



Welcome

Patient and Guest Handbook

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Welcome

Welcome to Alton Memorial Hospital! We are here to serve you and will do everything possible to make you feel cared for and comfortable.

We make every effort to meet the needs of our patients and their family members. We will provide clear and up-to-date information regarding tests, treatments and plans of care specific to each patient. We are committed to providing the highest standards of medical care for every patient in a professional environment that promotes safety, privacy and family as integral components of each patient's recovery.

Please take a moment to read through this Patient Services Guide. It has useful information for you and your family and visitors. The telephone extensions of many of our departments are listed; please feel free to call them with your questions or concerns.

We know this may be a difficult time. Rest easy. You are in excellent hands.

Our Mission

At Alton Memorial Hospital, our mission is to improve the health of the people and the communities we serve.

Our Vision

To be the River Bend's health care delivery organization that:

- Delivers compassionate, skilled and patient-centered care in partnership with physicians, nurses and other health-care practitioners.
- Continuously enhances clinical quality and patient safety through the adoption of new technologies and service innovations that improve care.
- Establishes meaningful relationships with employers, insurers and the community at-large to improve community health status through illness and injury prevention, early detection and disease management
- Develops its workforce and is an "Employer of Choice".
- Maintains operational and financial strength to ensure the future of healthcare in the River Bend.

Our Values. We Are...

Patient focused. We consider the patient in all that we do. We treat our patients and their families with compassion and respect, and work to earn their trust in every encounter they have with us.

Disciplined. We have responsibility to be good stewards of a community health asset that is entrusted to us. We wisely manage our processes, assets and finances to ensure we have the resources to meet the health-care needs of our communities now and in the future.

Knowledge Driven. We identify and embrace new techniques, ideas, advancements, evidence-based standards, and demonstrated best practices to improve health care quality and clinical outcomes. Each of us is committed to continually improving our individual skills, knowledge and talents.

BJC Core Values

Each BJC Core Value has an associated promise. By making promises to "you" we are telling our patients what they can expect from their place of care and telling our caregivers what they can expect from their place of employment.

Our Values

- Compassion
- Respect
- Excellence
- Safety
- Teamwork

Our Promise

- "Care about you".
- "Treat you with dignity".
- "Be our best".
- "Keep you safe".
- "Partner with you".

Telephone Directory

NURSING STATIONS	
Acute Medical Unit	618-463-7200
Ambulatory Surgery	618-463-7548
Emergency Department	618-463-7474
Intermediate Care Unit	618-463-7503
Intensive Care Unit	618-463-7436
Obstetrics/Nursery	618-463-7455
Pediatric Unit	618-463-7440
Medical Care Unit	618-463-7450
Surgical Care Unit	618-463-7440

ANCILLARY DEPARTMENTS	
Administration	618-463-7301
Alton Memorial main number	618-463-7311
BJC Plus/Oasis	618-465-1490
Cardiology	618-463-7427
Centralized Scheduling	618-463-7647
Digestive Health Center	618-463-7515
Family Care Pharmacy	618-463-7865
Gift Shop	618-463-7493
Healing Touch	618-407-2487
Housekeeping	618-463-7372
Laboratory	618-463-7400
Medical Records	618-463-7393
Medical Stabilization	618-433-6084
Outpatient Infusion Center	618-463-7323
Patient Billing	618-463-5734
Pain Management	618-463-7246
Physician Refer	800-392-0936
Radiation Oncology	618-433-7979
Radiology	618-433-7971
Rehab Outpatient	618-463-7429
Rehab Alton North	618-465-3278
Rehab Bethalto	618-433-6496
Respiratory/Pulm. Function	618-463-7432
Sleep Disorder Clinic	618-463-7545
Spiritual Care	618-463-7491
Twin Rivers MRI	618-433-6689
Wound Care Center	618-433-7066

Dialing Out

When dialing an outside number from a patient room, 10 digits must be used for all numbers, including numbers within the 618 area code. You do NOT need to first dial 0 or 1.

Direct TV Channels

CH	PROGRAM
2	FOX (local)
3	The Weather Channel
4	CBS (local)
5	NBC (local)
6	TNT
7	Fox News
8	CNN
9	PBS (local)
10	PBS YOU
11	WB (local)
12	Headline News
13	ABC (local)
14	TBS
15	Fox Sports Network
16	Music
17	Care Channel
18	TLC
19	(not available)
20	Discovery
21	ABC Family
22	Animal Planet
23	USA
24	Cartoon Network
25	AMC
26	C-Span

History of Alton Memorial Hospital

Alton Memorial Hospital, founded in 1936, sits amid 107 acres of beautifully landscaped and wooded hills at One Memorial Drive in Alton, Illinois.

William Eliot Smith, a founder of the Illinois Glass Company (which had been part of Owens Illinois), had established a tradition of public service during his lifetime, donating most of what is now Rock Springs Park to the Alton community. After his death, his widow, Mrs. Alice Smith, contributed \$100,000 and a 10-acre site for construction of a full-service, modern hospital facility for the city of Alton.

The principal funds and most of the 107 acres of beautiful, wooded hills that cradle Alton Memorial Hospital were gifts of the two Smith daughters, Eunice C. Smith (1875-1955) and Ellen Smith Hatch (1876-1963). Carrying out their family's dream of a hospital to serve the Alton community, the daughters dedicated the hospital to the memory of their father and mother.

Over the years, the hospital has continued to expand both in size and in services offered to the community. Since 1942, Alton Memorial underwent six major expansions, increasing the total number of beds to 222. In 1966, a free standing 64-bed extended care facility, the Eunice C Smith Home, was opened (renamed Alton Memorial Rehab and Therapy in recent years). Three Medical Office Buildings have also been added to the campus since 1980.

As a member of BJC HealthCare since 1993, Alton Memorial Hospital is a premier healthcare provider, serving a population of more than 200,000 in a six-county region in Illinois. The hospital employs more than 800 healthcare professional and support personnel.

Alton Memorial is a full service, acute care hospital offering patients a variety of state-of-the-art services and technology, including cardiac catheterization lab and a 24-hour emergency services department.

The hospital is noted for excellence in orthopedics surgery, oncology services, maternal and child health, robotic surgery, gastroenterology, immunology and pulmonary medicine.



Patient's Bill of Rights

Adopted from the American Hospital Association

1. You have the right to considerate and respectful care.
2. You have the right to obtain from physicians and other direct care givers complete, current and understandable information concerning diagnosis, treatment and prognosis. You have the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies when you may lack decision-making capacity, as a patient you are entitled to information related to specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the right to know the name of the person responsible for the procedure and/or treatments.
3. You have the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of this action.
4. You have the right to have an advance directive (Healthcare Directive, Living Will or Durable Power of Attorney) upon admission. If you don't have one, a designated surrogate may act on behalf of you to ensure that a directive be carried out as permitted by law and hospital policy.
5. You have the right to every consideration of privacy. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly.
6. You have the right to expect that all communications and records pertaining to your care should be treated as confidential, except in cases of suspected abuse or public health hazards.
7. You have the right to review pertinent medical care records and to have the information explained or interpreted as necessary, except when restricted by law.
8. You have the right to expect that within its capacity, a hospital must make reasonable response to requests for services. The hospital must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, a patient may be transferred to another facility only after receiving a complete explanation concerning the need for and the alternatives to such a transfer. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
9. You have the right to information about pain and pain relief measures, a concerned staff committed to pain prevention and management and health professionals who respond quickly to reports of pain. Your reports of pain will be believed, followed by state of the art pain management, from a dedicated pain relief specialist.
10. You have the right to know about business relationships among the hospital, educational institutions, other healthcare providers, and payers that may influence your treatment and care.
11. You have the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct involvement, and to have those studies fully explained prior to consent.
12. You have the right to expect reasonable continuity of care and to be informed by physicians and other caregivers of available and realistic care options, when hospital care is no longer appropriate.
13. You have the right to examine and receive an explanation of hospital-related bills regardless of source payment. You have the right to know what hospital rules and regulations apply to your conduct and to know what avenues are available – such as ethics committees and patient representatives – to resolve disputes, grievances or conflicts.
14. You have the right to voice concerns regarding the care received, to have those concerns reviewed and, when possible, resolved. Presentation of a concern by you, your family member or visitor will not compromise the quality of care delivery or present and future access to healthcare at this hospital.
15. You have the right to receive visitors you designate including, but not limited to a spouse, domestic partner, another family member or a friend regardless of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. The patient has the right to withdraw or deny visitation privileges based on their preferences.

Patient Responsibilities

At Alton Memorial Hospital, we believe in working with patients for a good health outcome. This requires the health-care team to obtain necessary information, plan, deliver and evaluate care and prepare you for discharge. You also play an important role in your care. By working with us and following the responsibilities listed below, you will help us give you the best care possible.

Providing Information

The patient is responsible for providing to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses; hospitalizations, medications, and other matters relating to his/her health. The patient and family are responsible for reporting perceived risks in their care and unexpected changes in the patient's condition. This includes providing a copy of his/her written advance directive if he/she has one. The patient and family help the hospital improve its understanding of the patient's environment by providing feedback about service needs and expectations.

Asking Questions

Patients are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do.

Following Instructions

The patient and family are responsible for following the care, service or treatment plan developed. They should express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to the patient's specific needs and limitations. When such adaptations to the treatment plan are not recommended, the patient

and family are responsible for understanding the consequences of the treatment alternatives and not following the proposed course of care.

Accepting Consequences

The patient and family are responsible for the outcomes if they do not follow their care, service, or treatment plan.

Following Rules and Regulations

The patient and family are responsible for following the hospital's rules and regulations concerning patient care and conduct.

Showing Respect and Consideration

Patients and families are responsible for being considerate of other patients, helping control noise and disturbances, following smoking policies and respecting other's property. This includes showing consideration to hospital staff and property.

Meeting Financial Commitments

The patient and family are responsible for promptly meeting any financial obligation agreed to with the hospital.

Patient Financial Assistance

The patient and family are responsible for following the hospital's rules and regulations concerning patient care and conduct.

Medicare Outpatient Observation Status / Financial Information for the Patient

1. What is Outpatient Observation?

It is the use of a bed and periodic monitoring by hospital staff to evaluate an outpatient's condition to determine the need for possible inpatient admission.

Outpatients are placed in this status when the physician needs additional time to evaluate the patient to see if he/she will respond rapidly to treatment. If the patient does not respond to treatment, they may be admitted as an inpatient.

2. What are the financial responsibilities of the patient in observation status?

When placed under observation status, the outpatient becomes financially responsible for the co-pay(s) for various tests and/or procedures. The exact amount varies with the service provided.

For more information, please ask your nurse to contact a representative from Case Management or your social worker.

Controlling Your Pain

Pain Measurement

We take your pain seriously and we depend on you to be our "pain expert." We need to know how often the pain is occurring, where it is located, your best guess as to what may be causing the pain, such as activity or a change in position. We may continually ask you to identify your level of pain by using the pain scale. (See pain scale on right.) Your nurse will explain the scale to you, if you have any questions.

Pain Medications

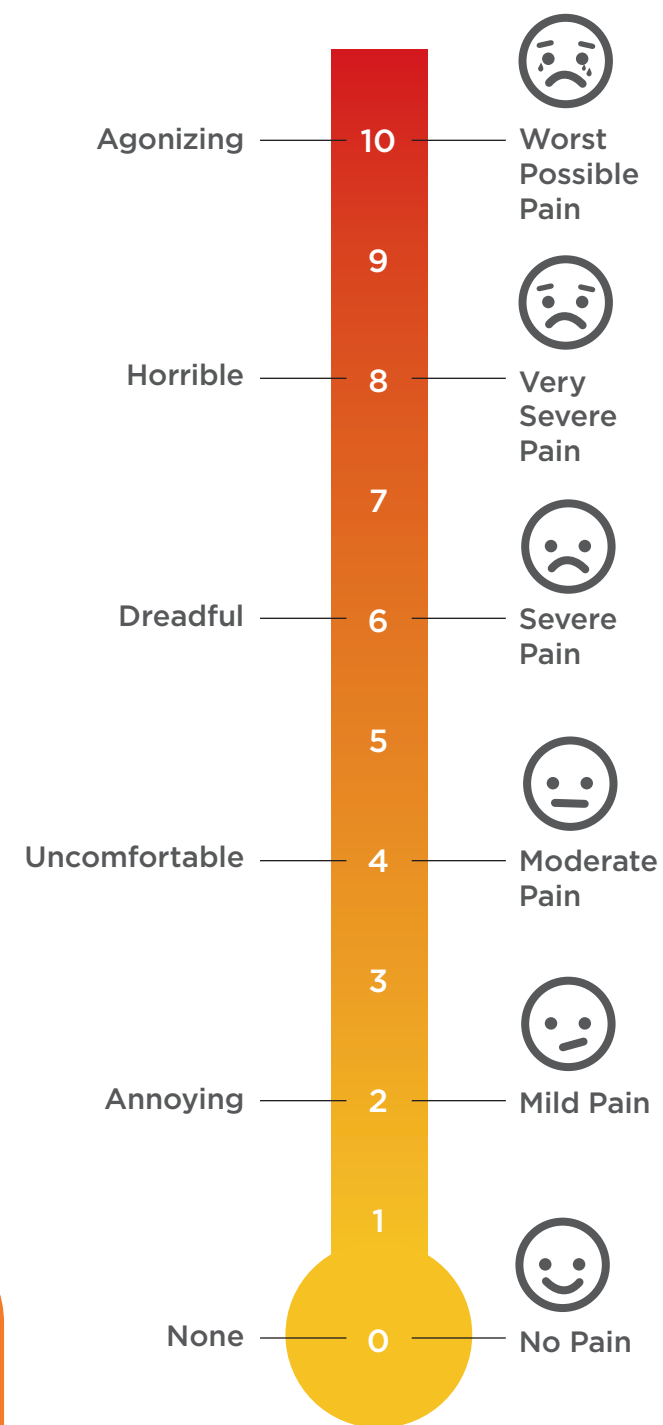
It is very important that you report your pain to a nurse or physician as soon as it begins. The sooner we treat your pain, the better the treatment will work. If the pain does not subside or go away after medication, we may need to make a change. Remember, don't wait for us to ask about your pain before you report it; call us anytime you are uncomfortable.

Pain Therapies

There are other methods of improving your pain that do not involve medications. These include the use of relaxation techniques, massage, rest, heat or cold packs, and stretching or strengthening exercises. Ask your doctor if any of these therapies could possibly improve your pain.

Self-care Instructions for Home

Once you get home, you may receive prescriptions for pain medications to take at home. Please read the information that your pharmacist gives about your pain medication. Contact your physician if your pain medication does not keep you comfortable, or if you develop any side effects.



As a patient at Alton Memorial Hospital, you have the right to receive help in controlling your pain.

Infection Prevention

The Alton Memorial Hospital infection prevention team works to decrease your risk of getting an infection while in the hospital.

Help Prevent Infections Inside the Hospital

- Wash your hands or use alcohol-based hand rub after using the bathroom and before eating
- Remind every person caring for you to wash their hands or use alcohol-based hand rub before touching you
- If you have an operation, call your nurse if your bandages become loose or wet
- If you have a tube to drain urine or a wound, tell your nurse if it gets loose or comes out
- Relatives and friends should not visit you if they have a cold or feel sick
- Tell the people taking care of you if you have been recently exposed to a contagious disease (chicken pox, flu or diarrhea)

Isolation Precautions

Some illness and multi-drug resistant organisms (MDRO), such as MRSA (Methicillin-Resistant Staph Aureus) require special isolation precautions whenever staff or visitors are in your room. A sign will be placed outside your door. It instructs staff and visitors what protective equipment must be worn when coming in your room.

If you need special precautions, staff may:

- Ask you to stay in your room
- Ask everyone who comes into your room to wear a gown, gloves and possibly a mask
- Ask you to wash your hands, use alcohol-based hand rub or wear a cover gown or mask, if you leave the room. Remember: staff and visitors must clean their hands after removing the isolation gown and gloves

Help Prevent Infections Outside the Hospital

- Always wash your hands before eating and after using the bathroom, whether you are at home or out
- Get a flu shot every year
- Ask your doctor if you need the pneumococcal vaccination to prevent a specific kind of pneumonia
- Don't take antibiotics if you don't need them
- Don't eat raw or undercooked meat, eggs or chicken
- Clean cutting surfaces and knives after working with raw meat/poultry
- Don't share personal care items (razors, toothbrushes).
- Don't share plates, drinking glasses or water bottles
- Keep immunizations up-to-date

Antibiotic Information

Antibiotics are important medicines used to treat infections caused by bacteria. If you use antibiotics too much or when not needed, they may not work for you in the future.

This is called "antibiotic resistance." Bacteria can become "super bugs," which are not able to be killed by antibiotics. The more often we use antibiotics, the more likely it is that bacteria will become resistant to them.



Antibiotics can also cause side effects such as rashes, yeast infections, stomach pain, diarrhea and damage to nerves and tendons. At BJC we care about your safety and are committed to using antibiotics only when needed.

Questions you can ask your health care provider about antibiotics:

- "Do I really need an antibiotic?"
- "What are the risks and side effects?"
- "Are there safer options?"

Ways you can help keep infections away:

- Clean your hands frequently.
- Ask your health care providers and visitors to clean their hands, too.
- If you have tubes or catheters, ask every day if they can be removed.

Handwashing

Help Us Prevent the Spread of Disease

Proper and frequent handwashing can significantly reduce the spread of infectious germs, which is especially important in a hospital. We ask that you wash your hands or use alcohol-based hand rub after touching hospital objects or surfaces, before eating and after using the restroom. Tell your guests to do the same, particularly before entering your room.

Proper Handwashing Technique

Follow these steps for effective handwashing:

1. Wet hands with warm water
2. Rub soap into all areas of your hands and fingers, including around your nails, for at least 15 seconds (the time it takes to sing "Happy Birthday")
3. Rinse well
4. Leave the water running and dry hands with a paper towel or dryer
5. Use a paper towel to turn off the faucet and open the door

Proper Use of Hand Sanitizer/Waterless Hand Rubs

Alcohol-based hand rubs are as effective as soap and water when your hands aren't visibly dirty.

Follow these directions:

1. Apply enough gel or foam to cover the entire surface of your hands and fingers
2. Make sure to rub well under and around nails
3. Rub the gel or foam into hands until it dries

For more information about how handwashing helps prevent the spread of disease, visit cdc.gov/handwashing

Stroke & TIA (mini stroke) Education

Are you at high risk for a stroke? It's important to know your risk factors.

Some of these can include:

- High blood pressure
- Smoking
- High cholesterol
- Diabetes
- TIA (mini stroke)
- Atrial fibrillation (abnormal heart rhythm)
- Blood disorders
- Inactivity and obesity
- Excessive alcohol use
- Illegal drug use

To learn more about stroke risk factors and warning signs, please visit strokeassociation.org

Know the warning signs of a stroke.

Symptoms can include:

- Loss of balance or loss of coordination
- Dizziness
- Slurred speech or garbled speech
- Weakness or numbness on one side of the body; (arm, leg, and/or face)
- Vision changes (blurred or doubled vision, not able to see out of one or both eyes)
- Sudden and severe headache (unlike any previous headache)
- Sudden confusion or trouble understanding or speaking

If you are experiencing any of the above warning signs of a stroke, alert a health care team member or call 911.

Heart Attack (Myocardial Infarction) Education

Are you at high risk for a heart attack? It's important to know your risk factors.

Some of these can include:

- High blood pressure
- Elevated cholesterol
- Diabetes
- Inactivity and obesity
- Stress
- Smoking

To learn more about heart attack risk factors and warning signs, please visit heart.org/HEARTORG/

Know the warning signs of a heart attack.

Symptoms can include:

- Chest discomfort (pressure, squeezing, fullness or pain)
- Discomfort in your arms, back, jaw, neck.
- Shortness of breath
- Cold sweat
- Nausea
- Lightheadedness

If you are experiencing any of the above warning signs of a heart attack, alert a health care team member or call 911.

Admission & Stay

Call FIRST (Family Initiated Rapid Screening Team)

By dialing #1355 from any hospital telephone, patients or family members can contact the operator.

The operator will ask for Caller Identification, Room Number, Patient Name and Patient Concern. The operator will dispatch a FIRST Team member to the room to assess the situation. Additional clinical supports will be called in as needed.

Website/Wireless Internet

The website at Alton Memorial Hospital can be accessed by going to altonmemorialhospital.org. The hospital also offers wireless Internet connectivity. Brochures on how to connect are located throughout the hospital and at each nursing station.

Cafeteria Hours

Breakfast: 6:30 am - 10:30 am Daily

Omelets available Monday - Friday 6:30 am - 9:30 am
Continental Breakfast 10:00 am - 10:30 am Daily
(Closed 10:30 am - 11:00 am)

Lunch: 11:00 am - 3:30 pm Monday - Friday

Hot Food Line 11:00 am - 2:30 pm
Exhibition Station: 11:00 am - 1:30 pm Monday - Friday
Grill Station 11:00 am - 1:30 pm Monday - Friday
Snack Bar: 2:30 pm - 3:30 pm Monday - Friday
(closed 3:30 pm - 4:00 pm)

Weekend Lunch: 11:00 am - 1:30 pm

(Closed 1:30 pm - 3:30 pm weekends)

Dinner: 4:00 pm - 7:00 pm Daily

Note: No Grill or Exhibition Station at Dinner Service Daily

No Grill or Exhibition Stations on Weekend.

Starbuck Hours

*The Kiosk Hours are 6:30 am - 2:00 pm
Monday - Friday.*

Gift Shop

The Miss Eunice's Hat Box gift shop is located across from the entrance to the cafeteria (ground floor Beeby Wing).

They carry a large variety of unique gifts, cards, candy, fresh flowers and jewelry. They accept all major credit and debit cards and cash.

Gift Shop Hours

Monday - Friday | 10:00 am - 7:00 pm

Saturday | 11:00 am - 3:00 pm

Mobile Pharmacy / Family Care Pharmacy at Alton Memorial

We are here to serve you! Let the Mobile Pharmacy at Alton Memorial take the hassle out of making an extra stop to get your discharge prescriptions filled. It is a convenient way to be compliant with your doctor's orders upon discharge and to ensure a quick recovery.

Family Care Pharmacy is a retail pharmacy owned by Alton Memorial Hospital, located on the ground floor of the Olin Wing. We will fill and deliver your discharge prescriptions to your room before you leave the hospital. We will bill your prescription insurance and will collect your co-payment at your bedside.

If your discharge prescription has refills, just take the bottle to your regular pharmacy and when they call us, we will transfer the prescription to them. Or, refill your prescription with us and take advantage of our free home delivery service to the surrounding towns of the Riverbend area or our curbside service located at the Alton Memorial Campus located at the entrance to the Olin Wing.

All you need to do is let your nurse know that you want to take advantage of this service. Our goal is to help you have a smooth transition from hospital to home and to ensure a quick recovery.

Mobile Pharmacy Hours:

Monday - Friday 8:30 am - 5:00 pm

To participate, ask your nurse or call 618-463-7866

Ethics Committee

Medicine is first and foremost a moral enterprise based on human values. Excellence in patient care requires technical expertise and compassion as well as thoughtful consideration of the ethical components of health care delivery.

A heightened awareness of the ethical aspects of health care can help providers respond to patients' needs more effectively. Contemplating the ethical application of medical treatment helps to clarify the complex issues inherent in the rapidly changing climate of health care. Alton Memorial Hospital has an established, multidisciplinary Ethics Committee to help guide the delivery of excellent health care.

The Ethics Committee strives to accomplish this mission by:

- Educating members of the hospital, the community and themselves about biomedical issues
- Providing ethics case consultations regarding a specific patient's care. The role of the consultation is to provide a discussion forum regarding the ethical issues involved in a patient's care now and in the future. Consultations may be requested by any of the patient's health care providers, by the patient, or by the patient's family.

- Providing advice on the ethical dimensions of existing hospital policies or proposing new bioethics policies to the Medical Executive Committee.

Visiting Hours

Visitors staying past 8 p.m. need to obtain a visitor badge from the Emergency Room information desk.

Being a Good Visitor

- DO NOT VISIT IF YOU HAVE A COLD, FEVER, DIARRHEA, FLU OR ANY COMMUNICABLE DISEASE. In addition, children who have been exposed to or have contracted chicken pox, measles, mumps, pinkeye or rubella should not come to the hospital to visit a patient.
- Knock and ask permission to enter the room even if the door is open. This will enable the patient to be prepared for someone to come in.

- Just coming to visit a patient in the hospital is important. If you wish to offer something more, ask what the patient might need, such as something to read or a favorite item from home.

Joint Notice of Privacy Practices

Each patient is given the opportunity during registration to receive a copy of the Joint Notice of Privacy Practices (HIPAA). If you would like to receive a copy please contact the hospital operator.



Support Groups

Diabetes Support Group

A support group for people with diabetes, their families and friends. The group meets the third Thursday of each month from 1 p.m. to 2 p.m. in Alton Memorial Hospital's Education Department. Call 618-463-7526 for more information.

Easier Beats and Breaths

A support group for those with cardiopulmonary issues; friends and family also welcome. The group meets the first Monday of each month from 11 a.m. - 12:30 pm in Room G-252 on the ground floor of the AMH Olin Wing. Call 800-392-0936 to register.

Smoking Cessation Classes

May be scheduled by calling 618-433-6267.

Patient Family Advisory Council (PFAC)

This group meets quarterly. The Patient and Family Advisory Council is dedicated to assuring the delivery of the highest standards of comprehensive and compassionate health care. The Council is comprised of patients, families, clinicians, staff and administrators. The Council works in active partnership with our health care providers to strengthen communication and collaboration among patients, families, caregivers and staff, promote patient and family advocacy and involvement, serve as a voice for patients and family members and provide shared expertise. To participate, contact 618-463-7494.

The Center for Addiction Medicine

Alton Memorial Hospital provides detoxification services for those suffering from substance use disorders. Utilizing both their clinical skills and their lived experience peer recovery specialists work with patients and families to create individualized treatment plans as well as seamless linkage to treatment after discharge.

Through a federal grant, the AMH emergency room physicians are able to begin medication assisted treatment at the bedside for patients with opioid use disorders. The ER providers can also provide bridge prescriptions for patients lasting until each patient is linked to a community provider for continued care.

This grant allows patients to receive naloxone at discharge. Naloxone is a life-saving drug that reverses the effects of an opioid overdose. Peer recovery specialists are also available to work with ER patients to provide support and create discharge plans to ensure any treatment barriers are addressed with hopes of increasing the chances of each patient's prolonged recovery.

Discrimination is Against the Law

Alton Memorial Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Alton Memorial Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Alton Memorial Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, braille)
- Provides free 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 Nursing Supervisor at 618-225-7655.

If you believe that Alton Memorial Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

BJC HealthCare Corporate Compliance
4901 Forest Park Avenue
St. Louis, Missouri 63108
314-273-1487 | TTY 1-800-735-2966
compliance@bjc.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the BJC Corporate Compliance Department is available to help you.

You can also file a civil rights complaint with the US Department of Health and Human Services – Office for Civil Rights electronically through the Office for Civil Rights Compliant Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

US Department of Health and Human Services
200 Independence Avenue SW., Room 509F
HHH Building
Washington, DC 20201
1-800-368-1019 | 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

3. If your problem still isn't resolved, please contact the hospital operator by dialing "0" from any hospital phone and ask to be connected to hospital supervisor. If calling outside of Alton Memorial Hospital, please call 618-463-7311.
4. Contact the Office of Quality Monitoring at the Joint Commission by calling 1-800-994-6610 or emailing: complaint@jointcommission.org.
5. You may also contact the Illinois Dept. of Public Health, Health Care Facilities and Programs, 525 West Jefferson, Springfield, IL, 62761; (800) 252-4343.

This facility is regulated by the Illinois Department of Health, Hospital Licensure and Certification.

The Joint Commission Public Notice Regarding Safety & Quality of Care

The Joint Commission conducts an accreditation survey of Alton Memorial Hospital. The survey is to evaluate the organization's compliance with nationally established Joint Commission standards. The survey results are used to determine accreditation-and the conditions under which accreditation should be awarded to Alton Memorial Hospital.

Joint Commission standards deal with organization and safety quality-of-care issues and the safety of the environment in which care is provided.

Customer Relations

Patient Satisfaction

Alton Memorial Hospital (AMH) has a reputation for providing excellent Customer Service with our number one goal being patient satisfaction. Our commitment is that every person using our services has an always excellent experience.

Patient Care and Safety Concerns

If you or a designated representative has a concern regarding the quality or safety of care, you or your representative are encouraged to first contact the manager of the department where your care was received.

How to Resolve Concerns, Complaints or Grievances

You deserve excellent care and service. If at any point we are not meeting your expectations, please give us an opportunity to improve your experience. As a patient or visitor, we value your feedback.

To Resolve Concerns/Complaints/Grievances:

1. Talk to your hospital caregiver (e.g., Nurse, Technician, Physical Therapist, etc.) explain your concern and talk about how we can improve your experience.
2. If your concern isn't resolved, we encourage you to ask for the manager of the area. Each area has one and they are committed to making your experience excellent.

Customer Relations (cont.)

As a patient, family member, community representative or employee of Alton Memorial Hospital you have the right to notify The Joint Commission regarding any concern about the quality of care provided, safety of care provided, or safety of the environment in which care is provided.

Anyone believing that he or she has pertinent and valid information about such matters should notify The Joint Commission.

Office Quality Monitoring The Joint Commission
One Renaissance Boulevard Oakbrook Terrace
Illinois 60181 USA
Phone (toll-free): 800-994-6610
Facsimile: 630-792-5636

Going Home

We would like to offer a few suggestions to you to help you plan when it is time for you to go home:

- All of your doctors on your care team must discharge you. Be aware the discharge process may take several hours after the doctor writes the order.
- Arrange transportation to arrive timely
- Get your valuables/home medications from the safe if they have been stored there
- Ask your nurse about our service to fill any prescriptions here at our Family Care Pharmacy prior to leaving
- Send non-necessity items home the day before (if you have notice)
- Be sure to get your discharge instructions from your nurse before leaving

How to recognize AMH staff for excellent customer service:

1. Thank them personally for their care and compassion.
2. Try to get their first and last name and which department they work. Then call their Manager (staff can assist) and let him/her know about the great service you've received. You can also send information via email to myhospital@bjc.org.
3. Drop a note or card in the mail regarding your experience.
Mail to:
Alton Memorial Hospital Public Relations
One Memorial Drive, Alton, IL 62002-6277

Your discharge instructions will include:

- Medications you are to take at home
- Any diet considerations you need to follow
- Any medical equipment you may need
- Any special post-operative care instructions
- Reminder to follow-up with primary care provider

When all is done, someone will assist you to your car. We thank you for allowing us to care for you.

We hope you feel you have had always excellent treatment and care at Alton Memorial Hospital.

We Demonstrate...

Trust, dignity and respect.

Everyone brings value and deserves the opportunities and supportive environments that allow them to reach their full potential. We embrace the similarities and differences that help us fulfill our purpose.

High ethical standards and behaviors.

Each of us adheres to a code of conduct to ensure honesty, fairness and individual integrity.

Teamwork and accountability.

Working together allows us to accomplish more than we could individually. Each of us is responsible for doing our best, keeping our commitments and sharing our knowledge to advance the mission of Alton Memorial Hospital.



Patient Safety

Your safety is top priority at Alton Memorial Hospital. Being an active participant in your health care is always a good idea, but during a hospital stay it is even more important to communicate openly with the people who take care of you. The following are a few ways you can stay safe by becoming an active and involved member of the health care team.

Tell your care givers about any allergies you may have.

Be sure to tell your health care providers about any allergies or any allergic reactions you have had in the past to medicine, foods or things in the environment, such as latex. It is also important to tell what type of reaction you had; for example, a rash or difficulty breathing.

Know your medications.

Always keep a list of all the medicines you take with you all the time. The list should be taken to every doctor and hospital visit and updated with medicine changes. The list should include the name of the medicine, the dose you take, how often you take it, and why you take it.

When you take medicines, you expect your body to react in a certain way. These are the good effects of the medicine. Sometimes your body might react in a way that is not the intended way. These reactions are called side effects. Your doctor or nurse will discuss the side effects with you and tell you which ones should be reported to them.

Speak up and ask questions.

It is okay to ask questions and to expect answers you can understand. For example, if you are having surgery, ask the doctor to mark the area to be operated upon so there is no confusion in the operating room. When you are in your hospital room, check the medications with the nurse before you take them. If you do not recognize a medication or have any other questions, speak up! Ask the nurse to be sure it is the right medication at the right time for you before you agree to take it.

Prevent Falls

If you have a history of falling at home, are dizzy, weak or unsteady on your feet, do not get up without help. Your care providers will want to help you, even if you are just getting up to go to the bathroom or the bedside commode. There are some things you should think about before getting out of bed while you are in the hospital:

- You are in a new and different place. Look at your surroundings before getting up.
- Turn on the light if it is dark in your room. Put on your glasses.
- You may be receiving medications that could cause you to be dizzy or confused.
- You might get weak and unsteady from treatments, tests, therapy or surgery.

- Stop and call for assistance if you are attached to any type of medical equipment.
- Wear non-skid (rubber-soled) slippers, shoes or socks with grippers.
- Avoid leaning on the IV pole, bedside table, furniture or other medical equipment. These items are not designed to be a safe support when walking.
- Use devices like a cane or walker for support when these are provided for you. Learn to use them correctly for safe support when walking
- When you are in the bathroom or on the bedside commode, use the call light and wait for assistance back to bed.

Preventing Pressure Ulcers

Our goal is to prevent a pressure ulcer (sore) while you're in the hospital. A pressure ulcer can slow your recovery. It is important to the staff at Alton Memorial Hospital that we provide quality patient care during your stay with us.

What is a pressure ulcer?

A pressure ulcer is a sore caused by lying or sitting in one place too long. Your skin and muscles are pressed between your tailbone, hipbone, heels or other bones and the bed. This pressure slows the blood flow and skin and muscles do not get the oxygen and nutrients they need and a sore is created.

What can we do to prevent pressure sores?

- Look at your skin
- Keep moving
- Decrease the pressure
- Eat a healthy diet
- Keep your skin clean and dry
- Ask questions

Patient Hourly Rounds

Your care providers will help make sure you are comfortable and safe during your hospital stay when they make visits or "rounds" to your room. The staff will be entering your room hourly during the day and every two hours at night with the intent to address your basic needs as well as enhance your safety. This allows us to focus on your needs and work to address those needs before they become urgent or critical.

Bedside Shift Report

To promote good communication, all nursing units at Alton Memorial Hospital participate in bedside shift report. This means that the nurse going off duty shares important information at your bedside with you and your family or health care partner, and with the nurse who is coming on duty. This allows you to be better informed about your condition and planned interventions. If you have any questions during this bedside shift report, don't hesitate to ask them.

Patient Safety (cont.)

Trio Rounds

You are an important part of the healthcare team. During the Trio rounds process, you will have the nurse and physician at your bedside so you can actively participate in information sharing, treatment and discharge planning activities. As with the bedside shift report, do not hesitate to ask any questions you may have.

Pay attention

Expect your care providers to introduce themselves to you when they enter the room. Each will be wearing an ID badge. If you do not recognize people in your room,

ask who they are and why they are there. Your care providers will confirm your identity by looking at your wrist band and by asking your name and birth date before they provide a treatment, take blood or give you medicine.

Write down questions

It is not unusual to think of a question just after your doctor or other care provider leaves your bedside. Write these questions down on the note pages in the back of this handbook and you will be ready for the next time one of them enters your room.

Your Healthcare Team

Receiving excellent healthcare always requires a team effort - bringing together the expertise of many disciplines.

Your experience at Alton Memorial Hospital begins with your physician(s) as they manage your medical care. A Hospitalist Physician will be assigned if your primary care physician does not visit our hospital. Communication between your physicians will be maintained through your stay.

A team of healthcare professionals will provide care. A registered nurse will be assigned to you each shift and be responsible for assessing your condition, coordinating your care, providing explanations, teaching and assuring that you receive the care and treatment ordered.

Other members of the healthcare team who may provide care for you might include Patient care associates. They will assist you with meals, baths, walking, simple procedures and linen changes.

Specialty therapy staff includes physical, occupational, speech and respiratory therapists, as well as dietitians, pharmacists, case managers, social services, lab associates, medical imaging technicians and pastoral care.

Your healthcare team is dedicated to providing you with excellent care.

BJC Healthcare

BJC HealthCare is one of the largest nonprofit health care organizations in the United States, delivering services to residents primarily in the greater St. Louis, southern Illinois and mid-Missouri regions.

With net revenue of \$3.1 billion, BJC serves urban, suburban and rural communities and includes 13 hospitals and multiple community health locations.

Services include inpatient and outpatient care, primary care, community health and wellness, workplace health, home health, community mental health, rehabilitation, long-term care and hospice.

BJC HealthCare Hospitals

- Alton Memorial Hospital
- Barnes-Jewish Hospital
- Barnes-Jewish St. Peters Hospital
- Barnes-Jewish West County Hospital
- Christian Hospital
- Memorial Hospital Belleville
- Memorial Hospital Belleville East
- Missouri Baptist Medical Center
- Missouri Baptist Sullivan Hospital
- Northwest HealthCare
- Parkland Health Center
- Progress West HealthCare Center
- Rehabilitation Institute of St. Louis
- St. Louis Children's Hospital

BJC HealthCare Long Term Care Facilities

- Alton Memorial Rehabilitation and Therapy
- Barnes-Jewish Extended Care
- Village North Retirement Community

Get Connected
to Your Health



Welcome to MyChart

MyChart is our new patient portal that allows you to interact with your health information.

Access your test results: no more waiting for a phone call or letter. View your results and your doctor's comments within days. Manage your health: do your own health tracking and charting.

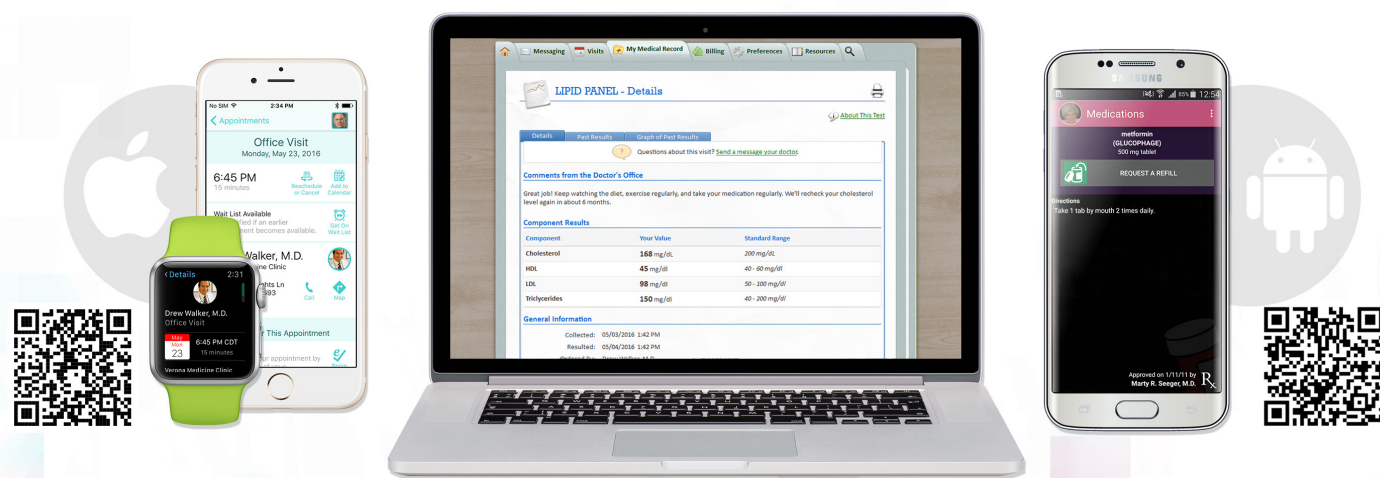
View appointments: view details of past or upcoming appointments.

MyChart gives you online access to your medical record. Whether you're at work, on the road or at home, you can view test results, messages from your doctor and your key medical information. You can even access your family's records and schedule your next appointment online or through the MyChart mobile application. So, sign up today - and get connected to your health.

Instructions to sign up for MyChart:

1. In your Internet browser, go to mypatientchart.org
2. Click the "Sign Up Now" link in the new user box. Enter your one-time MyChart Activation code you received by mail or from your provider. Your code expires 90 days from when it was issued.
3. Enter the last 4 digits of your Social Security Number and your date of birth as indicated and click "next". You will be taken to the next sign up page.
4. Create a Mychart username. Think of one that is secure and easy to remember.
5. Create a MyChart password. You can change your password at any time.
6. Choose a security question, enter your answer, and click "next". This can be used at a later time if you forget your password.
7. Select your communication preference. Enter a valid email address to receive email notifications when new information is available in MyChart.
8. Click "sign in". You can now view your medical record.

For help logging in to your MyChart account, call 866-273-1966 or 314-273-1966



MyChart® is a registered trademark of Epic Systems Corporation

Request Access to Your Child's Medical Records

MyChart proxy access for children ages 0-11 allows parents and legal guardians to communicate with their child's care team as well as keep track of information including:

- Vaccination records
- Growth charts
- Diagnoses
- Medical instructions
- Test results

An active MyChart account is required for the parent/guardian requesting proxy access. Follow the steps below if you do not already have a MyChart account.

1. Ask your nurse to send your MyChart activation link.
2. Follow instructions in the email to activate your MyChart account.
3. If you do not remember your username and password, call 314-273-1966 to speak with the MyChart Help Desk.

Request proxy access through MyChart

- Proxy access can be requested through mypatientchart.org.

1 Select Profile and Proxy / Photos.

2 Select Request access to a minor's record (ages 0-11).

3 Complete the form by filling in the missing information and select Submit Request.

4 This message confirms your request has been submitted.

5 Once approved, an additional icon will be added at the top of your screen. Select the new icon to view your child's MyChart account.

Computer View

Mobile View

MyChart

MyChart® is a registered trademark of Epic Systems Corporation

Fun & Games

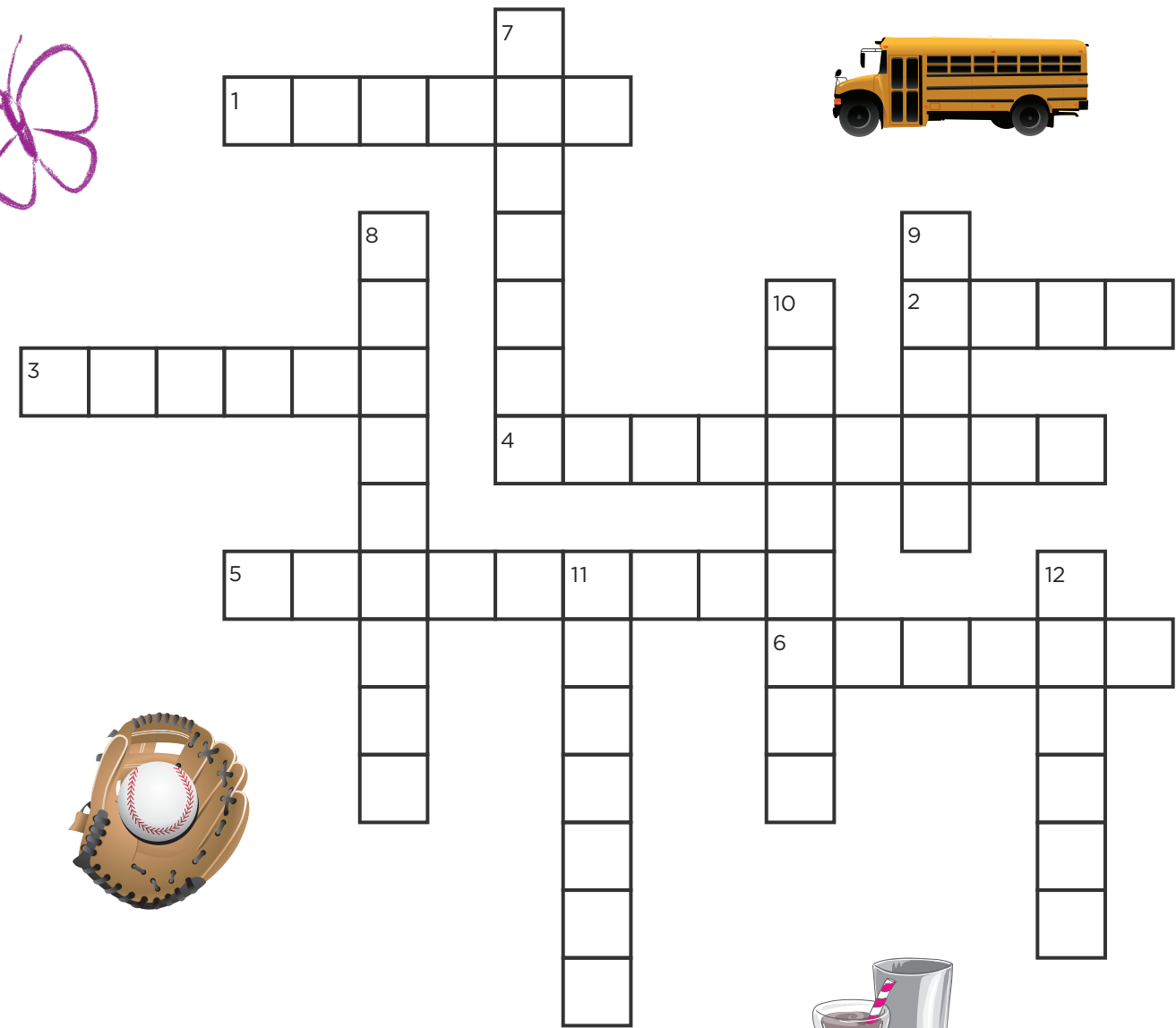
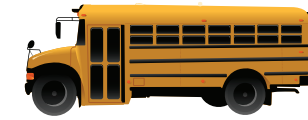
Alton Trivia Crossword Puzzle

Across:

- History records two men who were close to nine feet tall. One was Goliath, a Philistine, the other was _____, an Altonian.
- Nickname of a catcher at Southwestern High School in Brighton in the late 1980s who went on to a long major league career as a pitcher.
- Academy Award winning actor who graduated from Principia College in Elsah in 1953.
- The Baptist college from 1827-1957 that is now the site of the SIU School of Dental Medicine in Alton.
- The French missionary who, along with Louis Joliet, first saw the painting of the Piasa Bird on the bluffs overlooking the Mississippi River near Alton in 1673.
- Formerly known as the Bon Air, this widely known Alton bar was purchased by what family in 1981?

Down:

- Who debated Abraham Lincoln seven times in 1858 during their race for a seat in the U.S. Congress, with the final debate held in Alton?
- Alton's daily newspaper, the second oldest daily in the state of Illinois.
- First name of the jazz trumpeter born in Alton in 1926 and posthumously inducted into the Rock and Roll Hall of Fame in 2006.
- "Otter" from "Animal House" also appeared in the 1975 TV movie "Runaway Barge" and the 1979 theatrical release "Dreamer," both filmed in and around Alton.
- First name of the Dallas Cowboys running back who lived in Alton as a child.
- What was the middle name of the abolitionist newspaper publisher who was murdered in Alton in 1837?



I'd rather be ... Word Search

V T G I O F S C P M S E C I Y
 R P M N T I R V O F M U O K C
 E P L W I U R U Q A D Q N K C
 S O F A I L N V G X A E C G R
 T Y T S Y T E L V P H B E L W
 A O E B A G L V P E T R R U L
 U K A I A A R I A X Z A T Z W
 R L N K B H U O J R D B O T S
 A S B T K R A S U V T C X D N
 N K O S W I M M I N G P O O L
 T O G N I K I B A H D C A M X
 F S H O P P I N G S C D P P H
 T G N I N E D R A G A A S Y N
 M V Q H C S C T S A M R E P W
 T X A N I A T M H V H Z L B J

Find these words in the word search to the left:

- Bahamas
- Barbeque
- Beach
- Biking
- Concert
- Cruise
- Footballgame
- Gardening
- Mountains
- Playground
- Restaurant
- Shopping
- Spa
- Swimmingpool
- Traveling

Word games are a great way to exercise your brain.

Answers: Across 1. Wadlow 2. Izzy 3. Duvall 4. Shurtleff 5. Marquette 6. Scholar 7. Douglas 8. Telegraph 9. Miles 10. Matheson 11. Ezekiel 12. Parish

Connect with us!



For a complete listing of events, health & wellness tips and more, visit altonmemorialhospital.org

Alton Memorial Hospital
One Memorial Drive
Alton, IL 62002
618.463.7311

Alton Memorial Rehabilitation & Therapy
One Memorial Drive
Alton, IL 62002
618.463.7330

Alton Memorial Convenient Care
5520 Godfrey Road
Godfrey, IL 62035
618.463.7800

Alton Memorial Convenient Care
163 E. Bethalto Drive
Bethalto, IL 62010
618-433-6640

Alton Memorial Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Atención: hay servicios de asistencia de idiomas disponibles a su disposición sin costo. Llame al 618-225-7655 (TTY: 1-800-735-2966).

注意: 免费提供语言协助服务, 如有需要敬请致电 618-225-7655 (TTY: 1-800-735-2966)。