: Subject to certain limited exceptions, disclosures that constitute a sale of PHI require your written authorization.

E. Other Uses and Disclosures: Any other uses or disclosures of PHI that are not described in this Notice of Privacy Practices require your written authorization. Written authorizations will let you know why we are using your PHI. You have the right to revoke an authorization at any time.

IV. USE OR DISCLOSURE PERMITTED OR REQUIRED BY PUBLIC POLICY OR LAW WITHOUT YOUR AUTHORIZATION

A. Law Enforcement Purposes: MercyOne Siouxland Medical Center will disclose your PHI for law enforcement purposes as required by law, such as identifying a criminal suspect or a missing person, or providing information about a crime victim or criminal conduct.

B. Required by Law: MercyOne Siouxland Medical Center will disclose PHI about you when required by federal, state or local law. Examples include disclosures in response to a court order / subpoena, mandatory state reporting (e.g., gunshot wounds, victims of child abuse or neglect), or information necessary to comply with other laws such as workers' compensation or similar laws. MercyOne Siouxland Medical Center will report drug diversion and information related to fraudulent prescription activity to law enforcement and regulatory agencies.

C. Public Health Oversight or Safety: MercyOne Siouxland Medical Center will use and disclose PHI to avert a serious threat to the health and safety of a person or the public. Examples include disclosures of PHI to state investigators regarding quality of care or to public health agencies regarding immunizations, communicable diseases, etc. MercyOne Siouxland Medical Center will use and disclose PHI for activities related to the quality, safety or effectiveness of FDA regulated products or activities, including collecting and reporting adverse events, tracking and facilitating in product recalls, etc.

D. Coroners, Medical Examiners, Funeral Directors: MercyOne Siouxland Medical Center will disclose your PHI to a coroner or medical examiner. For example, this will be necessary to identify a deceased person or to determine a cause of death. MercyOne Siouxland Medical Center may also disclose your medical information to funeral directors as necessary to carry out their duties.

E. Organ Procurement: MercyOne Siouxland Medical Center will disclose PHI to an organ procurement organization or entity for organ, eye or tissue donation purposes.

F. Specialized Government Functions: MercyOne Siouxland Medical Center will disclose your PHI regarding government functions such as military, national security and intelligence activities. MercyOne Siouxland Medical Center will use or disclose PHI to the Department of Veterans Affairs to determine whether you are eligible for certain benefits.

G. Immunizations: MercyOne Siouxland Medical Center will disclose proof of immunization to a school where the state or other similar law requires it prior to admitting a student.

V. YOUR HEALTH INFORMATION RIGHTS

You have the following individual rights concerning your PHI:

A. Right to Inspect and Copy: Subject to certain limited exceptions, you have the right to access your PHI and to inspect and copy your PHI as long as we maintain the data.

If MercyOne Siouxland Medical Center denies your request for access to your PHI, MercyOne Siouxland Medical Center will notify you in writing with the reason for the denial. For example, you do not have the right to psychotherapy notes or to inspect the information which is subject to law prohibiting access. You may have the right to have this decision reviewed.

You also have the right to request your PHI in electronic format in cases where MercyOne Siouxland Medical Center utilizes electronic health records. You may also access information via patient portal if made available by MercyOne Siouxland Medical Center.

You may be charged a reasonable copying fee in accordance with applicable federal or state law.

B. Right to Amend: You have the right to amend your PHI for as long as MercyOne Siouxland Medical Center maintains the data. You must make your request for amendment of your PHI in writing to MercyOne Siouxland Medical Center, including your reason to support the requested amendment.

However, MercyOne Siouxland Medical Center will deny your request for amendment if:

- i. MercyOne Siouxland Medical Center did not create the information;
- ii. The information is not part of the designated record set;
- iii. The information would not be available for your inspection (due to its condition or nature); or
- iv. The information is accurate and complete.

If MercyOne Siouxland Medical Center denies your request for changes in your PHI, MercyOne Siouxland Medical Center will notify you in writing with the reason for the denial. MercyOne Siouxland Medical Center will also inform you of your right to submit a written statement disagreeing with the denial. You may ask that MercyOne Siouxland Medical Center include your request for amendment and the denial any time that MercyOne Siouxland Medical Center subsequently discloses the information that you wanted changed. MercyOne Siouxland Medical Center may prepare a rebuttal to your statement of disagreement and will provide you with a copy of that rebuttal.

C. Right to an Accounting: You have a right to receive an accounting of the disclosures of your PHI that MercyOne Siouxland Medical Center has made, except for the following disclosures:

- i. To carry out treatment, payment or health care operations;
- ii. To you;
- iii. To persons involved in your care;
- iv. For national security or intelligence purposes; or
- v. To correctional institutions or law enforcement officials.

You must make your request for an accounting of disclosures of your PHI in writing to MercyOne Siouxland Medical Center.

You must include the time period of the accounting, which may not be longer than 6 years. In any given 12-month period, MercyOne Siouxland Medical Center will provide you with an accounting of the disclosures of your PHI at no charge. Any additional requests for an accounting within that time period will be subject to a reasonable fee for preparing the accounting.

D. Right to Request Restrictions: You have the right to request restrictions on certain uses and disclosures of your PHI to carry out treatment, payment or health care operations functions or to prohibit such disclosure. However, MercyOne Siouxland Medical Center will consider your request but is not required to agree to the requested restrictions.

E. Right to Request Restrictions to a Health Plan: You have the right to request a restriction on disclosure of your PHI to a

health plan (for purposes of payment or health care operations) in cases where you paid out of pocket, in full, for the items received or services rendered.

F. Right to Confidential Communications: You have the right to receive confidential communications of your PHI by alternative means or at alternative locations. For example, you may request that MercyOne Siouxland Medical Center only contact you at work or by mail.

G. Right to Receive a Copy of this Notice: You have the right to receive a paper copy of this Notice of Privacy Practices, upon request.

VI. BREACH OF UNSECURED PHI

If a breach of unsecured PHI affecting you occurs, MercyOne Siouxland Medical Center is required to notify you of the breach.

VII. SHARING AND JOINT USE OF YOUR HEALTH INFORMATION

In the course of providing care to you and in furtherance of MercyOne Siouxland Medical Center's mission to improve the health of the community, MercyOne Siouxland Medical Center will share your PHI with other organizations as described below who have agreed to abide by the terms described below:

A. Medical Staff. The medical staff and MercyOne Siouxland Medical Center participate together in an organized health care arrangement to deliver health care to you at MercyOne Siouxland Medical Center. Both MercyOne Siouxland Medical Center and its medical staff have agreed to abide by the terms of this Notice with respect to PHI created or received as part of delivery of health care to you in MercyOne Siouxland Medical Center. Physicians and allied health care professionals are members of MercyOne Siouxland Medical Center's medical staff will have access to and use your PHI for treatment, payment and health care operations purposes related to your care within MercyOne Siouxland Medical Center. The MercyOne Siouxland Medical Center will disclose your PHI to the medical staff for treatment, payment and health care operations.

B. Membership in CHE Trinity Health. MercyOne Siouxland Medical Center and other members of MercyOne participate together in an organized health care arrangement for utilization review and quality assessment activities. As a part of MercyOne, a Catholic health care system, MercyOne Siouxland Medical Center and other hospitals, nursing homes, and health care providers in MercyOne share your PHI for utilization review and quality assessment activities of MercyOne, the parent company, and its members. Members of MercyOne also use your PHI for your treatment, payment to MercyOne Siouxland Medical Center and/or for the health care operations permitted by HIPAA with respect to our mutual patients. All members of MercyOne have agreed to abide by the terms of this Notice with respect to PHI created or received as part of utilization review and quality assessment activities. Members of MercyOne will abide by the terms of their own Notice of Privacy Practices in using your PHI for treatment, payment or health care operations.

Please go to the MercyOne website for a listing of member organizations at <https://www.mercyone.org/>. Or, alternatively, you can call MercyOne Siouxland Medical Center's Privacy Official to request the same.

C. Business Associates. MercyOne Siouxland Medical Center will share your PHI with business associates and their Subcontractors contracted to perform business functions on MercyOne Siouxland Medical Center's behalf, including MercyOne which performs certain business functions for MercyOne Siouxland Medical Center.

D. Your Health Care Providers and Care Coordinators. You receive care from MercyOne Siouxland Medical Center delivered in an integrated care setting, where patients are seen by several different providers and in several care settings as part of continuity of care and coordinated care delivery. MercyOne Siouxland Medical Center shares your PHI with other health care providers and care coordinators who work together to provide treatment, obtain payment and conduct health care operations. Your PHI is shared electronically in multiple ways with providers involved in the delivery of care and care coordination. Your PHI may be shared via a direct connection to the electronic health record system of other providers. Your PHI may be shared in a health information exchange or via technology that enables downstream providers and care coordinators to obtain your information. Your PHI may be shared via secure transmission to other providers' inboxes.

VIII. CHANGES TO THIS NOTICE

MercyOne Siouxland Medical Center will abide by the terms of the Notice currently in effect. MercyOne Siouxland Medical Center reserves the right to make material changes to the terms of its Notice and to make the new Notice provisions effective for all PHI that it maintains. MercyOne Siouxland Medical Center will distribute / provide you with a revised Notice at your first visit following the revision of the Notice in cases where it makes a material change in the Notice. You can also ask MercyOne Siouxland Medical Center for a current copy of the Notice at any time.

IX. COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with MercyOne Siouxland Medical Center's Privacy Official or with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing directly to MercyOne Siouxland Medical Center's Privacy Official. MercyOne Siouxland Medical Center assures you that there will be no retaliation for filing a complaint. You will not be retaliated against for filing any complaint.

X. PRIVACY OFFICIAL –

QUESTIONS / CONCERNS / ADDITIONAL INFORMATION

If you have any questions, concerns, or want further information regarding the issues covered by this Notice of Privacy Practice or seek additional information regarding MercyOne Siouxland Medical Center's privacy policies and procedures, please contact MercyOne Siouxland Medical Center's Privacy Official: 801 5th Street Sioux City, IA 51101. Phone: 712-279-5653

TV Channel Guide

| Channel | Network | Channel | Network |
|---------|------------------|---------|---------------------|
| 2 | Fox (KPTH) | 33 | Weather Channel |
| 3 | C-Span | 34 | Universal Kids |
| 4 | NBC (KTIV) | 35 | Discovery |
| 5 | QVC | 36 | Fox Sports 1 |
| 6 | Inspiration | 37 | FXX |
| 7 | CBS (KMEG) | 38 | TBS |
| 8 | WGN | 39 | TNT |
| 9 | ABC (KCAU) | 40 | Travel |
| 10 | Local Government | 41 | Freeform |
| 11 | PBS (KSIN) | 42 | SyFy |
| 12 | Laff | 43 | Disney |
| 13 | CW | 44 | TV One |
| 14 | HSN | 45 | FX |
| 18 | MeTV | 46 | National Geographic |
| 19 | Telemundo | 47 | HGTV |
| 22 | Bounce | 48 | Fox Sports North |
| 23 | ESPN2 | 49 | TCM |
| 24 | ESPN | 50 | History |
| 25 | EWTN | 51 | Cartoon |
| 26 | USA | 52 | Hallmark |
| 27 | A&E | 53 | Animal Planet |
| 28 | TLC | 59 | MSNBC |
| 29 | Food Network | 60 | CNBC |
| 30 | AMC | 61 | Fox News |
| 31 | Lifetime | 62 | CNN |
| 32 | HLN | 77 | Big Ten |

MercyOne Siouxland Campus Directory



NORTH BUILDING

| Departments | Elevator | Level |
|--------------------------------|----------|-------|
| Case Management | D | 7 |
| Digestive Health | B | 8 |
| Endocrinology Care | D | 5 |
| Employee Health | D | 7 |
| Facilities | D | 8 |
| Infectious Disease Care | D | 5 |
| Internal Medicine & Pediatrics | D | 5 |
| Medical Records | D | 8 |
| Occupational Therapy | D | 6 |
| Pain Management | B | 4 |
| Physical Therapy | D | 6 |
| Rehabilitation | D | 6 |
| Respiratory Care | B | 4 |
| Skilled Care | B | 7 |
| Speech Therapy | D | 6 |
| Supply Chain | D | 5 |
| Wound Care | B | 5 |

PROFESSIONAL OFFICE BUILDING

| Departments | Level |
|------------------------------------|-------|
| Administration | 2 |
| Educational Services | 3 |
| Finance | 1 |
| Foundation | 2 |
| Home Care | 3 |
| Home Medical Equipment | 1 |
| Human Resources | 3 |
| Marketing and Communications | 2 |
| MercyOne Medical Group - Siouxland | 2 |
| Outpatient Behavioral Care | 3 |
| Pennsylvania Room | 1 |
| Reading Room | 1 |
| Short Line Room | 1 |
| Spiritual Care | 3 |
| YO Room | 2 |

SOUTH BUILDING

| Departments | Elevator | Level |
|----------------------------|----------|-------|
| Admitting | A | 1 |
| Behavioral Health Care | A | 7 |
| Buena Vista Room | A | 3 |
| Cafeteria | A | 3 |
| Chapel | A | 1 |
| Dakota Room | A | 8 |
| Emergency Care | A | 4 |
| Financial Counseling | A | 1 |
| Intensive Care | A | 5 |
| Imaging and Radiology Care | A | 4 |
| Laboratories | A | 5 |
| Leiter Room | A | 1 |
| Medical | A | 6 |
| Monona Room | A | 7 |
| Nutritional Care | A | 3 |
| Oncology | A | 7 |
| Neuro/Ortho | A | 8 |
| Pharmacy | A | 2 |
| Post Critical Care | A | 6 |
| Post Surgical/Urology | A | 8 |
| Recovery (PACU) | A | 5 |
| Renal Dialysis | A | 7 |
| Same Day Surgery | A | 5 |
| The Shop Within | A | 1 |
| Sleep Medicine | A | 2 |
| Surgical Care | A | 5 |
| South Lobby | A | 1 |
| Trauma Center | A | 4 |
| Woodbury Room | A | 3 |

HEART AND VASCULAR CENTER

| Departments | Level |
|------------------------------|-------|
| Cardiac Rehab | 4 |
| Cardiac Testing | 4 |
| Cardiology Clinic | 4 |
| Catherization Lab | 5 |
| Heart Center Conference Room | 5 |
| Pulmonary Rehab | 4 |
| Short Stay Unit | 5 |

As your devoted champions, we're proud to walk with you every step of your journey toward living your best life. Thank you for trusting us to do what works – and most importantly, what's right for you.

