# MERCY MEDICAL CENTER

## PATIENT HANDBOOK

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Welcome

Dear Patient:

Welcome to Mercy Medical Center!

As our patient, you are the most important person at Mercy Medical Center. Our primary concern is your quick recovery and return to good health. Your comfort, convenience and peace of mind are extremely important to us.

Our everyday mission is to extend the most professional, loving care and respect of life to all those in need. We value your uniqueness as an individual and will utilize all of our resources to minister to the physical, mental, emotional and spiritual needs of you and your family.

We want to be sure you are very satisfied with the care you receive. If at any time you are not satisfied with your care, please let us know. All of our staff are committed to serving you as we would a friend, neighbor or loved one. If you need to talk with me for any reason, please feel free to call. My office phone number is 920-223-0504 and my home number is 920-509-0120. We again want to make sure that we provide you and your family with excellent care, and thank you for choosing Mercy for your health care needs.

We hope this booklet will answer the questions you and your family may have about your hospital care and help you feel more at home. If you have any questions, please ask. Our staff will be happy to answer them for you.

Cordially,

Jeremy Normington-Slay, DPT, MBA, FACHE
President Mercy Medical Center
Importance of Family Support and Participation

We welcome Communication between patients and family. Family support is encouragement is an integral part of the patient’s care and recovery.

To ensure confidentiality and the patient’s wishes, if patient requests family involvement, we ask that you select a spokesperson to communicate the patient’s condition to the appropriate family and friends. The physicians and hospital staff will communicate the patient’s plan of care and condition changes to this spokesperson.

The Affinity website offers a feature where the spokesperson may post updates on their loved one’s condition and progress via internet. This service is free to any Mercy Medical Center patient and family.

https://www.carepages.com/
http://www.caringbridge.org/

Your peace of mind is important to us. The nursing staff is readily available to answer your questions regarding patient care and concerns. Understanding what is occurring with your loved one is an important part of the treatment and recovery process.

Visiting guidelines:

To ensure privacy and the smooth transfer of care between shifts we ask you to avoid calling between 7am - 9am, 3pm - 4pm, and 7pm - 8pm.

The hallways within the unit are a confidential area. The visitors should either be in the patient’s room or designated family lounges/waiting areas.

Changes in visiting guidelines are at the discretion of the doctor or nurse. You may be asked to step out of the room if immediate care is necessary. There are family waiting rooms in Surgery, ICU, ER and Pediatrics and Birthplace, besides outside each unit. Your family member also has a phone. Please ask staff or see next page for the number.
Amenities

General Parking

Visitor parking is available surrounding the hospital perimeter. Visitors are asked to use the ground level or the first floor hospital entrance. There is a covered drop-off point at both of these entrances.

Local Lodging

Oshkosh has a variety of hotels, motels and an inn to assist you. A member of Mercy’s staff can make recommendations depending on your preference.

Telephones/Cell Phones

- Your telephone number is 223 + three digit room number + bed number (1).
- To make a local call, dial 9, and then the number you are calling.
- To make a long distance call, dial 9, then 1, the area code (if necessary), and the number you are calling.
- Cell phones can cause electromechanical interference with medical equipment and are only allowed in designated areas in the building.

Please turn cell phones off when you are not in a designated area. Cell phones are not permitted in patient rooms.

Television

Televisions are provided in each patient room. Special educational programs can be televised upon request. See back of book for channel listings. Our patient education channel is 69.
Amenities

Internet

WiFi is free at the hospital with link www.affinityhealth.org. Internet stations are also offered in various locations in the hospital. Please ask if you are interested.

Newspapers

The Oshkosh Northwestern is available outside the Emergency Room. A complimentary Oshkosh Northwestern is delivered Monday – Friday to Inpatients.

Mail

Patient mail address: 500 S. Oakwood Rd., Oshkosh, WI 54904 Any mail addressed to you will be delivered to your room. Mail received after you have been discharged will be forwarded to your home.

Internet Connections – WiFi

Our free WiFi connection for you is at www.affinityhealth.org.

Web pages are also available to you to help family and friends stay connected to you. Enter updates (blog) daily, weekly or monthly to let others know how you are doing.

This can help you:

• Keep in touch before, during and after a hospital stay or treatment.
• Update your loved ones on your condition and care.
• Receive support from friends and family.
• Most are free, private and fully secure.

Creating a page is easy!

• Go to www.affinityhealth.org and click on a patient connection of your choice.
• Follow the outlined directions.
• Let your friends know.
Amenities

Lost and Found

All lost and found articles with the exception of medications are taken to Safety & Security. Articles will be held for 30 days before disposal. The phone number is (920) 223-1188.

Health Science Library

The Clark Family Health Science Library provides books, journals, relaxation music, Mediation CD’s and DVD’s, and patient education and consumer health materials. It has now expanded to a “Library without Walls” offering a variety of computer services including the internet. Patients and families are always welcome to use the library. The phone number is (920) 223-0342. Patients and family members are welcome to check out our health information internet services.

For online health information, visit the Affinity Health System website at www.affinityhealth.org/page/health-library.

This website has links to many different reputable health information websites and information about the Affinity Health Science Libraries.

The information provided by the above internet sources is for your general information and is not intended to be a substitute for professional medical advice. Any medical or other decisions should be made in consultation with your health care provider. Please consult your health care provider for individual information specific to your condition.

Patient Room Service (Menus are due by 11 am daily)
Breakfast: 7 am - 9 am
Lunch: 11 am – 12:30 pm
Dinner: 4:30 pm – 6 pm

Guest trays are available for a fee. If you have a special event, please let us know!
Amenities

Cafeteria  (Located in the lower level)

**Monday- Friday**
7:30am- 10:00am Breakfast
10:30am -1:00pm Lunch
1:00pm- 2:00pm Soup, Salad, Sandwich Bar
2:00pm-5:00pm Closed
5:00pm- 6:30pm Dinner

**Saturday:**
8:30am-10:00am Breakfast
10:30am-1:00pm Lunch
1:00pm-5:00pm Closed
5:00pm- 6:30pm Dinner

**Sundays & Holidays:**
8:30am- 10:00am Breakfast
10:30am-1:00pm Lunch
1:00pm Closed for the day
*Pizza and Salad will be available for employees and visitors to order between 4:00pm-5:45pm. See order forms at each unit for information.

Snack Shop – Vending Machines
Open 24 hours a day located near the cafeteria.
Features: Coffee, soda, sandwiches, chips and candy.

Sacred Grounds  (Located 1st level near our Chapel)
Features: Coffee, various pastries, bistro, wraps and salads.

**Monday thru Friday:**
6:30am- 5:00 pm

**Saturday and Sunday:** Closed
Amenities

Gift Shop

(920) 223-GIFT (4438)
Monday through Friday: 9 a.m. - 8 p.m.
Saturday: 12:00 – 3:00 p.m.
Sundays: 12:00 – 3:00 p.m.

Mercy’s Gift Shop offers candy, magazines, games, gifts, and stationery, jewelry, clothing and personal items. If you would like to place an order, call (920) 223-GIFT (4438) and a volunteer will assist you. The gift shop is located near the main entrance on the first floor.

Welcome to Affinity Health System

We invite you to use this coupon for

20% OFF

your entire purchase at the Mercy Medical Center Gift Shop
Candy, cards, books, magazines, flowers and plants are excluded.

Please present this coupon at the time of purchase. Discount may not be combined with any other offer.

Patient Relations Center

Your comfort and recovery are of primary concern to us. Thus, Affinity Health System has a Patient Relations Center which is available to you. Acting on your behalf with hospital administration and staff, the center provides a specific way through which you can seek answers to questions, assistance with your special needs or share your recommendations. The center is available weekdays from 8:30 a.m. to 4:30 p.m. and can be reached by dialing 00 or (920) 996-3770 or 1-877-275-6168.
For Your Safety

Security
Mercy Medical Center has 24-hour security to assure patient/visitor safety.

Medications
Nurses are responsible for administering medications during your hospital stay. Please inform your nurse if you have medications from home. A record of medications taken will be kept by the nursing staff during your stay.

Bed Rails
Affinity Health System has members of the patient’s multidisciplinary team who will assess for the appropriate use of bed rails and any safety risks that may be associated with their use. Please ask any staff member if you have questions. Call Don’t Fall! Always use your call light if you need assistance.

Smoking
Mercy Medical Center has a smoke-free campus.

Fire Drills
Periodically, the hospital conducts fire drills. The alarms are loud and will sound. Safety lights will also flash in some hallways. All doors are closed during drills and the fire department does respond. We will inform you when the drill is complete.

Tornado Warnings
In the event of a tornado, hospital staff will implement emergency procedures. Doors and blinds may be closed and you may be given extra blankets.

Electrical Appliances
Personal appliances are not allowed in the hospital. If you need something, please let us know.

Valuables
Please send all money and valuables home with a family member. In the event you are unable to send something home, a safe is available for storage. We will not be responsible for lost or stolen property.
For Your Safety

SPEAK UP

To prevent health care errors, patients are encouraged to speak up.

Everyone has a role in making health care safe — physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

The “Speak Up” program, sponsored by the Joint Commission, urges patients to get involved in their care. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. Research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know. Your health is too important to worry about being embarrassed if you don’t understand something that your doctor, nurse or other health care professional tells you.

- Don’t be afraid to ask about safety.
- Don’t be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don’t hesitate to tell the health care professional if you think he or she has confused you with another patient.

*Speak up information is from The Joint Commission Web site for patients.
**For Your Safety**

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

- Tell your nurse or doctor if something doesn’t seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Hand washing or use of alcohol based hand rub is the most important way to prevent the spread of infections. Don’t be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn’t happen, bring this to the attention of your nurse or doctor.
- Make sure your caregiver confirms your identity by checking your wristband and asking your name, before he or she administers any medication or treatment.

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

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness.
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don’t understand, ask your doctor or nurse to explain them.
For Your Safety

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

- Affinity Health System is committed to your safety. A bar-code scanner will be used to read your ID bracelet on your arm, as well as each medication dose.
- Ask about the purpose of the medication and any possible side effects.
- Ask about any unfamiliar medications. Tell your doctors and nurses about any allergies or adverse reactions you have experienced.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.

Code H (HELP) Dial “77”

At Affinity Health System we are leading health in safety so we created a Code H. First always call your nurse for help, but if you have chest pain, shortness of breath or if you are having significant changes in how you feel that you feel are not getting resolved, dial “77” from your room phone for assistance. A medical professional will arrive to assess the situation. Additional help then will be called in as needed. This is reserved for Emergencies only and is another safety feature we have built in.
For Your Safety

Identification Bands

You should always have a white identification band on, and if any information on this band is incorrect, please notify staff right away. In addition to this band we have three color coded stickers that may be placed on your band to help alert us of special alerts. The three special alerts we have in place for additional safety are:

1. Yellow for potential fall risk
2. Red for a known allergy
3. Purple for “do not resuscitate” wishes

Hourly Rounding

At Affinity Health System we frequently round on every patient to ensure personalized care and effective pain management. We have learned this also prevents falls, prevents bed sores (pressure ulcers) and keeps your room safe. Staff rounding will assess you for the 4 P’s:

1. Pain—evaluate pain level
2. Potty—offer help using the toilet
3. Position—help patient get comfortable
4. Personal—items-accessible

Falls Prevention

Patient falls are among the most common occurrences reported in hospitals. Factors that make you more likely to fall include:

- Age
- Confused/disoriented
- Altered elimination
- History of falls in last 6 months
- Medications
- Impaired mobility
For Your Safety

The single main goal regarding falls is prevention. Preventative measures include:

- Call Don’t Fall” reminders may be posted in your room.
- Call for help if you are unsteady when moving from bed to chair or chair to bed, walking, getting to the toilet or retrieving hard to reach items.
- Don’t Rush! Take your time, especially when getting out of bed or standing up if you have been lying down or sitting for an extended period of time.
- Wear proper non-skid footwear.
- Make sure your wheelchair is locked and the foot pedals are up before moving in or out of it.
- For your safety a bed and chair alarm may be placed to help remind you to use your call light to ask for assistance with getting out of bed or from the chair.
- Avoid bending to pick up items. Ask for help.
- The Physical Therapy department may evaluate and treat patients at risk for fall.
- Tell your doctor or nurse of any episodes of dizziness or lightheadedness.

Pressure Ulcer Prevention
The Wound and Skin Program has educated the nursing staff to maintain healthy skin, prevent development of pressure ulcers and treat existing skin conditions. All patients are assessed on admission and at regular intervals for skin breakdown.

Infection Prevention: Five Things You Can Do:
1. Clean your hands frequently using soap and water or alcohol-based hand sanitizer. Rub your hands well for at least 15 seconds.
2. Make sure health care providers clean their hands and/or apply gloves before any treatment.
3. When coughing or sneezing, cover your mouth and nose.
4. If you are sick, avoid close contact with others.
5. Make sure your vaccinations are up-to-date, including influenza and pneumonia.
For Your Safety

Health Care Associated Infections

Multiple drug resistance organisms are bacteria that are resistant or not killed by many antibiotics. The most common are C. diff (clostridium difficile) and MRSA (methicillin-resistant staphylococcus aureus).

Information provided by the Association for Professionals in Infection Control and Epidemiology at the following website: http://consumers.site.apic.org/
**For Your Safety**

*Clostridium Difficile (C. diff)*

*What is Clostridium difficile infection?*

Clostridium difficile [pronounced Klo-STRID-ee-um dif-uh-SEEL], also known as “C. diff” [See-dif], is a germ that can cause diarrhea. Most cases of C. diff infection occur in patients taking antibiotics. The most common symptoms of a C. diff infection include:

- Watery diarrhea
- Fever
- Loss of appetite
- Nausea, belly pain and tenderness

*Who is most likely to get C. diff infection?*

The elderly and people with certain medical problems have the greatest chance of getting C. diff. C. diff spores can live outside the human body for a very long time and may be found on things in the environment such as bed linens, bed rails, bathroom fixtures and medical equipment. C. diff infection can spread from person-to-person on contaminated equipment and on the hands of doctors, nurses, other health care providers and visitors.

*Can C. diff infection be treated?*

Yes, there are antibiotics that can be used to treat C. diff. In some severe cases, a person might have to have surgery to remove the infected part of the intestines. This surgery is needed in only 1 or 2 out of every 100 persons with C. diff.
For Your Safety

What are some of the things that hospitals are doing to prevent C. diff infections?

To prevent C. diff. infections, doctors, nurses, and other health care providers:

- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for every patient. This can prevent C. diff and other germs from being passed from one patient to another on their hands.
- Carefully clean hospital rooms and medical equipment that have been used for patients with C. diff.
- Use Contact Precautions to prevent C. diff from spreading to other patients. Contact Precautions mean:
  - Whenever possible, patients with C. diff will have a single room or share a room only with someone else that also has C. diff.
  - Health care providers will put on gloves and wear a gown over their clothing while taking care of patients with C. diff.
  - Visitors may also be asked to wear a gown and gloves.
  - When leaving the room, hospital providers and visitors remove their gown and gloves and clean their hands.
  - Patients on Contact Precautions are asked to stay in their hospital rooms as much as possible. They should not go to common areas, such as the gift shop or cafeteria. They can go to other areas of the hospital for treatments and tests.
  - Only give patients antibiotics when it is necessary.
For Your Safety

What can I do to help prevent C. diff infections?

- Make sure that all doctors, nurses, and other health care providers clean their hands with soap and water or an alcohol-based hand rub before and after caring for you.
- Only take antibiotics as prescribed by your doctor.
- Be sure to clean your own hands often, especially after using the bathroom and before eating.
- If you do not see your providers clean their hands, please ask them to do so.

Can my friends and family get C. diff when they visit me?

C. diff infection usually does not occur in persons who are not taking antibiotics. Visitors are not likely to get C. diff. Still, to make it safer for visitors, they should:

- Clean their hands before they enter your room and as they leave your room
- Ask the nurse if they need to wear protective gowns and gloves when they visit you.

What do I need to do when I go home from the hospital?

Once you are back at home, you can return to your normal routine. Often, the diarrhea will be better or completely gone before you go home. This makes giving C. diff to other people much less likely. There are a few things you should do, however, to lower the chances of developing C. diff infection again or of spreading it to others. If you are given a prescription to treat C. diff, take the medicine exactly as prescribed by your doctor and pharmacist. Do not take half-doses or stop before you run out.

- Wash your hands often, especially after going to the bathroom and before preparing food.
- People who live with you should wash their hands often as well.
- If you develop more diarrhea after you get home, tell your doctor immediately.
- Your doctor may give you additional instructions.
- If you have questions, please ask your doctor or nurse.
For Your Safety

*Methicillin-Resistant Staphylococcus Aureus (MRSA)*

What is MRSA?

Staphylococcus aureus (pronounced staffill-oh-KOK-us AW-ree-us), or “Staph” is a very common germ that about 1 out of every 3 people have on their skin or in their nose. This germ does not cause any problems for most people who have it on their skin. But sometimes it can cause serious infections such as skin or wound infections, pneumonia, or infections of the blood.

Antibiotics are given to kill Staph germs when they cause infections. Some Staph are resistant, meaning they cannot be killed by some antibiotics. “Methicillin-resistant Staphylococcus aureus” or “MRSA” is a type of Staph that is resistant to some of the antibiotics that are often used to treat Staph infections.

Who is most likely to get an MRSA infection?

In the hospital, people who are more likely to get an MRSA infection are people who:

- Have other health conditions making them sick.
- Have been in the hospital or a nursing home.
- Have been treated with antibiotics.

People who are healthy and who have not been in the hospital or a nursing home can also get MRSA infections. These infections usually involve the skin. More information about this type of MRSA infection, known as “community-associated MRSA” infection, is available from the Centers for Disease Control and Prevention (CDC). [http://www.cdc.gov/mrsa](http://www.cdc.gov/mrsa)

How do I get an MRSA infection?

People who have MRSA germs on their skin or who are infected with MRSA may be able to spread the germ to other people. MRSA can be passed on to bed linens, bed rails, bathroom fixtures, and medical equipment. It can spread to other people on contaminated equipment and on the hands of doctors, nurses, other health care providers and visitors.
For Your Safety

Can MRSA infections be treated?

Yes, there are antibiotics that can kill MRSA germs. Some patients with MRSA abscesses may need surgery to drain the infection. Your health care provider will determine which treatments are best for you.

What are some of the things that hospitals are doing to prevent MRSA infections?

To prevent MRSA infections, doctors, nurses, and other health care providers:

- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for every patient.
- Carefully clean hospital rooms and medical equipment.
- Use Contact Precautions when caring for patients with MRSA. Contact Precautions mean:
  - Whenever possible, patients with MRSA will have a single room or will share a room only with someone else who also has MRSA.
  - Health care providers will put on gloves and wear a gown over their clothing while taking care of patients with MRSA.
  - Visitors may also be asked to wear a gown and gloves.
  - When leaving the room, hospital providers and visitors remove their gown and gloves and clean their hands.
  - Patients on Contact Precautions are asked to stay in their hospital rooms as much as possible. They should not go to common areas, such as the gift shop or cafeteria. They may go to other areas of the hospital for treatments and tests.
  - May test some patients to see if they have MRSA on their skin. This test involves rubbing a cotton-tipped swab in the patient’s nostrils or on the skin.
For Your Safety

What can I do to help prevent MRSA infections?

In the hospital:

- Make sure that all doctors, nurses, and other health care providers clean their hands with soap and water or an alcohol-based hand rub before and after caring for you. If you do not see your providers clean their hands, please ask them to do so.

When you go home:

- If you have wounds or an intravascular device (such as a catheter or dialysis port) makes sure that you know how to take care of them.

Can my friends and family get MRSA when they visit me?

The chance of getting MRSA while visiting a person who has MRSA is very low. To decrease the chance of getting MRSA your family and friends should:

- Clean their hands before they enter your room and when they leave.
- Ask a health care provider if they need to wear protective gowns and gloves when they visit you.

What do I need to do when I go home from the hospital?

To prevent another MRSA infection and to prevent spreading MRSA to others:

- Keep taking any antibiotics prescribed by your doctor. Don’t take half-doses or stop before you complete your prescribed course.
- Clean your hands often, especially before and after changing your wound dressing or bandage.
- People who live with you should clean their hands often as well.
- Keep any wounds clean and change bandages as instructed until healed.
- Avoid sharing personal items such as towels or razors.
- Wash and dry your clothes and bed linens in the warmest temperatures recommended on the labels.
- Tell your health care providers that you have MRSA. This includes home health nurses and aides, therapists, and personnel in doctors’ offices.
- Your doctor may have more instructions for you.
- If you have questions, please ask your doctor or nurse.
For Your Safety

Reducing Your Health Care Associated Infections

Central line, catheter-associated urinary tract infection, surgical infection and ventilator-associated pneumonia are the most common health care associated infections. We have outlined how to reduce your risk of each:

Central Venous Infections

What is a catheter-associated bloodstream infection?
A “central line” or “central catheter” is a tube that is placed into a patient’s large vein, usually in the neck, chest, arm, or groin. The catheter is often used to draw blood, or give fluids or medications. It may be left in place for several weeks. A bloodstream infection can occur when bacteria or other germs travel down a “central line” and enter the blood. If you develop a catheter-associated bloodstream infection you may become ill with fevers and chills or the skin around the catheter may become sore and red.

Can a catheter-associated bloodstream infection be treated?
A catheter-associated bloodstream infection is serious, but often can be successfully treated with antibiotics. The catheter might need to be removed if you develop an infection.

What are some of the things that hospitals are doing to prevent catheter-associated bloodstream infections?

To prevent catheter-associated bloodstream infections doctors and nurses will:

- Choose a vein where the catheter can be safely inserted and where the risk for infection is small.
- Clean their hands with soap and water or an alcohol-based hand rub before putting in the catheter.
- Wear a mask, cap, sterile gown, and sterile gloves when putting in the catheter to keep it sterile. The patient will be covered with a sterile sheet.
- Clean the patient’s skin with an antiseptic cleanser before putting in the catheter.
- Clean their hands, wear gloves and clean the catheter opening with an antiseptic solution before using the catheter to draw blood or give medications. Health care providers also clean their hands and wear gloves when changing the bandage that covers the area where the catheter enters the skin.
- Decide every day if the patient still needs to have the catheter. The catheter will be removed as soon as it is no longer needed.
- Carefully handle medications and fluids that are given through the catheter.
For Your Safety

What can I do to help prevent a catheter-associated bloodstream infection?

- Ask your doctors and nurses to explain why you need the catheter and how long you will have it.
- Ask your doctors and nurses if they will be using all of the infection prevention methods discussed.
- Make sure that all doctors and nurses caring for you clean their hands with soap and water or an alcohol-based hand rub before and after caring for you.
- If your bandage comes off or becomes wet or dirty, tell your nurse or doctor immediately.
- Inform your nurse or doctor if the area around your catheter is sore or red.
- Do not let family and friends who visit touch the catheter or the tubing.
- Make sure family and friends clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see your providers clean their hands, please ask them to do so.

What do I need to do when I go home from the hospital?

Some patients are sent home from the hospital with a catheter in order to continue their treatment. If you go home with a catheter, your doctors and nurses will explain everything you need to know about taking care of your catheter.

- Make sure you understand how to care for the catheter before leaving the hospital. For example, ask for instructions on showering or bathing with the catheter and how to change the catheter dressing.
- Make sure you know who to contact if you have questions or problems after you get home.
- Make sure you wash your hands with soap and water or an alcohol-based hand rub before handling your catheter.
- Watch for the signs and symptoms of catheter-associated bloodstream infection, such as soreness or redness at the catheter site or fever, and call your health care provider immediately if any occur.
- If you have additional questions, please ask your doctor or nurse.
For Your Safety

*Surgical Site Infections (SSI)*

**What is a Surgical Site Infection (SSI)?**
A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. However, infections develop in about one to three out of every 100 patients who have surgery.

**Some of the common symptoms of a surgical site infection are:**
- Redness and pain around the area where you had surgery
- Drainage of cloudy fluid from your surgical wound
- Fever

**Can SSIs be treated?**
Yes. Most surgical site infections can be treated with antibiotics. The antibiotic given to you depends on the bacteria (germs) causing the infection. Sometimes patients with SSIs also need another surgery to treat the infection.

**What are some of the things that hospitals are doing to prevent SSIs?**
To prevent SSIs, doctors, nurses, and other health care providers:

- Clean their hands and arms up to their elbows with an antiseptic agent just before the surgery.
- Clean their hands with soap and water or an alcohol-based hand rub before and after caring for each patient.
- May remove some of your hair immediately before your surgery using electric clippers if the hair is in the same area where the procedure will occur. They should not shave you with a razor.
- Wear special hair covers, masks, gowns, and gloves during surgery to keep the surgery area clean.
- Give you antibiotics before your surgery starts. In most cases, you should get antibiotics within 60 minutes before the surgery starts and the antibiotics should be stopped within 24 hours after surgery.
- Clean the skin at the site of your surgery with a special Soap that kills germs.
For Your Safety

What can I do to help prevent SSIs?

Before your surgery:
- Tell your doctor about other medical problems you may have. Health problems such as allergies, diabetes and obesity could affect your surgery and your treatment.
- Quit smoking. Patients who smoke get more infections. Talk to your doctor about how you can quit before your surgery.
- Do not shave near where you will have surgery. Shaving with a razor can irritate your skin and make it easier to develop an infection. At the time of your surgery:
  - Speak up if someone tries to shave you with a razor before surgery. Ask why you need to be shaved and talk with your surgeon if you have any concerns.
- Ask if you will get antibiotics before surgery.
- After your surgery:
  - Make sure that your health care providers clean their hands before examining you, either with soap and water or an alcohol-based hand rub.
  - Family and friends who visit you should not touch the surgical wound or dressings.
  - Family and friends should clean their hands with soap and water or an alcohol-based hand rub before and after visiting you. If you do not see them clean their hands, ask them to clean their hands.
  - If you do not see your providers clean their hands, please ask them to do so.

What do I need to do when I go home from the hospital?

Before you go home, your doctor or nurse should explain everything you need to know about taking care of your wound. Make sure you understand how to care for your wound before you leave the hospital.
- Always clean your hands before and after caring for your wound.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- If you have any symptoms of an infection, such as redness and pain at the surgery site, drainage, or fever, call your doctor immediately.
- If you have additional questions, please ask your doctor or nurse.
For Your Safety

Catheter-Related Infections

What is “catheter-associated urinary tract infection”?

A urinary tract infection (also called “UTI”) is an infection in the urinary system, which includes the bladder (which stores the urine) and the kidneys (which filter the blood to make urine). Germs (for example, bacteria or yeasts) do not normally live in these areas; but if germs are introduced, an infection can occur.

If you have a urinary catheter, germs can travel along the catheter and cause an infection in your bladder or your kidney; in that case it is called a catheter-associated urinary tract infection (or “CA-UTI”).

What is a urinary catheter?

A urinary catheter is a thin tube placed in the bladder to drain urine. Urine drains through the tube into a bag that collects the urine. A urinary catheter may be used:

- If you are not able to urinate on your own
- To measure the amount of urine that you make, for example,
- during intensive care
- During and after some types of surgery
- During some tests of the kidneys and bladder

People with urinary catheters have a much higher chance of getting a urinary tract infection than people who don’t have a catheter.
For Your Safety

How do I get a catheter-associated urinary tract infection (CA-UTI)?

If germs enter the urinary tract, they may cause an infection. Many of the germs that cause a catheter-associated urinary tract infection are common germs found in your intestines that do not usually cause an infection there. Germs can enter the urinary tract when the catheter is being put in or while the catheter remains in the bladder.

- What are the symptoms of a urinary tract infection?
- Some of the common symptoms of a urinary tract infection are:
  - Burning or pain in the lower abdomen (that is, below the stomach)
  - Fever
  - Bloody urine may be a sign of infection, but is also caused by other problems.
  - Burning during urination or an increase in the frequency of urination after the catheter is removed. Sometimes people with catheter-associated urinary tract infections do not have these symptoms of infection.

Can catheter-associated urinary tract infections be treated?

Yes, most catheter-associated urinary tract infections can be treated with antibiotics and removal or change of the catheter. Your doctor will determine which antibiotic is best for you.
For Your Safety

What are some of the things that hospitals are doing to prevent catheter-associated urinary tract infections?

To prevent urinary tract infections, doctors and nurses take the following actions:

- Catheter insertion:
  - Catheters are put in only when necessary and they are removed as soon as possible.
  - Only properly trained persons insert catheters using sterile ("clean") technique.
  - The skin in the area where the catheter will be inserted is cleaned before inserting the catheter.

Other methods to drain the urine are sometimes used, such as:

- External catheters in men (these look like condoms and are placed over the penis rather than into the penis)
- Putting a temporary catheter in to drain the urine and removing it right away. This is called intermittent urethral catheterization.

Catheter care

- Health care providers clean their hands by washing them with soap and water or using an alcohol-based hand rub before and after touching your catheter.
- Avoid disconnecting the catheter and drain tube. This helps to prevent germs from getting into the catheter tube.
- The catheter is secured to the leg to prevent pulling on the catheter.
- Avoid twisting or kinking the catheter.
- Keep the bag lower than the bladder to prevent urine from back flowing to the bladder.
- Empty the bag regularly. The drainage spout should not touch anything while emptying the bag.
- If you do not see your providers clean their hands, please ask them to do so.
For Your Safety

What can I do to help prevent catheter-associated urinary tract infections if I have a catheter?

- Always clean your hands before and after doing catheter care.
- Always keep your urine bag below the level of your bladder.
- Do not tug or pull on the tubing.
- Do not twist or kink the catheter tubing.
- Ask your health care provider each day if you still need the catheter.

What do I need to do when I go home from the hospital?

- If you will be going home with a catheter, your doctor or nurse should explain everything you need to know about taking care of the catheter. Make sure you understand how to care for it before you leave the hospital.
- If you develop any of the symptoms of a urinary tract infection, such as burning or pain in the lower abdomen, fever or an increase in the frequency of urination, contact your doctor or nurse immediately.
- Before you go home, make sure you know who to contact if you have questions or problems after you get home.
- If you have questions, please ask your doctor or nurse.
For Your Safety

Ventilator-Associated Pneumonia

What is a Ventilator-Associated Pneumonia (VAP)?

A “pneumonia” is an infection of the lungs. A “ventilator” is a machine that helps a patient breathe by giving oxygen through a tube. The tube can be placed in a patient’s mouth, nose, or through a hole in the front of the neck. The tube is connected to a ventilator. A “ventilator-associated pneumonia” or “VAP” is a lung infection or pneumonia that develops in a person who is on a ventilator.

Why do patients need a ventilator?

A patient may need a ventilator when he or she is very ill or during and after surgery. Ventilators can be life-saving, but they can also increase a patient’s chance of getting pneumonia by making it easier for germs to get into the patient’s lungs.

What are some of the things that hospitals are doing to prevent ventilator-associated pneumonia?

To prevent ventilator-associated pneumonia, doctors, nurses, and other health care providers:

- Keep the head of the patient’s bed raised between 30 and 45 degrees unless other medical conditions do not allow this to occur.
- Check the patient’s ability to breathe on his or her own every day so that the patient can be taken off of the ventilator as soon as possible.
- Clean their hands with soap and water or an alcohol-based hand rub before and after touching the patient or the ventilator.
- Clean the inside of the patient’s mouth on a regular basis.
- Clean or replace equipment between use on different patients.
For Your Safety

What can I do to help prevent VAP?

- If you smoke, quit. Patients who smoke get more infections. If you are going to have surgery and will need to be on a ventilator, talk to your doctor before your surgery about how you can quit smoking.
- Family members can ask about raising the head of the bed.
- Family members can ask when the patient will be allowed to try breathing on his or her own.
- Family members can ask doctors, nurses and other health care providers to clean their hands.
- Family members can ask about how often health care providers clean the patient’s mouth.

Can VAP be treated?

VAP can be a very serious infection. Most of the time, these infections can be treated with antibiotics. The choice of antibiotics depends on which specific germs are causing the infection. Your health care provider will decide which antibiotic is best.

If you have questions, please ask your doctor or nurse.

Suicide and Crisis Prevention

If you are having thoughts of suicide, we have resources at your disposal. Please know that we are concerned not only for your physical health but your emotional well-being also. If you are having thoughts of suicide please let anyone on your care team know or access the local county hotlines. They can be reached by phone at:

Crisis Hotline
Calumet: (920) 849-9317
Outagamie: (920) 832-4646
Winnebago: (920) 233-7707 or (920) 722-7707
Services

Caring Companion Service

Trained volunteers provide temporary assistance to persons recently discharged from the hospital to help them regain and maintain independence after their hospital stay. This service may provide emotional support and reassurance, as well as practical assistance with shopping, light housekeeping, errands, post cardiac follow-up and delivery of Passport 55 information. If you would like to make a referral to the program or would like more information, please call the program coordinator at (920) 223-0227.

LifeDirect Home Monitor Services

LifeDirect is an easy-to-use personal response service. Quick assistance can be summoned whenever you need it—24 hours a day, 365 days a year. LifeDirect brings innovative technology into the home, so you can remain independent and enjoy peace of mind knowing that help is as close as the push of a button. There are no age or medical requirements. In addition to the LifeDirect home monitoring system, we offer other services to help people live safely and independently in their homes such as fall detectors, medication dispensers, personal reminders, and Alzheimer's patient monitoring. A monthly user fee is charged for the service.

For information, ask your nurse or case manager, or call 1-855-244-9753.

Volunteer Services

Last year, our 600 volunteers gave more than 76,000 hours of service to Mercy Medical Center and the Oshkosh community. Volunteers at Mercy serve as receptionists, patient transport and escort, assist on patient care units, provide clerical projects, and provide many other services. Mercy Medical Center Volunteers (MMCV) are also dedicated to raising funds to benefit hospital and community health care programs. They provide annual scholarships to nursing, radiology and high school students.

If you would like to learn more about the services of Mercy volunteers, please call the Volunteer Services department at (920) 223-0225 or check out our website at www.affinityhealth.org/volunteer. We welcome new volunteers!
Services

Spiritual Services

Clergy and lay person staff may often come to visit you and are available 24 hours a day to meet your spiritual needs.

- Religious services are offered Tuesday–Thursday at noon.
- Catholic mass is held on Sunday at 8:30 a.m.
- Protestant worship service takes place on Sunday at 9:30 a.m.
- All Sunday services are televised on Spiritual Services closed circuit channel 63.
- Inspirational video tapes are available for viewing 24 hours a day on closed channel.
- Holy Communion for Roman Catholic patients will be delivered by Eucharistic Ministers anytime between 8am and 8pm (avoiding Meal times).

Chapel Staff:

Because we value the importance of the spiritual dimension of healing we provide well-trained chaplains to meet the pastoral needs of patients, families and staff with 24 hour coverage. Ecumenically staffed since 1972. In addition, unless you stated otherwise on admission, a member of your own church may also come to visit. If you ever want this changed, just let Spiritual Services know.

- The chapel is the APEX of the total complex … at the CENTER of the facility … the heart of our healing ministry.
- The Chapel of the Good Shepherd is open 24 hours a day for prayer and meditation.
- New altar and accessories were designed and crafted by Mike Jagiello of Almond, Wisconsin. They are made of cherry and maple wood.
- The refurbished tabernacle and large round window are from the original chapel of 1924. These are in the Eucharistic Chapel.
- Windows, statuary and chairs were brought from the previous chapel of 1980.
- The chapel has a capacity of 50.
- The holy oils, symbolic of the healing mission of Christ, are reverently placed on a specifically designed pedestal in the chapel.
- For the on-call chaplain, call “00” otherwise feel free to contact our department at 920-223-0120.
What Affinity Chaplains Offer

Spirituality is an important part of healing and wellbeing. The Spiritual Services staff is an integral member of the interdisciplinary health care team as it provides care to the whole person.

Our Spiritual Services department provides spiritual care to patients’ families and associates. We welcome and respect all faiths and beliefs and work very hard to meet everyone’s personal needs. Our chaplains are on call 24 hours a day to help facilitate the use of sources of hope, forgiveness, peace, reconciliation, healing, acceptance and love.

Affinity Health System chaplains provide companionship and emotional support to patients, families and staff. We offer ongoing visits, prayer, sacraments and grief support. We also conduct interfaith worship services and memorial services. When you contact a chaplain for help, you can expect:

- confidentiality
- good listening skills
- acceptance and understanding
- emotional and spiritual support
- information and guidance about medical ethics questions, including organ donation, life support decisions, end-of-life issues and other questions
- grief support in living with death and loss
When Should I Call a Chaplain?

Spiritual Services can help when patients, family members or staff members feel emotions such as anger, denial, fear, grief, hopelessness, and post-traumatic stress or other spiritual questions or problems. Such emotions can occur because of a change in environment, a troubling diagnosis, pain and suffering, death, financial hardship and other stressful situations.

Signs of spiritual distress may include:
- feelings of hopelessness, despair, emptiness, fear, resentment, guilt and shame
- lack of self-esteem or confidence
- pain and suffering
- inability to trust
- depression
- denial
- substance abuse
- history of abuse or neglect
- moral or ethical conflicts
- unresolved feelings about death and dying
- alienation, avoidance or withdrawal from God and other people
- role change or identity crisis
- emotional detachment
- grief and loss

A chaplain is available through the Affinity Spiritual Services department for non-urgent needs at Mercy Medical Center by asking a staff person to contact a chaplain for you or by calling (920) 223-2012 from any hospital phone and at St. Elizabeth Hospital 738-2655 or 8-2655. Our board-certified chaplains are available Monday through Friday from 8 a.m. – 4:30 and on-call for emergencies 24 hours a day, 7 days a week.

Urgent needs: call operator at (920) 223-2000 or from your room dial “00” and page “Chaplain on Call.”

The Spiritual Services department, with your permission when you register, will also notify your church when you are hospitalized at Mercy Medical Center.
Caregivers Support Group

Caregiver support is FREE to all caregivers including those of inpatients, discharged patients, the public and employees.

Caregiver support groups discuss maintaining stability in your family, financial issues, seeking help/sharing the care, managing the physical care of your loved one, and your home as a "mini hospital."

EVERY WEDNESDAY from 3:30 - 5:00 p.m.
Located at Mercy Medical Center in the 5th floor Sub-Acute Family Lounge

EVERY WEDNESDAY from 1:00 - 2:30 p.m.
Located at St. Elizabeth Hospital in the Helen G. Fowler conference center.
Rehabilitation Services

The role of rehabilitation is to assist individuals with functional limitations in achieving their maximum level of function. Your physician may order physical, occupational or speech therapy or cardiac/pulmonary rehabilitation.

If any of these services are ordered, a therapist will work with you to determine how we can best meet your individual needs. The Therapist will meet you in your room and complete an evaluation. The type and frequency of your therapy will be based on the results of this evaluation.

Occupational therapy will address areas such as activities of daily living, cognition, visual perception, strength, range of motion, upper extremity pain and splinting needs.

Physical therapy will address area such as pain, mobility, balance, range of motion, strength, conditioning, coordination, endurance, fall prevention, gait and wheelchair management.

Speech therapy will address areas of speech, swallowing and cognition.

Cardiac and pulmonary rehabilitation will provide progressive exercise and education following a cardiac event or lung problems.

Your therapists will help you decide which tasks you need to work on to prepare you to return home.

Depending on your needs, you may also be recommended for:

- Inpatient Rehabilitation Unit for people with physical, functional or behavioral deficits who can benefit from intensive therapy and an interdisciplinary treatment approach.
- Outpatient Therapy following your discharge.
- Therapy through a home health agency
- Your therapists and case management staff will assist you or your family in making arrangements for continual therapy after you leave the hospital.
Patient/Family Education for Pain Control

Pain Management

It is Affinity’s goal to keep you as comfortable as possible. Your health care team (physicians, nurses, therapists, pharmacists, etc.) will work with you to find your best treatment options. Your nurse will help you to identify an acceptable or “tolerable” pain level. “Tolerable” means that you will still have some aches and discomfort, but your pain is at a level where you can still do things that will help you get better, such as: turn in bed; cough and deep breathe; get out of bed; sit up in a chair; participate in therapy; and walk. When you tell us you are in pain, we will act quickly to relieve your pain. It is important that you help us by telling a member of your health care team about your discomfort including where it is, how it feels and how well the treatment is working.

Why is Pain Control Important?

Unrelieved pain has many negative effects, which may delay healing. -When you are comfortable, you can breathe, move and walk more easily. This helps you recover and helps prevent problems such as blood clots and infections. If you are having pain, do not wait to report your pain to a member of your health care team. Pain is easier to treat when we start early.

Your health care team will ask you questions throughout your hospital stay/office visit to help them understand your pain and help them recommend the most appropriate treatment.
Patient/Family Education for Pain Control

Below is a pain scale used to assist you in scoring your level of discomfort.

- **Worst Pain Possible**: Unbearable
  - Unable to do any activities because of pain.
- **Intense, Dreadful**: Horrible
  - Unable to do most activities because of pain.
- **Miserable**: Distressing
  - Unable to do some activities because of pain.
- **Nagging Pain**: Uncomfortable
  - Can do most activities with rest periods.
- **Mild Pain**: Annoying
  - Pain is present but does not limit activity.
- **No Pain**: None

Staff

During your stay, you will be cared for by a Patient Care Team, who are identified as colleagues. Along with your physicians, you can count on these people to assist you:

Registered Nurse (RN) is responsible for assessing your progress and designing, implementing and evaluating your care plan. Professional colleagues include registered nurses, pharmacists, therapists, clinicians, social workers and our chaplains.

Licensed Practical Nurse (LPN) provide advanced technical skills such as data collection and medication distribution.

Technical Colleague is certified and responsible for assisting you with bathing and other aspects of your personal care. Both technical and the licensed practical nurses also perform other skills such as EKGs, phlebotomy and simple breathing treatments.

Environmental Associates facilitate efficient function within the unit by performing housekeeping duties, assisting with transport and helping with personal care.

Unit Clerks are responsible for clerical functions, communication, unit coordination, record keeping and customer relations.

Hospitalists are physicians who specialize in hospital care. He/she communicates with your primary care doctor about any changes in your condition or treatment. He/she will also work closely with you and your family. Our Hospitalist Program at Affinity is part of a nationwide trend redefining the future of inpatient care.

Anesthesiologist or Nurse Anesthetist is a provider who will manage your anesthesia during any surgical procedures. They give you anesthesia which is medication administered for the relief of pain and sensation during surgery.
Staff

Occupational Therapist (OT) & Occupational Therapy Assistant (OTA) provide assessment and treatment to help you regain strength and function for daily living.

Physical Therapist (PT) & Physical Therapist Assistant (PTA) provide assessment and treatment to help you regain mobility and function so you can return to the life you enjoy.

Speech Language Pathologist (SLP) provide assessment and treatment to regain speech, swallowing or cognitive abilities.

Cardiac & Pulmonary Rehabilitation Specialists provide assessment, education and treatment to patients who have had a cardiac event or are experiencing lung problems.

Respiratory Therapists are specialists who work with your doctors and nurses to help you breathe easier with and without equipment and medicines should you need it.

Pharmacists prepare medicines and consult with the doctors and nurses to make sure your treatment gives you the most benefit.

Chaplains may visit you to provide spiritual support. They can also arrange for you to receive visits from your spiritual leader.

Dieticians are always available to evaluate your nutritional need and suggest the best types of food for your condition if needed.

Case Managers and Social Workers assess and plan for any continuing care needs you may have before leaving for home or other living situation. Please work with your nurse to contact them.
Patients Rights and Responsibilities

Each patient at Affinity Health System, (AHS) or when appropriate, the patient’s representative (as allowed under Wisconsin law) has the right to:

1. Be informed of their patient rights upon admission to the hospital or in advance of furnishing or discontinuing care, whenever possible.

2. Have a family member or representative of his/her choice and his/her own physician informed when being admitted to the hospital.

3. A formal complaint process for the initiation, and, when possible, prompt resolution of patient complaints and grievances concerning quality of care and privacy of health information, as well as information on whom to contact, including state agencies and the Joint Commission to file a complaint/grievance. The complaint/grievance process and timeframes for resolution are found in the AHS Patient Bill of Rights and Patient Complaint Resolution policy which can be obtained by contacting our LEP Coordinator/Director of Quality Management via the Patient Relations Center at (920) 628-9700.

4. Participate in the development and implementation of his/her plan of care and the right to make informed decisions regarding his/her care. This includes the right to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequence of such refusal.

5. Be informed of his/her health status, be involved in care planning and treatment and be able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

6. Formulate advance directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law, and to have hospital and clinic staff and practitioners who provide care comply with these directives.

7. Personal privacy and confidentiality of information except in those cases permitted by law.
Patients Rights and Responsibilities


9. Be kept free from all forms of abuse and harassment.

10. Confidentiality of his/her clinical records.

11. Access information contained in his/her medical records within a reasonable timeframe. AHS must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.

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

13. Be informed regarding less than favorable results of treatment.

14. Know the identity and professional status of individuals providing service to them.

15. Care that includes consideration of psychosocial, spiritual and cultural variables.

16. Have reasonable access to considerate and respectful care.

17. Refuse to participate in research or receive experimental treatment and the right to withdraw from participation at any time.

18. Participate in the consideration of ethical issues that arise in his/her care.

19. Relief of pain when possible.

20. End-of life care that optimizes comfort and dignity, including effective pain management.
Patients Rights and Responsibilities

21. Qualified interpreter services at no cost to them, not be required to rely on their minor children, other relatives, or friends as interpreters, and file a grievance about the language access services provided them by contacting the LEP Coordinator/Director of Quality Management at (920) 628-9700.

22. Receive the organization’s “Notice of Privacy Practices” as required by the HIPAA privacy regulations, which delineates how health information may be used and disclosed, and the patient’s rights and providers’ legal duties with respect to protected health information.

23. Not be denied appropriate hospital care because of their race, creed, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap or payment source.

24. To know who has overall responsibility for their care.

25. Except in emergencies, not be transferred to another facility without being given a full explanation for the transfer, provision made for continuing care and acceptance by the receiving facility.

26. Examine his/her hospital bill and receive an explanation of the bill, regardless of source of payment and receive, upon request, information regarding financial assistance available through the hospital.

27. Designate persons who are permitted to visit during his/her hospital stay.

Note: Patients in special care areas such as Alcohol and Other Drug Abuse, Adult Mental Health and Child & Adolescent Mental Health will receive specific information on patient rights and grievances during their admission to those specialized care areas.
Patients Rights and Responsibilities

All patients have the responsibility to:

- Actively participate in decisions regarding their health care, treatment and services.
- Be as accurate and complete as possible in providing information about their medical history.
- Notify their doctor or nurse regarding concerns about a course of treatment or care decision, or if they feel they cannot or will not follow a treatment plan.
- Notify their doctor or nurse regarding a concern about their hospital or clinic care.
- Ask for clarification when not understanding what is being asked or why it is being asked.
- Be considerate of other patients and staff, respecting their privacy and confidentiality.
- Use hospital or clinic property and equipment for their intended use.
- Follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with doctors, nurses and other staff.
- Meet financial commitments.

If you have questions or concerns regarding your rights or care received while at Affinity Health System, contact the Patient Relations Center at (920) 628-9700 and/or the department’s director/manager.
Mercy Health Foundation

Mercy Medical Center physicians, employees, former patients and community friends, come together through Mercy Health Foundation to support the excellent and personalized care available to you at Mercy. Their charitable gifts to the Foundation help fund up-to-date technology, continuing education for nurses, charity care for the uninsured and many other specialized projects that help to assure patient care needs and expectations are met.

Some of the projects Mercy Health Foundation donors have helped accomplish are:

- This modern and attractive hospital facility.
- Renovation of the Michael D. Wachtel Cancer Center to make it more comfortable for patients and efficient for staff.
- All new equipment in the heart catheterization suite.
- A high-speed, 64-slice CT scanner for heart, cancer and other patients.
- Digital mammography technology for the Phyllis Leach Breast Center.
- Primary health care for uninsured Winnebago County residents at the Living Healthy Community Clinic.
- Dental care for low income Oshkosh area residents at the Tri-County Community Dental Clinic.
- A free, supervised exercise program for patients and community friends with physical disabilities.
- The Mary Kimball Anhaltzer Center for Integrative Medicine.

Foundation donors are playing a growing and important role in assuring that the best in health care is available close to home at Mercy.

If you would like more information about the good work of Mercy Health Foundation donors, call (920) 223-0520 or go to our web site at www.mmcgift.org. Together we are Saving Lives, Giving Hope and Building Healthier Communities.
Accreditations

Mercy Medical Center is accredited by the Joint Commission on Accreditation of Health Care Organizations. This means the hospital has voluntarily chosen to have its performance measured against standards set by a nationwide organization sponsored by the American College of Surgeons, the American Hospital Association and the American Medical Association. These standards are applied to every area of the hospital and there is a continuous, internal process in place to review, inspect and update hospital operations.

The purpose of participating in the accreditation process is to ensure that every patient’s welfare is entrusted to competent, dedicated professionals.

Mercy Medical Center is also accredited by:
- Wisconsin Department of Health and Family Services
- Wisconsin Alcoholism and Drug Counselor Certification Board, Inc.
- College of American Pathologists
- American College of Surgeons
- The Joint Commission on Accreditation of Hospitals
- Cancer Certified
- Chest Pain Certified
- Stroke Certified

Mercy Medical Center is licensed by:
- The United States Department of Health, and Human Services for participation in the Medicare Program
- Wisconsin Professional Review Organization

Mercy Medical Center is a member of:
- Wisconsin Department of Health and Family Services Division of Community Programs for AODA programs
- American Hospital Association
- Catholic Health Association of the United States
- Wisconsin Hospital Association
- Catholic Health Association of Wisconsin
- Wisconsin Association of Alcohol and Other Drug Abuse, Inc.
- Wisconsin Alcohol/Drug Treatment Providers Association
- American Medical Rehabilitation Providers Association
Agencies

**Developmentally Disabled**
Northeastern Region
200 N. Jefferson St., Suite 211
Green Bay, WI 54301
(920) 448-5240

**Fees/Business Practices**
Dept. of Agriculture, Trade & Consumer Protection
2811 Agriculture Dr.
Madison, WI 53718-6777
(608) 224-4960 or 1-800-422-7128

**Health Services**
Ambulatory, Surgery, Dialysis
2917 International Ln.
Madison, WI 53704
(608) 266-8740

**HIPAA Concerns**
U.S. Dept. of Health & Human Services - Office for Civil Rights
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
(312) 886-2359 or TDD (312) 353-5693
FAX (312) 886-1807

**Home Health & Hospice Concerns**
Health Services Section - Bureau of Quality Assurance
Department of Health & Family Services
2917 International Ln., Suite 300
Madison, WI 53704-3100
Toll Free 1-800-642-6552

**Joint Commission on Accreditation of Health Care Organizations / Quality of Care and Patient Safety Concerns**
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
(630) 792-5000
Agencies

Hospitals/Nursing Homes/Quality of Care Concerns
Bureau of Quality Assurance
1 W. Wilson
P.O. Box 2969
Madison, WI 53701-2969
(608) 266-8481

Insurance/HMO’s
Office of the Commissioner of Insurance
P.O. Box 7873
Madison, WI 53702-7873
(608) 266-3585 or 1-800-236-8517
711 (TDD) ask for (608) 266-3586

Interpreter and/or Translation Service Concerns
Dept. of Health & Family Services
Division of Management Technology - Office of Civil Rights Compliance
1 W. Wilson, Room 561
P.O. Box 7850
Madison, WI 53707
(608) 266-9372 or TDD (608) 266-2555

Behavioral Health, Alcohol & Other Drug Abuse Services
(608) 243-2087

Physicians & Other Health Care Professionals
Wisconsin Dept. of Regulation & Licensing
1400 E. Washington Ave.
P.O. Box 8935
Madison, WI 53708
Complaints: (608) 266-7482 (automated number)
Direct Line: (608) 266-3736
Discharge Procedure

Nursing staff will assist you during the discharge process. On the day of discharge, your nurse will review all discharge instructions and medications with you and/or your family member. Please be aware that once your provider informs you that you will be discharged, the nursing staff will need a period of time to prepare these instructions and medications for you. Please be patient during this process.

Case management/social services staff will work with your health care team in assessing and planning for continuing care needs following hospitalization, whether you return home, transfer to an extended care facility or move to another living situation.

Patients have a right to request a discharge planning evaluation.

If you would like to request a discharge planning meeting, or have questions regarding discharge planning, please call case management staff at (920) 223-0570.

You may receive two phone calls within 3 to 10 days after discharge. One call is to complete an anonymous satisfaction survey, which assists the hospital in improving our services. The second is a discharge follow-up phone call to assess how your transition following hospitalization is going and to address any questions you may have. You should also expect a follow up appointment upon discharge.

DISCHARGE CHECKLIST

Before leaving, make sure you have:
• Transportation (you must wait in your room until your transporter arrives)
• Discharge paperwork including prescriptions and list of any medications
• A follow up discharge appointment
• Instructions for care after you leave the hospital
• Any valuables or medications that were sent to safekeeping
• Glasses, contact lenses, hearing aids and dentures
• Personal medical or electronic devices
• All personal belongings including jewelry, watches, etc.
Financial Arrangements

- Your bill is a summary of the services and supplies received while in the hospital.
- Arrangements for payment of the hospital bill are your responsibility.
- The hospital will bill your insurance company from the information provided at the time of registration.
- Payment of known deductibles and co-insurance amounts is required at discharge.
- Any difference remaining after insurance payment has been applied will be billed to you.
- If you need assistance or have questions about your bill, call Patient Business Services at (920) 628-9000 or 1-866-832-1120.
- The hospital bill does not include your attending physician or surgeon’s fees. Physician specialists such as radiologists, anesthesiologists and pathologists will also bill you separately for their services.
- Please note: If you are a Medicare patient, staying overnight when your stay is considered outpatient by Medicare, that Medicare Part B does not pay for medications on their self administered list even if a nurse administers them to you. If you have questions about this please contact Medicare.
- The Affinity Care program provides assistance to our patients who have the inability to make payment arrangements on their balance. Individuals with limited financial resources who meet eligibility requirements will be eligible for a charitable reduction on their balance due. If you feel you may be eligible, call (920) 628-9670 or 1-877-928-5678.
Outpatient or Observation Status

Patient billing status is determined by the severity of your symptoms and what treatment you need. Your physician and the Hospital have determined that your billing status for this hospital stay is Outpatient or Observation status which means:

- You have an outpatient billing status even though you are in a regular hospital bed and receive some of the same services as a patient with an inpatient billing status.
- Your expected length of stay in the hospital will typically be less than 48 hours.
- Your physician will determine your actual length of stay based upon your condition and progress.
- At least every 24 hours, your doctor will be reviewing your condition to determine if he or she should:
  - Admit you for inpatient treatment, or
  - Discharge you for continued outpatient follow-up care

MEDICARE BENEFICIARIES ONLY
Since Observation is an outpatient status, Medicare Part B deductible & co-payment amounts will apply.

For more information, see your Medicare Beneficiary Handbook, Part B costs for Covered Services & Items, Outpatient Hospital Services.

Medicare states the patient is responsible for the cost of certain medications—referred to as Self Administered Drugs. Many of your medications during your observation stay will not be covered by Medicare or your supplemental insurance—you will receive a bill for the medications. Some you may be able submit for reimbursement on Part D. The cost of the medications may be higher than prices from your pharmacy.

Observation or outpatient care does not count towards your 3 day hospital inpatient days required for Medicare coverage of any skilled nursing home placement. If you should need nursing home placement, your Case Manager will help you with options.
Outpatient or Observation Status

What problems do people have that would make observation appropriate?
Problems that can usually be treated aggressively and normally can be treated in 24-48 hours or conditions for which the cause has not yet been determined. Some examples are back pain, nausea, vomiting, weakness, stomach pain, headache, kidney stones, fever, some breathing problems, and some types of chest pain.

What if my physician decides my condition requires acute inpatient care?
After review of your care, your physician must write an order to convert your outpatient observation stay to a full inpatient admission. You will then not have any Part B charges and your medications will be covered.

What if my physician decides that I do not require acute inpatient care?
If your physician decides that your care can be performed outside a hospital setting you will be discharged. Additional outpatient testing or assistive services like home health care will be arranged if necessary.

Can I be placed into outpatient observation after undergoing an outpatient surgical procedure?
Only if it is medically necessary. Most insurers require a 4-6 hour “recovery period”. The intent of outpatient surgery is to have your surgery and be discharged the same day. However, if you experience a postoperative complication then your physician may place you into observation for further monitoring.

What type of post-surgical conditions may warrant further evaluation in “outpatient observation”?
- Inability to urinate.
- Inability to keep solids or liquids down requiring intravenous feedings.
- Inability to control pain.
- Unexpected surgical bleeding.
- Unstable vital signs.

What if I desire to spend the night in the hospital after my outpatient surgery? Will Medicare cover this?
No, Medicare will only pay if there is a medical condition that warrants postoperative monitoring.

Who can I call with questions about my coverage?
Our Patient Business Services department has customer service representatives available to assist you. They can be reached at 1-866-832-1120.
## Channel Guide – Phillips TV

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# Channel Guide – Samsung TV

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Connecting to Affinity

Open your Internet browser

*Examples: Internet Explorer, Google Chrome*

Type in a Web address
*Examples: www.google.com, www.yahoo.com*

You’ll see the Affinity Health System page come up.

Click ‘I Agree’

For assistance, please contact the IT Service Desk at **715-389-3456**

No password is needed.

You’re now connected to our wireless Internet!
We now have a new portal to look up limited results and pay bills online. To create an account, request a PIN # by visiting the myAffinity website at https://myaffinity.gehealthcare.com.
myAffinity Hospital provides information to patients regarding their inpatient stay similar to myAffinity provides for clinic patients. Patients can view, download or transmit the following information from myAffinity Hospital:

- Summary of care
- Discharge Instructions
- Medication Information
- Scheduled Appointments
- Many lab results

Patients must first enroll using their Medical Record Number (MRN). The patient will need to submit an enrollment request online using their name (as appears in Meditech), date of birth, MRN and valid email. Once the enrollment email arrives the patient will be able to complete instructions to create their unique login ID and password.

Sign up now! Help line 1-800-236-1338
myAffinity takes our Medical Home model one step farther. It connects to our hospital portal also! If you utilize our clinics this site you may:

View your outpatient diagnoses, medications and immunizations and most recent lab results.

Request appointments and prescription renewals on line.

Securely and confidentially communicate with your health care team for non-urgent matter.

Pay bills electronically.

Send a secure message to the billing department.

Securely receive discharge instructions and educational material covering most medical specialties for a variety of health conditions.

Request medical records.

Monitor your health.

For technical questions on the portal
Contact Our Customer Care Center
1-800-236-1338 - or -

For health-related or any questions on discharge – Call
Call Your Medical Home Team or your physician
For a complete directory of Ministry/Affinity hospital and clinic locations, visit: www.affinityhealth.org.
Frequently Asked Questions

Q: Is there a fee to use myAffinity?
A: This is a free service for Affinity patients.

Q: Who do I contact if I have questions?
A: Please call our Customer Care Center at 1-800-236-1338 if you have questions about myAffinity. If you have a question related to your health, please contact your Medical Home team.

Q: If some of my health information is not accurate, what should I do?
A: Your medical information comes from your Electronic Health Record. Discuss any information that you feel may be inaccurate with your Medical Home team at your next clinic visit.

Q: If I send a message through myAffinity, when can I expect a reply?
A: A reply will usually be sent to you within 24 hours. Secure messaging should not be used for any urgent situations. In an emergency, please dial 911.

Q: If I forget my password, what do I do?
A: Please click on the Forget Password link to reset your password. The system will prompt you through the steps to reset and activate a new password.

Help line 1-800-236-1338
Get Connected – Health eVisits

Other members at home? Save a trip to the ER! What is this Health eVisit I hear advertised? This new dynamic service is an online diagnosis and treatment option for common conditions that can be safely and accurately diagnosed online by clinicians. Tell your friends! HealtheVisits gives you access to quick, convenient care using your smart phone, tablet or computer. HealtheVisits is available seven days a week from 7 a.m. to 10 p.m. To launch your virtual visit, please go to www.healthevisits.org. To create your account you will need to register using your associate ID number. The registration process is very simple and you can use HealtheVisits right after you register. If you don’t receive a confirmation email when setting up your account, please check your email’s spam folder. A modern browser like Chrome or Firefox is required for HealtheVisits to function properly.

Treatable conditions and ailments through HealtheVisits include:

- Acid Reflux/Heart Burn (GERD)
- Allergies/Hay Fever
- Athlete’s foot
- Canker or cold sore
- Cold
- Constipation
- Diarrhea
- Diaper rash
- Female bladder infection
- Influenza (flu)
- Influenza prevention
- Jock itch
- Pink eye (Conjunctivitis)
- Ringworm
- Sinus infection
- Tinea
- Vaginal yeast infection
Games

STATE CAPITALS

CARSON CITY
SALT LAKE CITY
HELENA
CHARLESTON
BOSTON
BOISE
SANTA FE
COLUMBUS

HARRISBURG
ALBANY
TOPEKA
SALEM
DES MOINES
RICHMOND
FRANKFORT
CONCORD
ANnapolis

MONTPELIER
COLUMBIA
BISMARCK
NASHVILLE
SPRINGFIELD
ATLANTA
PIERRE
LITTLE ROCK
Questions to ask my provider before discharge — Write them down. Take control. Know!
Questions to ask my provider before discharge – Write them down. We want you to feel very confident - Keep asking questions - Take control - Know!
Notes – Thank you for choosing Mercy Medical Center!