TV Channels

2 = COMMUNITY ACCESS
3 = ABC WFRV - LOCAL
4 = NBC WTMJ - MILW
5 = ABC - MILW
6 = CBS WGBA - LOCAL
7 = NBC 26 - LOCAL
8 = PBS
9 = WB14 MILW
10 = PBS
11 = WB WVTV - LOCAL
12 = FOX - LOCAL
13 = UPN 32
14 = ESPN CLASSIC
15 = ESPN 2
16 = ESPN
17 = MTV
18 = COMEDY
19 = CABLE INFO
20 = CSPAN
21 = USA
22 = A&E
23 = NGC
24 = HISTORY
25 = TBS
26 = SHOP NBC
27 = QVC
28 = WEATHER TWC
29 = TNT
30 = HEADLINE NEWS
31 = CNN
32 = CARTOON NETWORK
33 = SPIKE
34 = DISCOVERY
35 = NICK
36 = LIFETIME
37 = TRAVEL
38 = VH1
39 = HGTV
40 = FOX SPORTS
41 = UNIVISION
42 = TLC
43 = ANIMAL PLANET
44 = BET
45 = FOX NEWS
46 = MSNBC
47 = CSPAN2
48 = FX
49 = BRAVO
50 = CMT
51 = FOOD NETWORK
52 = COURT TV
53 = E
55 = ADVERTISEMENT
56 = CNN SPORTS
57 = CNBC CONSUMER NEWS
58 = SCI FI
59 = GOLF
60 = AMC MOVIE CLASSICS
61 = HALLMARK
62 = ETERNAL WORD
63 = AFFINITY SPIRITUAL SERVICES
64 = PATIENT EDUCATION
65 = MUSIC
66 = NEWBORN CHANNEL
69 = PATIENT EDUCATION CHANNEL
98 = WGN
99 = OXYGEN

Table of Contents

Welcome 1

Amenities
- Patient Relation Center. 2
- Visitor Guidelines 2
- Family Waiting Rooms 2
- Coffee Cart 2
- General Parking 3
- Local Lodging. 3
- Telephones/Cell Phones 3
- Television/Internet Access. 3
- Newspapers. 3
- Mail and Email. 4
- Lost and Found 4
- Library 4
- Cafeteria. 5
- Snack Shop - Vending and Stamp Machines 5
- Patient Room Service 5
- Advance Directives 6
- Gift Shop 6
- CarePages 7

For Your Safety
- Security 8
- Medications 8
- Bed Rails 8
- Smoking 8
- Fire Drills 8
- Tornado Warnings 8
- Electrical Appliances 8

Patient Safety. 9

Table of Contents

Services
Subacute Care Unit 14
Caring Companion Service 14
Lifeline Home Monitor Services 15
Volunteer Services 15
Mercy Medical Center Auxiliary. 15
Department of Spiritual Services. 16

Rehabilitation Services 17

Staff. 18

Patient's Rights and Responsibilities. 19

Discharge Procedure 22

Financial Arrangements 23

Mercy Health Foundation. 24

Medicare Information
An Important Message From Medicare. 25
Your Hospital Discharge and Medicare Appeal Rights. 26

Accreditations 27

Agencies 28

TV Channels 30

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

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

Physicians & Other Healthcare 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

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

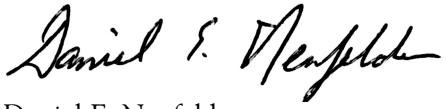
Joint Commission on Accreditation of HealthCare Organizations
Quality of Care and Patient Safety Concerns
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
(630) 792-5000

Welcome

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 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.



Daniel E. Neufelder
President and Chief Executive Officer
Affinity Health System

Amenities

Patient Relation Center

Because your comfort and recovery are of primary concern to us, 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 channel through which you can seek solutions to questions, assist in your special needs or hear 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) 628-9700.

Visitor Guidelines

We have open visiting hours, but we recommend your family visit 11 a.m. - 8 p.m.

To ensure the comfort of all hospital patients, please:

- limit visitors to two at a time.
- keep visits short and quiet.
- don't sit on the bed or use the lavatory in the room.
- if you have children under the age of 10, check in with a nurse.

Special restrictions apply to the adult and adolescent mental health units, intensive/coronary care, open heart and isolation rooms.

Family Waiting Rooms

There are family waiting rooms in the following departments:

- Surgery
- Intensive/Coronary Care
- Emergency
- BirthPlace

Families will be kept informed by staff and/or physicians in these areas.

Coffee Cart

The coffee cart is a free service provided to visitors Monday through Friday from 9:30 to 10:30 a.m. Volunteers deliver coffee, tea, hot chocolate and cookies to visitors in the ICU waiting room, patient care area lounges, and patient rooms.

Accreditations

Mercy Medical Center is accredited by the Joint Commission on Accreditation of Healthcare 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:

- Commission on Accreditation of Rehabilitation Facilities.
- 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.

Mercy Medical Center is licensed by:

- State of Wisconsin Community Based Residential Facilities.
- 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.

Medicare Information

Your Hospital Discharge and Medicare Appeal Rights

Date of Discharge: When your doctor or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.

Your Right to an Immediate Appeal without Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as QIO). The QIO is authorized by medicare to provide a second opinion about your readiness to leave. you may call Medicare toll-free, 24 hours a day, at 1-800-MEDICARE (1-800-633-4227), or TTY/TTD: 1-877-486-2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive a noncoverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you.

The QIO will decide within one day after it receives the necessary information.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. you may file for this review at the address or telephone number of the QIO (or of your Plan).

Amenities

General Parking

Visitor parking is available surrounding the hospital perimeter. Visitors are asked to use the ground level or the 1st 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. The patient representative or 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, then the number you are calling.
- To make a long distance call, dial 9, then 0, 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/Internet Access

Televisions are provided in each patient room. Special educational programs can be televised upon request. See back of book for channel listings. We also have internet access in various locations in the hospital. Please ask if you are interested. Our patient education channel is 69, an internet cafe is coming soon.

Newspapers

Oshkosh Northwestern, *Appleton Post-Crescent*, *USA Today* and *Milwaukee Journal Sentinel* are available outside the Emergency Room.

Amenities

Mail and Email

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. Stamps are available in our snack shop.

Email be sent to your room at:
www.affinityhealth.org/object/patient_message_mmc.html

Lost and Found

All lost and found articles 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, audiotapes, videocassettes 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 Web site at www.affinityhealth.org/page/healthtopics

This Web page has links to many different reputable health information Web sites 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.

Medicare Information

An Important Message From Medicare

Your Rights as a Hospital Patient

- You have the right to receive necessary hospital services covered by medicare, or covered by your Medicare Health Plan ("your Plan") if you are a Plan enrollee.
- You have the right to know about any decisions that the hospital, your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it.
- Your doctor, your Plan, or the hospital should arrange for services you will need after you leave the hospital, Medicare or your Plan may cover some care in your home (home health care) and other kinds of care, if ordered by your doctor or by your Plan. You have a right to know about these services, who will pay for them, and were you can get them. If you have any questions, talk to your doctor or Plan, or talk to other hospital personnel.

Note: If you an outpatient having surgery or staying overnight, Medicare states that the patient is responsible for the cost of certain types of medications. Medications taken by mouth, inhalers, insulin, eye drops, ear drops, suppositories and most drubs that can be self-injected will not be paid for by Medicare Part B. If you have questions regarding which medications will not be paid for by Medicare Part B, you may contact Medicare.

Mercy Health Foundation

Working in harmony with Mercy Medical Center and other community organizations, Mercy Health Foundation helps you and your family live well by providing programs and information about how to:

- bring healthy children into the world.
- eat and exercise for good health.
- prevent illnesses and accidents.
- nurture and care for youth.
- attend to the special needs of elderly family members and friends.

When your medical problem requires traditional hospital care, the professionals at Mercy Medical Center, with help from Foundation supporters, provide:

- services that save lives and give hope.
- technologically advanced methods and equipment.
- well-trained hospital staff.
- a superior level of compassionate care.
- assistance in returning home, including qualified home health staff.

In addition, Mercy Medical Center gives to the Oshkosh area annually:

- almost $1,000,000 in discounted and free health care for needy neighbors and friends.
- over $5,000,000 in superior care to those using health programs like Medicare and Medicaid which reimburse at less than actual cost.

To serve the community in this way, we need your help. Your gift will nourish the life of Mercy and local health programs by preserving, enhancing and advancing health care in the Oshkosh area. Your gift comes to life.

Please feel free to contact the Foundation directly at (920) 223-0520.

Amenities

Cafeteria

Monday through Friday:	7:30 a.m. - 2 p.m. and 5 - 6:30 p.m.
Weekends and Holidays:	8:30 a.m. - 1 p.m. and 5 - 6:30 p.m.

Visitors are welcome to use the cafeteria located on the main floor. The cafeteria features heart healthy dining and a full selection of entrees, soups, vegetables, potatoes, salads, desserts, sandwiches and snacks.

Hot Meals:	Breakfast:	7:30 - 10 a.m.
	Lunch:	10:30 a.m. - 1 p.m.
	Dinner:	5 - 6:30 p.m.

Snack Shop

A vending machine is located in the Snack Shop near the cafeteria. The Snack Shop is open 24 hours a day. Stamps may be purchased in the Gift Shop.

Patient Room Service

Breakfast: 7 - 9 a.m.
Lunch: 11 a.m. - 12:30 p.m.
Dinner: 4:30 - 6 p.m.

Patients may select their meals by filling out a menu before 11 a.m. each day, for the following day. A special diet may be ordered for you by your physician. Guest trays are available upon request for a fee. If you have a special event, please let us know.

Amenities

Advance Directives

An Advance Directive expresses your personal wishes based upon your beliefs and values should you not be physically able to make those decisions. It is important you know that you have the right to make decisions about your health care. An Advance Directive helps you plan and direct the types of health care you receive in the future should you ever become unable to express your wishes. An Advance Directive is a document in writing which informs health care workers and your family of your wishes. Affinity Health System supports and promotes the use of advanced directives. Always be sure to talk to your physician about your wishes. If you have an Advance Directive, please inform your nurse when you are admitted to the hospital. If you would like more information on Advance Directives please ask your nurse. Other agencies you may contact for information are:

1. Wisconsin Division of Health (608) 266-8475
2. Center for Public Representation (608) 251-4008
3. Elder Law Center - Coalition of Wisconsin Aging Groups
4. Center for the Study of Bioethics/Medical College of Wisconsin
5. Wisconsin Board on Aging and Long Term Care (608) 266-8944.

Gift Shop

(920) 223-GIFT (4438)
Monday through Friday 9 a.m. - 8 p.m.
Saturday 9 a.m. - 4:30 p.m.
Sunday and Holidays 12:30 - 4:30 p.m.

Mercy's Gift Shop offers candy, magazines, games, gifts, 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.

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. You will be billed separately for their services.
- Physician specialists such as radiologists, anesthesiologists and pathologists will also bill you separately for their services.
- The Affinity Community Care program provides health care to patients who are unable to pay all or a portion of their hospital charges. Individuals with limited financial resources who meet eligibility requirements and are unable to access entitlement programs shall be relieved of a part or all of their financial obligations for services rendered. If you feel you may be eligible, call (920) 628-9690 or 1-877-928-5678.

Discharge Procedure

Nursing service staff will assist you during the discharge process.

If insurance information or financial arrangements are incomplete, it may be necessary for you or a representative to stop at the cashier's office on the first floor before leaving the hospital.

Please arrange to check out of the hospital for early a.m. on the day of your release.

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

If you have questions regarding discharge planning, please call Case Management at (920) 223-0570.

Amenities

CarePages

CarePages are personalized Web pages provided to you as a free service by Affinity Health System.

CarePages 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.
- CarePages are private and fully secure.

Creating a CarePage is easy!

1. Visit www.affinityhealth.org and click on the CarePages logo.
2. Click "Create a CarePage."
3. Complete the form and click "continue" at the bottom of the page.

If you are creating your CarePage for a pregnancy or BirthPlace experience, you may choose to "Create a Baby CarePage." All other patients, click "Create a CarePage."

Have questions? Contact the CarePages Customer Support Team:
Online Support – 24 hours a day, seven days a week

Telephone Support – Toll-free 1-888-852-5521

Available Monday – Friday, 8 a.m. – 6 p.m.

Affinity hospitals are equipped with wireless computer access. Bring your own computer (with wireless capabilities) or ask to use an Affinity computer while you are in the hospital.

For Your Safety

Security
St. Elizabeth Hospital has 24-hour security to assure patient/visitor safety.

Medications
Registered 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 multidisiplinary 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.

Smoking
St. Elizabeth Hospital is a smoke-free campus.

Fire Drills
Periodically, the hospital conducts fire drills. You will be directed what to do. We will shut your door and we may not have you evacuate.

Tornado Warnings
In the event of a tornado, hospital staff will implement emergency procedures. Doors and blinds may be closed and you will 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, we do have a safe items may be deposited in. We will not be responsible for lost or stolen property. Please send all money and

Patient's Rights and Responsibilities

- notify your doctor or nurse if you have a concern about your hospital care
- ask for clarification if you do not understand what is asked of you or why it is asked
- be considerate of other patients and staff, respecting their privacy and confidentiality
- and use hospital property and equipment for there intended use.

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.

Patient's Rights and Responsibilities

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 refuse to participate at any time.
18. Participate in the consideration of ethical issues that arise in the care of the patient.
19. Relief of pain when possible.
20. End-of life care that optimizes the comfort and dignity of the patient, including effective pain management.
21. Qualified interpreter services at no cost to them; not be required to rely on their minor children, other relatives, or friends as interpreters; file a grievance about the language access services provided them.
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.

Note: Patients in special care units 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 units.

All patients have the responsibility to:

- actively participate in decisions regarding your health care
- be as accurate and complete as possible in providing information about your medial history
- let your doctor or nurses know if you are concerned about a treatment, or if you feel you cannot or will not follow a treatment plan

Patient Safety

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. An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the health care system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The "Speak Up" program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, 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. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- 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.

Patient 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.
- Notice whether your caregivers have washed their hands. Hand washing 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 nurse or doctor confirms your identity, that is, checks your wristband or asks 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 (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected Web sites 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.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

Patient's Rights and Responsibilities

All patients at Affinity Health System have the right to:

1. Be informed of the patient rights upon admission to the hospital or in advance of furnishing or discontinuing care, whenever possible.
2. Have a family member or representative and your physician informed when you are admitted to the hospital.
3. A formal complaint/concern process for the initiation, review and, when possible, resolution of patient complaints concerning quality of care and patient safety as well as information on who to contact, including state and accrediting agencies, to file a grievance and or other concerns for matters that remain unresolved. See page 23 for a listing of agencies.
4. Participate in the development and implementation of his/her plan of 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, being involved in care planning and treatment and being 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 advanced directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law, and to have hospital staff and practitioners who provide care comply with these directives.
7. Personal privacy and confidentiality of information except those cases provided by law.
8. Receive care in a safe environment.
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 clinical records within a reasonable timeframe.
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.

Staff

Affinity Health System utilizes a Positive Approach to Health (PATH 2000) staffing model. This process places you, the customer, at the center and seeks to exceed your expectations through continuous improvement.

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

Professional Colleague
Professional colleagues are 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.

Clinical Colleague
Clinical colleagues are licensed practical nurses who provide advanced technical skills such as data collection, giving medications, and IV therapy.

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

Environmental Colleague
Environmental colleagues facilitate efficient functioning within the unit by performing housekeeping duties, assisting with some transport duties and helping with aspects of personal care.

System Support Colleague
System support colleagues are responsible for clerical functions, communication, unit coordination, record keeping and customer relations.

Patient Safety

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them.

Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing, and read the contents of bags of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this.
- If you are given an IV, ask the nurse how long it should take for the liquid to "run out." Tell the nurse if it doesn't seem to be dripping properly (that it is too fast or too slow).

Patient Safety

- Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have, or negative reactions you have had to medications in the past.
- 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.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by the Joint Commission.

- Ask about the health care organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.
- Go to Quality Check at www.jcaho.org to find out whether your hospital or other health care organization is accredited.
- Participate in all decisions about your treatment. You are the center of the health care team.
- You and your doctor should agree on exactly what will be done during each step of your care.

Rehabilitation Services

Rehabilitation Services of Affinity Health System is a regional provider of comprehensive physical rehabilitation. 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 to help with your recovery.

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

- **Inpatient Rehabilitation Unit:**
  Our accredited inpatient rehabilitation program is available for people with physical, functional or behavioral deficits who can benefit from intensive therapy and an interdisciplinary treatment approach. Call the Inpatient Rehabilitation Unit at (920) 223-0400.
- **Outpatient Therapy:**
  Rehabilitation Services offers individual outpatient therapy as well as a variety of specialized treatment programs. For more information, call (920) 236-1850.

Services

Department of Spiritual Services

Clergy and lay person staff are available 24 hours a day to meet your spiritual needs.

- Religious services are offered Monday - Thursday at noon
- Provide Catholic mass on Sunday at 8:30 a.m. Protestant Worship service at 10 a.m. on Sunday
- All Sunday services are televised on Spiritual Services closed circuit channel 50
- Inspirational video tapes provided for viewing 24 hours a day on closed channel

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.

- 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 Jagielo 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, organ, 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

Patient Safety

- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

Subacute Care Unit

Returning home...confidently.
What do you do when you're well enough to leave the hospital, but not quite ready to go home? What options do you have for help in regaining your independence during this transitional time?

The Affinity Subacute Care Unit provides the help you need to recuperate so you can go home confidently. We offer the same comprehensive nursing services and therapy you'd find in a hospital, but in a more home-like environment and at a significantly lower cost.

We integrate your family and home caregivers into your recovery process by teaching them to help care for you.

People turn to the Affinity Subacute Care Unit to recover from a variety of medical conditions. Patients generally stay with us for three to 14 days. Some of the needs we serve most often include:

- post-surgical recovery, including heart surgery, hip or joint replacement and trauma.
- complex care, including wound care, respiratory support and intravenous feeding.
- patients requiring experienced nursing care and therapy.

For more information, contact your case manager at (920) 223-0570 or the Subacute unit directly at (920) 223-3010.

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.

Lifeline Home Monitor Services

Lifeline is a personal home response system that links you to 24-hour assistance at the push of a button. Lifeline allows the user to move freely around the home or yard with the confidence of knowing that help is available by pushing the Lifeline button. A monthly user fee is charged for the service. For information, ask your nurse or call (920) 223-1564.

Volunteer Services

Last year, nearly 500 volunteers gave over 72,000 hours of service to Mercy Medical Center and the Oshkosh community. In-house volunteers are identified by their light blue jackets or burgundy polo shirts. They serve as receptionists and escort patients, supplement staff on nursing units, provide clerical support in departments, staff the waiting area in surgery, help with short term projects, and provide many other services.

If you would like to learn more about the services of Mercy volunteers, please call the Volunteer Services department at (920) 223-0225. We welcome new volunteers!

Mercy Medical Center Auxiliary

The Mercy Medical Center Auxiliary (MMCA) is a group of volunteers who are dedicated to raising funds in support of heath care in the Oshkosh community. The MMCA contributed significantly to the new Mercy construction and provides annual scholarships to nursing and radiology students.