

FHN – WE'RE HERE, FOR YOU.



Welcome to FHN

Guide for Hospital Patients,
Families, and Visitors



We're here, for you.

FHN

IMPORTANT INFORMATION AT A GLANCE

Date you were admitted:

Your room number:

Your direct-dial phone number: _____

(people calling this number will be connected directly to the phone in your room)

Your care team:

Name: _____ Role: _____

Name: _____ Role: _____

Name: _____ Role: _____

Name: _____ Role: _____

Name: _____ Role: _____

CONTACTING US

Administration

815-599-6788

Chaplain

815-599-6160

Customer Service

815-599-6356

Food Service

815-599-MENU (6368)

Gift Shop

815-599-6371

Switchboard

815-599-6000

Notes:

This book is yours. It contains information you may find useful after you are discharged and can serve as documentation of your hospital stay.

Date you were discharged:

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**WHILE YOU'RE
WITH US**



WELCOME TO FHN MEMORIAL HOSPITAL

Thank you for trusting us to care for you. We know that this can be an anxious and unsettling time for you and our goals are to assist you in your recovery and meet your needs as much as possible. We know you're eager to return home and we begin preparing for your discharge on the day you are admitted to FHN Memorial Hospital.

OUR STAFF

Our staff will work closely with your healthcare providers. Test results and information will be communicated to your providers in a timely manner. Please let us know your questions and concerns. **There are no wrong questions.** Stress can make it difficult to understand and remember things, so it is certainly OK to ask questions more than once.

- Our goal is to give each patient a remarkable patient experience in every dimension, every time
- We want you to have the best experience possible during your hospital stay
- Thank you for allowing us to be part of your healthcare team

QUESTIONS OR COMMENTS?

Should you have any questions, comments or concerns during your stay, please feel free to speak to me personally.

Kathryn Martinez, MSN, RN

Chief Nursing Officer/Vice President of Patient Services

815-599-7529 (Inside the hospital, dial 7529)

YOUR RIGHTS AND RESPONSIBILITIES WHILE RECEIVING CARE AT FHN

YOU HAVE THE RIGHT TO:

1. Be treated with respect, dignity and compassion.
2. Be assured that your personal and medical records as well as your treatment and personal needs will be kept confidential, including restricting the use and disclosure of health information and access to your record.
3. Receive necessary and understandable information including risks, benefits, costs and alternatives in order to give informed consent for treatment or refuse treatment. This includes the opportunity for you and the people you choose to participate in decisions about your plan of care.
4. Receive appropriate pain assessment and management.
5. Have the intent of an Advance Directive (such as a Living Will or Power of Attorney for healthcare) honored by FHN and/or to receive information and assistance in completing an Advance Directive.
6. To have your provider notified of a hospital admission and to know the identity and role of those involved in your care as well as information about other organizations with whom the FHN collaborates to provide healthcare.
7. Register a complaint about your care without being threatened, restrained or discriminated against in any way.
8. Be free from neglect and abuse and to have access to medical and behavioral services, spiritual care, interpreter services and referrals designed to assist you.
9. Speak in confidence with healthcare providers and to have your healthcare information protected. You also have the right to obtain and review a copy of your own medical record and formally request that your provider amend your record if it is not accurate, relevant or complete.
10. A safe and secure healthcare environment. In the event of a medical or healthcare error, you have the right to an explanation and thorough investigation.
11. To consent or refuse to have visitors. This includes designating visitors who you wish to or wish not to see. You may also withdraw your consent at any time.

YOU HAVE THE RESPONSIBILITY TO:

1. Provide accurate and complete information concerning your present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
2. Provide current and accurate information concerning you insurance and contact information.



3. Report perceived risks in your care and unexpected changes in your condition to your providers(s) and other healthcare providers.
4. Report any perceived or identified safety issues related to your care or the physical environment to your providers(s) or other healthcare providers.
5. Ask questions when you do not understand what you have been told about your care or what you are expected to do regarding your care.
6. Follow your treatment plan established by your provider, including the instructions of nurses and other health professionals as they carry out your provider's orders.
7. Participate in decisions regarding your medical care, including planning and implementing your plan of care. This includes providing your caregivers with a current copy of your Advance Directive and discussing your expectations with them.
8. Accept responsibility for your actions should you refuse treatment or not follow your provider's orders.
9. To be considerate and respectful to other patients, visitors and FHN's personnel and property.
10. To accept financial responsibility for your healthcare services and to work cooperatively to resolve your financial obligations.

FHN reserves the right to address aggressive or violent behavior appropriate to any circumstances up to and including legal action.

NOT ALL OF YOUR PROVIDERS MAY BE EMPLOYED BY FHN

Please note that FHN employs most of the providers who care for you. However, in order to provide our patients with the most comprehensive care possible, we also contract with other companies that can provide services we don't. The providers who are not employed by FHN are usually called Non-Network Providers. That means that while they do take care of FHN patients and can use our hospital facilities, they are not FHN employees. They do abide by our policies, rules and regulations, and by-laws.

Our Non-Network Providers include but are not limited to:

- Emergency department physicians
- Radiologists
- Anesthesiologists
- Outside consultants

Because they are not employed by FHN, you may receive a separate bill for the services of Non-Network Providers. Also, please be aware that because they may not participate in the same insurance plans and networks as FHN you may have a different financial responsibility for their services. Please check with your insurance provider or review your Certificate of Coverage to best understand your coverage. If you have questions, please don't hesitate to ask.

If you need help finding a provider or obtaining an immediate appointment, please call **Physician Referral** at 1-877-6000-FHN (1-877-600-0346), ext. 965



YOUR CARE

This section includes information about how we will care for you during your hospital stay. We will be working with you to achieve the best possible outcome and will do all we can to ensure your health and safety while you are here.

WE WANT YOU TO KNOW WHO WE ARE, AND WHAT WE'RE DOING FOR YOU

You can expect everyone on your healthcare team to introduce themselves to you and any family or visitors with you, and clearly explain what they are doing. They should let you know how long a procedure will take and how long you may have to wait until the next step in a process or procedure, and you should understand why we are doing what we're doing. If you have any questions, about anything, please ask. Your care is very important to us, as is your understanding of what we're doing to ensure the best possible outcomes of your stay at FHN Memorial Hospital.

YOUR PATIENT SERVICES TEAM

During your stay here, **Registered Nurses (RNs)** and **Certified Nursing Assistants (CNAs)** will provide care for you. We will work to help you regain your highest level of functioning and independence possible in preparation for leaving the hospital.

Nutrition Services assesses your personal needs and provides information about healthy eating. To provide more choices and control over what you eat, we offer *Treat Yourself Room Service Dining*. A menu and ordering instructions can be found at your bedside. To place a meal order, dial MENU (6368) and your individually prepared meal will arrive in about 45 minutes. Meal orders may be placed from 6:30 a.m. to 7:30 p.m.

Your **Case Manager** and **Social Worker** will help your clinical team with your discharge planning to ensure that you are discharged to the most appropriate environment. Our goal is for you to continue progressing through the continuum of care begun at the hospital. They can also assist you in working out the financial details of your care and help you with difficult decisions such as Advance Directives.

Rehabilitation Services provides services to increase your strength and stamina to prepare you to leave the hospital and help return you to your highest level of functioning.

Chaplains and clergy are available to help with any concerns. The telephone number for the Chaplain is ext. 6160 (815-599-6160 outside the hospital).

Respiratory Therapists may assist your breathing and offer treatment to support or improve it.

Dining room services and environmental/cleaning services will make sure that your room is clean, comfortable, and quiet, and that your meals taste good and are delivered on time.

ASSESSMENTS

In order to adequately care for you, we will conduct a variety of assessments:

1. Your **medical history** will help us understand your symptoms and needs. It also will help us know what medications you are taking. Your medication history will help us coordinate what you were taking at home with anything that may have changed with your current condition.
2. Rating your pain on a scale of 0 to 10, with 0 indicating no pain and 10 indicating intolerable pain, is a **pain assessment** tool we frequently use.
3. **Vital signs** (temperature, heart rate, respiration and blood pressure) will be taken routinely throughout your stay.

CARE ROUNDS

An important part of providing you with excellent care and service is care rounding. Different individuals will visit you for different purposes, all to ensure that we are taking the best possible care of you and addressing any questions or concerns you may have.

Your **nursing care team** will round on you every hour during day hours (every two hours at night to promote rest) to:

- Check on you and your well-being
- Provide any necessary medication
- Monitor your comfort and pain
- Help you move and change positions
- Assist with help to the bathroom if needed

- Ensure that you have everything necessary for your comfort close at hand (phone, eyeglasses, urinal, television remote, call control, tissues, wastebasket, bed table, water, etc.)
- See if you have any personal requests or preferences with which we can help
- Ask if there is anything else you need
- Update your state-of-the-art electronic care board to ensure clear communication for you, your family, and your care team

Of course you may use your call light control to ask for assistance at any time too, but please rest assured that we will check on you every hour during day hours and every two hours at night to promote rest, even if you're asleep. We will wake you only if necessary.

Nursing management will visit you during your hospitalization to check on your overall satisfaction with your care and to answer any questions about your care team, as well as making sure you understand your plan of care. We will ask you how responsive we've been to your needs, and chat with any family or friends you may have visiting with you to answer any of their questions as well.

Representatives of our patient services team (dining room services and environmental/cleaning services) will stop by to make sure that your room is clean, comfortable, and quiet and to make sure that the food we're providing meets your expectations and is being delivered as requested.

What does this mean to you, your family, and visitors?

It means that we are anticipating your personal needs and actively and continuously monitoring your wellbeing so that you and your family and visitors can focus on your recovery.

INFECTION CONTROL ULTRAVIOLET DISINFECTION

FHN was the first healthcare entity in northern Illinois to use a robot that employs ultraviolet light to kill the germs that can cause hospital-acquired infections. Tru-D "super cleans" our hospital rooms to greatly enhance your safety.

Tru-D reinforces those efforts. Studies have shown that clean hands become contaminated as quickly from surfaces and objects in the environment as they do from touching patients. Hands are only as clean as the surfaces with which they come into contact; Tru-D removes 99.9 percent of organisms from the high-touch surfaces of a room.

HAND CLEANING

Keeping clean hands – for patients, visitors, and healthcare providers – is an important part of keeping patients safe from infection. You will see your providers frequently washing their hands and/or using hand sanitizer. FHN staff and providers already follow a rigorous hand hygiene program so you can expect that our hands will always be clean.

ADVANCE DIRECTIVES

You have the right to make decisions about the healthcare you get now and in the future. An Advance Directive tells your healthcare providers – and your family – about those decisions and the care you want to receive if you are not able to make those decisions, and it's never too early to have these forms in place. A completed Advance Directive is really three documents:

- A **Power of Attorney for Health Care** permits you to designate an “agent” to make healthcare decisions on your behalf when you are unable to do so.
- A **Living Will** indicates whether you want death-delaying procedures used if you have a terminal illness, which is defined as an incurable and irreversible condition in which death is imminent.
- A **Uniform Practitioner Order for Life Sustaining Treatment (POLST) Advance Directive** allows your physician to write an order stating what death-delaying treatments, if any (like cardiopulmonary resuscitation or CPR), you wish to have if your heart and/or breathing stops.

Your healthcare provider is an excellent resource when completing these documents – he or she can answer many questions you may have. As with any legal form, you may also wish to discuss this with your attorney. Links appear below for each type of form mentioned above.

Once completed, make sure your family and your healthcare provider(s) have copies. If you receive healthcare services at FHN, please bring your Advance Directive documents to any FHN facility and we will make the necessary copies to include in your medical record.

Questions? Just call our Advanced Directive hotline at 815-599-7080.

<http://dph.illinois.gov/sites/default/files/forms/forms-legal-power-attorney-040716.pdf>

<http://dph.illinois.gov/sites/default/files/forms/living-will-040416.pdf>

<http://www.polstil.org/contact-polst/polst-form>

(If you need a form for a different state, search that state's government site – indicated by .gov after the name of the state in the URL – for the name of the document, such as “healthcare power of attorney.”)

MEET THE HOSPITALIST TEAM

During your stay at FHN Memorial Hospital, you may be cared for by the members of our Hospitalist team of providers.

As a member of your healthcare team and on behalf of and in cooperation with your primary care physician, your hospitalist is able to promptly track your test results and order appropriate medications, tests and procedures.

You may see different members of our team throughout your stay. Our schedules are structured to make sure that a member of our hospitalist team is here to care for you 24 hours a day, 365 days a year. We spend our workdays and nights here at the hospital to be available to you and your loved ones when you need us.

While you are hospitalized and in preparation for your release, we communicate with your primary care provider about the care you have received and any follow-up care that may be needed. Once you are released from the hospital, your primary care provider will see you as usual. While they may only be a part of your FHN healthcare team for a short while, our hospitalists are totally committed to you and your well-being during the time you are under their care. They're here at the hospital, for you!



**Maajid
Ekkiswala,
MD**



**Alan Esker,
MD**



**Beth Kalnins,
MD**



**Angela La
Dow, FNP-BC**



**Tami Lobdell,
AGACNP-BC**



**Irena
Markovic, MD**



**Clarence
Parks, MD**



**Mohamad
Salama, MD**



**Michele
Wilkinson,
AGACNP-BC**

** Not all Hospitalists are pictured here*

ICU CARE AT FHN MEMORIAL HOSPITAL

STATE-OF-THE-ART CARE

FHN is partnering with UW (University of Wisconsin) Health to bring an eICU to FHN Memorial Hospital's Intensive Care Unit (ICU). When patients are hospitalized in FHN Memorial Hospital's ICU, doctors and nurses provide intensive care around the clock. In addition, patients are monitored and cared for by UW Health's e-Care of Wisconsin program. e-Care in no way replaces bedside care but rather provides an additional level of support to ensure that patients receive the best possible care.

Based in an off-site e-Care center, a team of experts in Wisconsin can observe and communicate with patients and bedside care teams using small cameras and microphones in patient rooms. Information such as patients' heart rate, blood pressure, blood test results, medications and x-rays is sent to the e-Care staff via confidential, high-speed data lines. With the aid of computers, the e-Care staff monitor and analyze this information and are alerted to possible problems. The e-Care staff then communicates directly to the doctors and nurses working with your loved ones at the bedside to provide the best possible care.



EICU: A collaboration between FHN Memorial Hospital and UW Health's e-Care of Wisconsin to ensure patients receive the best possible care

The eICU in the ICU at FHN Memorial Hospital reflects FHN's commitment to the highest quality of care and service. If you have questions about the eICU, e-Care of Wisconsin or any other aspect of your loved one's hospital stay, please don't hesitate to speak with a member of our healthcare team. You can also learn more about FHN Memorial Hospital's eICU program at www.uwhealth.org or www.fhn.org.

FHN **Condition Help**

your emergency 911 hotline

WHAT is the FHN **Condition Help Hotline?** It is an emergency program for patients and loved ones to call for immediate help if you feel the patient is not receiving adequate medical attention.

WHEN should you call the FHN **Condition Help Hotline?**

If you or a loved one are ...

- confused or have serious concerns after speaking with an FHN caregiver
- not satisfied with our response or lack of attention to a serious healthcare concern
- concerned about a noticeable change in the patient that is not recognized by us

For example, you may notice or experience changes in:

- Thinking
- Breathing
- Urinating
- Bleeding

Any changes that cause concern or do not feel right

WHY offer the FHN **Condition Help Hotline?**

By working together we can improve patient care and recovery.

“Condition H” is a national program established after the 2001 death of 18-month old Josie King at John’s Hopkins Children Center. We encourage patients or their loved ones to call a “Condition H” whenever you feel the patient’s condition is deteriorating. Calling the FHN **Condition Help** Hotline alerts a group of clinicians to come immediately to the patient’s bedside. At FHN providing safe, quality care is a top priority. We ask that you be a part of our team when visiting your loved one.

HOW do you call?

Using any hospital telephone:

1. Dial 4
2. Say that you are reporting a “Condition H” (“H” for Help)
3. Give the patient’s room number

The FHN **Condition Help** team will respond quickly.

You and your loved ones are important partners with us in patient care.

PLANNING FOR YOU TO GO HOME

We start preparing for your discharge on the day you are admitted to FHN Memorial Hospital.

THE DAY YOU GO HOME

When you are discharged from the hospital, you will probably have a list of instructions to follow that will help your recovery continue. In cooperation with your healthcare provider, we may offer a variety of resources when you are ready to leave, including:

- Community services such as Meals on Wheels, Lifeline, homemaker services or reassurance calls
- Discharge instructions to help you to care for yourself
- Prescriptions your healthcare provider has prescribed for you to fill at the pharmacy of your choice
- Referrals for medical services like home health care, rehabilitation, and durable medical equipment or other medical supplies
- If you do not have transportation home when you are discharged, please let your caregiver know.

EDUCATION

When you are discharged from the hospital, we will provide you with discharge instructions which will help you care for yourself. The nurse will review these with you and any family or friends who are with you at discharge. Please be sure to read carefully and ask questions if anything is unclear. You can always call back, too, if other questions come to mind after you leave.

Accurate information is important in helping you cope with your illness.

We offer:

- Printed materials about health conditions, diet and wellness.
- Prompt responses to your specific questions. Please feel free to ask any questions you may have.

PRESCRIPTIONS

If your provider prescribes medications for home, we can send these electronically to a pharmacy of your choice (controlled substances are an exception – you will need a paper prescription for these, which we will give to you when you are discharged).

YOUR CARE CONTINUES AFTER YOU LEAVE THE HOSPITAL

Your healthcare provider may order follow-up tests or diagnostics to monitor your progress. For our elderly patients, appointments can be scheduled to allow a son, daughter, or other assisting adult to attend with you. If you have not had a recent flu shot and do not receive one in the hospital, we can make an appointment for you if needed; the appointment date and time will be included in your discharge information. We will also call you when you’re home to make sure that things are going well.

Complete this section for information at follow-up appointments, and take this book with you on those visits. Please bring this information and your medication list to your next provider/hospital visit.

I was in the hospital because:

The medical word for this condition (diagnosis) is:

I also have these medical conditions:

While I was in the hospital I had these test(s):

- 1.
- 2.
- 3.
- 4.

Which showed:

- 1.
- 2.
- 3.
- 4.

While I was in the hospital I had this treatment(s):

- 1.
- 2.
- 3.

The purpose of this treatment was:

- 1.
- 2.
- 3.

In the hospital I was started on this new medication:

- 1.
- 2.
- 3.

I am taking this medication(s) for:

- 1.
- 2.
- 3.

I should report if I experience this side effect(s):

- 1.
- 2.
- 3.

I should report these signs and symptoms:

My follow up appointments are:

Physician:
Date/Time:
Phone:

Physician:
Date/Time:
Phone:

Items I need to discuss with my doctor at my follow-up appointment.

1.

2.

3.

Please bring this information and your medication list to your next physician/hospital visit.

HELP YOUR PROVIDER HELP YOU

A visit with your FHN healthcare provider can benefit you more if you take the proper steps before, during and at the end of your visit.

Before

To make the most of your experience with FHN...

- When making the appointment, let us know the health concerns you want to discuss.
- Tell us if your insurance has special requirements about preventive or wellness exams, lab tests, or in-office procedures that may be related to your visit.
- Have an emergency contact's name, address and telephone number available.
- Bring current medications in their original bottles as well as over-the-counter medications, vitamins and supplements.
- If we do not already have it, bring your personal health history, including a list of your allergies.
- Bring your insurance card, a photo ID, and know your Social Security number.
- Write down and bring questions. Feel free to make notes during the visit, or bring a trusted friend or family member to help remember what is discussed.

During

As your visit begins, you will probably be asked the same preliminary questions as in previous visits, such as whether you smoke or have allergies. We're not duplicating questions unnecessarily—asking again helps us make sure that we have the most current and complete picture of your health. As your visit continues ...

- State your main concern first.
- Describe your symptoms and concerns.
- Take notes for later review.
- Ask questions! Never be afraid to "bother" a provider with any questions about your health or ask him or her to slow down or repeat something. It is your right and responsibility to fully understand your treatment options.

At the end

Clarify everything with your provider by asking these types of important questions:

- When do I need to follow up?
- How or when will I get test results?
- Will I experience any side effects from any treatments prescribed? If so, should I contact someone, and if so, whom?
- Is there anything else I need to know?

MORE TIPS

Don't be afraid to ask about your medical tests and prescriptions.

Get to know the names, functions, costs and risks. If you are prescribed medication or are choosing over-the-counter options, it is always important to have a clear understanding of what you are taking, how to take it and what other options are available. Ask about side effects and long-term effects.

Always ask "why?" before agreeing to medical testing, medication or treatment.

Doing so will put you more at ease, and may help you and your provider discover other options that better suit your needs. Let your provider know what you expect about things like pain and recovery time, and ask if your expectations are realistic.

Research your situation to have greater knowledge of your symptoms or condition and to help you better understand your provider's language and recommendations. However, always be cautious of potentially inaccurate websites. Although many are professionally handled and appear quite reliable, there is always the risk that they could be inaccurate, incomplete, or overly biased. FHN offers links to trusted online resources in the FHN Online section of www.fhn.org.

IF THINGS AREN'T GOING QUITE RIGHT...

Before you leave, be sure you understand what symptoms would indicate that you need to see a healthcare professional even if you don't have an appointment. Your hospital care team and/or your primary care provider can let you know what's normal for your recovery and what's not. If you experience anything that they've let you know would be abnormal, please following their instructions and based on their commendations and the severity of the situation, come to the FHN Emergency Room at FHN Memorial Hospital or visit FHN/Physicians Immediate Care Urgent Care at 1009 Fairway Dr., Freeport (815-986-4200 – you can check wait times and/or reserve a visit time online at www.physiciansimmediatecare.com ... click at upper right)

Note: If you are a Medicare patient and feel that you have been discharged too soon (premature discharge), call the Quality Improvement Organization at 1-800-647-8089. If you are a Medicaid patient with this same concern, call the Illinois Department of Public Health at 1-800-782-7860.

YOUR FEEDBACK IS IMPORTANT

If you would like to recognize nurses or staff members who provided exceptional care during your visit, you can nominate them for a DAISY or BEE Award. The DAISY (Diseases Attacking the Immune System) Award is an international recognition program for hospitals that honors nurses, while the BEE (Being Exceptional Everyday) Award honors patient care (non-nurse) staff. You can share your story at www.fhn.org/daisy-bee.asp and a multidisciplinary committee at FHN will select the DAISY and BEE Award honorees from nominations submitted by patients and family members. DAISY honorees will be recognized at a public ceremony in their unit at FHN and everyone in the unit will celebrate with cinnamon rolls; BEE honorees will also be recognized on their unit and the unit will celebrate with honey-themed treats.

After you return home, you will receive a survey in the mail from a separate company that gathers input from our patients – we would appreciate your completing it. We have also included a comment card in the pocket of this book and would very much appreciate your feedback. **Thank you for choosing FHN – We're here for you!**

NOTES

Use the space here to record information that you may want to refer to later in your recovery process, such as your prescriptions and their use instructions or notes to remember from your conversation with your discharge nurse.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]

YOUR COMFORT

An important element in your treatment is our promise to keep you as comfortable as possible within the framework of your treatment. Here you will find everything related to that commitment.

PAIN MANAGEMENT AND MEDICATION

It is important to talk to your healthcare provider and nurses about your pain. They will ask you about your pain often. Sometimes it is not possible for them to take all of your pain away, but they will do everything they can to manage and control your pain.

Your healthcare team will talk to you about setting a Comfort Goal. This is the level of pain (on a 0-10 scale) that you can perform your work or daily activities easily without needing to take pain medication. Setting a Comfort Goal helps your healthcare provider and nurses know if what they are doing to manage your pain is helping.

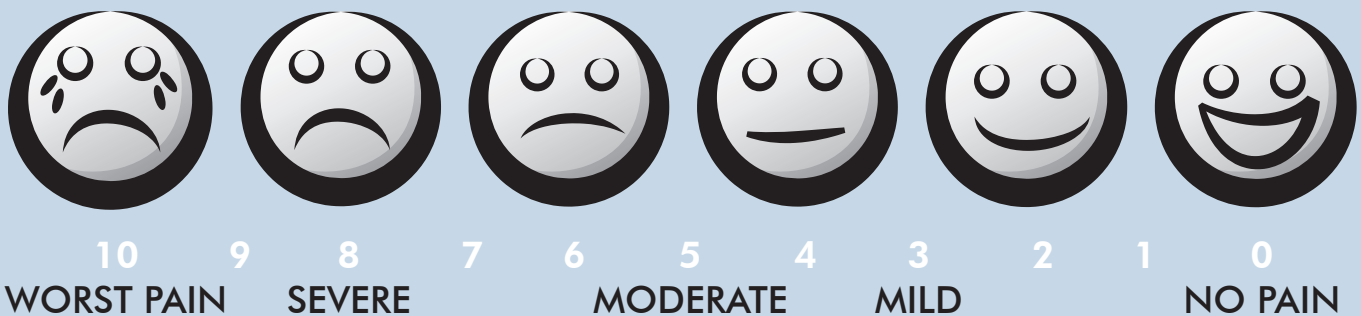
What do you need to tell your healthcare provider about your pain?

First, you need to tell them that you have pain, even if they don't ask. Your healthcare provider or nurse may ask you to describe how bad your pain is on a scale of 0 (zero) to 10 (ten) with scales that use words, colors, faces or pictures. Tell them where and when it hurts. The more your healthcare team knows about your pain, the better they can treat it.

Use the following words to describe your pain:

- Aching
- Bloating
- Burning
- Cramping
- Comes and goes
- Constant
- Cutting
- Dull
- Numbing
- Pressing
- Pressure
- Pulling
- Radiating
- Searing
- Sharp
- Shooting
- Soreness
- Stabbing
- Throbbing
- Tightness

WHAT PAIN LEVEL ARE YOU EXPERIENCING?



Tell your care team if your pain gets worse, what you think makes it worse and what helps make your pain better or more tolerable. Be sure to include what medications or other vitamins and pills you have been taking, including ones you can buy without a prescription.

What are some of the medicines used to treat pain?

Some pain medicines are acetaminophen, aspirin, ibuprofen, naproxen and opioids. Opioids include morphine, oxycodone and hydromorphone. Many of these medicines come in pills, liquids, suppositories and skin patches. Some pain may be treated with medicines that are not usually thought of as pain relievers.

Are there other ways to relieve pain?

That will depend on your illness or condition and how much pain you have. Sometimes pain can be relieved in other ways. Some other treatments for pain while in the hospital are:

- Taking your mind off the pain with movies, games and conversation
 - You might like to try the CARE channels (70 and 72) on FHN TVs
- Physical therapy
- Massage
- Exercise
- Heat or cold
- Relaxation

What are the side effects of pain medicines?

It depends on the medicine. Side effects can include constipation, nausea, vomiting, itching and sleepiness.

Are you afraid to take a pain medicine?

You may have had a bad experience taking pain medicine in the past, such as a side effect or bad reaction. Or you may be taking a lot of other medicines. It's important that you share your fears about taking pain medications with your healthcare team.

Are you afraid that you'll become addicted to pain medicine?

This is a common concern of patients. Studies show that addiction is unlikely. This is especially true if the patient has never had an addiction. Talk to your healthcare provider or nurse about your fears.

AT FHN...

- It is the right of every patient to receive appropriate assessment and management of their pain.
- Your pain and its treatment are important to us.
- You will be assisted in determining a comfort goal when we talk with you about your pain.
- You will receive education about the pain management options available for you.
- We will do everything we can to help manage and control your pain.

ADJUSTING YOUR BED

Bed adjustments are located on the side rails of your bed. You may adjust your bed to your comfort. For your safety, please do not change the total elevation of the bed.



P.U.P. PROGRAM

You will see a graphic over our patient beds with P.U.P. written on them. This stands for **Pressure Ulcer Prevention**. A pressure ulcer (also called a bed sore) can occur when you don't change position often enough your skin and/or underlying tissue is injured because of prolonged pressure on the skin.

How can you help prevent pressure ulcers while you are in the hospital?

- Increase your activity if possible
- Change positions often – every 1-2 hours
- Report any reddened areas or areas of pain
- Allow your caregivers to check your skin each shift

We will help you change positions to help prevent this, and also may provide pressure-relieving wraps or sleeves. Our beds are specially designed to help too, by monitoring your body pressure through the mattress. We want you to be comfortable!



TELEVISION

Televisions are operated using the controls built into the staff call light system. Our CARE Channels are available for your comfort. “The CARE channel” is channel 70 and provides continuous ambient relaxation programming by combining peaceful scenes of nature video with beautiful music. “CARE with Guided Imagery” is channel 72, which is similar to “The CARE channel,” but also uses a voice to stimulate active imagination and physical responses that can accelerate the healing process.

CHANNEL SELECTIONS

- | | |
|----------------------------|--------------------------------------|
| 2 – WTTW (PBS) | 36 – HISTORY |
| 3 – WREX (NBC) | 37 – Bravo |
| 4 – WTOV (ABC) | 38 – VH1 |
| 5 – WIFR (CBS) | 39 – HGTV |
| 6 – WQRF (FOX) | 40 – TBS |
| 7 – ESPN | 41 – FOX News Channel |
| 8 – CNN | 42 – Animal Planet |
| 9 – CNBC | 43 – TLC |
| 10 – CLTV (Tribune) | 44 – TV Land |
| 11 – AMC | 45 – Comedy Central |
| 12 – Lifetime | 46 – E! |
| 13 – The Weather Channel | 47 – Hallmark Channel |
| 14 – WREX HD (CW) | 49 – MSNBC |
| 15 – HSN | 50 – Cartoon Network |
| 16 – WTOV MyNet Multicast | 52 – Food Network |
| 17 – Government Access | 53 – Jewelry TV |
| 17 – Cable Marketplace | 54 – FX |
| 20 – Educational Access | 55 – truTV |
| 21 – WHA | 56 – Oxygen |
| 22 – WFBN Toucvision (IND) | 57 – Sports Overflow |
| 23 – Nickelodeon | 58 – Comcast SportsNet Chicago |
| 24 – Disney Channel | 60 – BTN |
| 25 – Freeform | 61 – ESPN2 |
| 26 – HLN | 63 – Golf Channel |
| 27 – QVC | 65 – TV One |
| 28 – A&E | 66 – Travel Channel |
| 29 – USA Network | 70 – The CARE channel |
| 30 – TNT | 72 – CARE with Guided Imagery |
| 31 – BET | 82 – National Geographic Channel |
| 33 – MTV | 85 – HSN2 |
| 34 – Discovery | 89 – EVINE Live |
| 35 – Univision | 94 – C-SPAN |

The large TV in your room was purchased through a gift to the FHN Foundation from the family of Dr. O.J. Giovanelli.

LANGUAGE INTERPRETERS AND SERVICES FOR THE HEARING IMPAIRED

Interpreter services are available locally as well as through an interpreter service. Please ask a staff member if you or a family member need language assistance.

Services for the hearing impaired also are available. A staff member can make arrangements for this service.

TELEPHONES, CELL PHONES AND INTERNET ACCESS

Telephones to make and receive calls are available in most patient rooms. Long-distance calls may be made using calling cards or by placing a collect call.

Free Wi-Fi is provided throughout the hospital. Please feel free to ask for assistance if needed.



PET THERAPY

Our therapy dogs make regular rounds – their whole job is to make you and your visitors smile! If you would like a visit at a different time or for a specific purpose, please let your nursing staff know. If you would prefer not to be visited by a therapy dog team or are allergic, please also let us know.

The benefits of pet therapy are well-documented and have become integrated in mainstream medicine.

All dogs in FHN's *Beyond Words* program are certified by accredited trainer Jan Carlson and Positive Pups Training in Freeport, Illinois. Each therapy dog team (dog and handler) must meet our strict eligibility criteria and successfully complete a nationally standardized behavioral exam.


If you would like to arrange a therapy dog visit for a specific time, please call 815-599-6148 or make a request online at www.fhn.org. We will confirm that your provider is comfortable with your request – there may be reasons at times that it is not appropriate for a dog to be present. We will confirm your request with you so that you know when to expect a cold nose....and a warm heart.

HELP US KEEP YOU SAFE!

In the hospital, as in your home, there is a potential for falls. Illness and the related treatments may increase your risk of falling. By following safety guidelines, you and your family and friends can help us reduce your risk of falling.

Fall prevention is complex because so many things can create the situation for a fall. These include factors such as weak muscles and not using canes or walkers as instructed, as well as not calling for assistance when trying to reposition yourself in bed or get out of bed entirely. We are committed to ensuring your safety, and ask that you help us by adhering to all instructions you may receive about when and how you can move about. If you have any questions, please ask.

When you are admitted, the nursing staff will assess your risk for falls. If you are at risk, a yellow charm will be added to your in-patient bracelet. The following table describes the color code system:

	Color Code
	Yellow charm
	Risk Level
	High
	Activity Guidelines
	Always ask for assistance

WHY FALLS HAPPEN

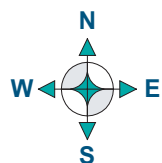
Some medicines such as tranquilizers, pain relievers, sleeping pills and blood pressure medication may make you feel dizzy or disoriented. You may feel weak or dizzy from enemas, laxatives, periods without food or rest, or prolonged periods of bed rest. You may be disoriented by unfamiliar surroundings when you wake up at night.

FALL PREVENTION GENERAL SAFETY GUIDELINES

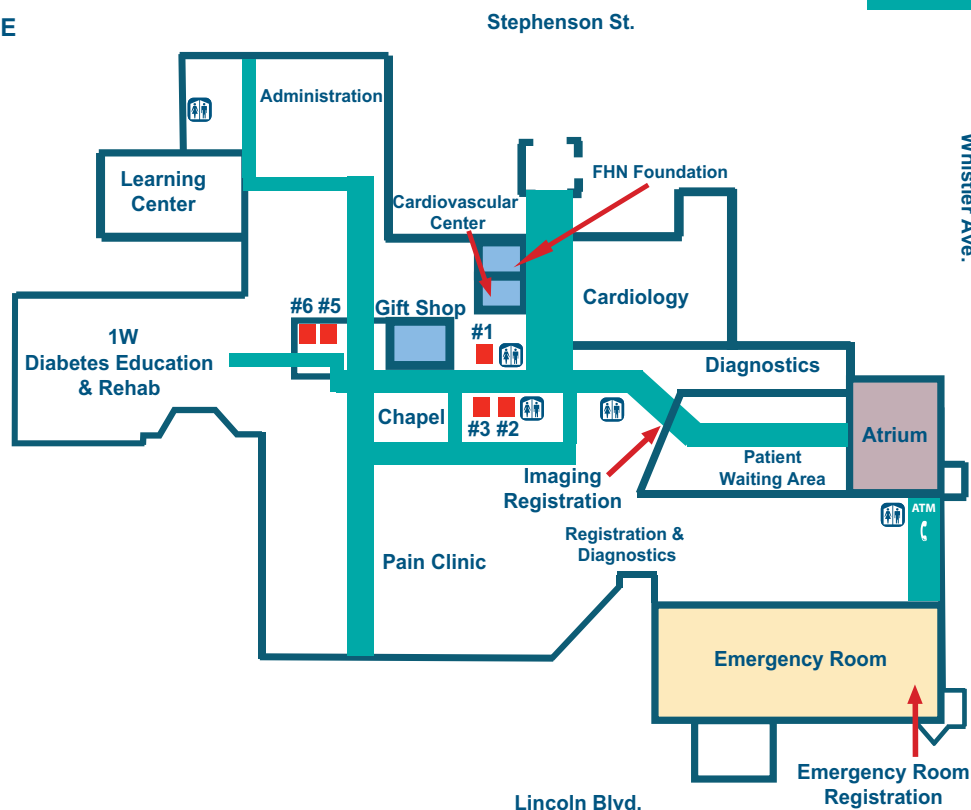
- If you need help, use the call light by your bed or in the bathroom.
- Wait for help to arrive.
- Remain lying or seated while waiting for assistance. Please be patient; someone will answer your call light as quickly as possible.
- If you must get up alone, sit in bed awhile before standing up.
- Walk slowly and carefully. Do not lean or support yourself on your IV pole or your bedside table.
- Wear rubber soled slippers or shoes whenever you walk; if you need slippers please check with your nurse.
- Be sure to follow your physician’s orders and staff instructions regarding whether you must stay in bed or require help when going to the bathroom.
- Do not tamper with side rails or other protective devices; side rails are reminders to stay in bed.
- Be aware that your bed or chair may be equipped with an alarm that will send a signal to the nursing staff if you try to get up on your own. Your caregiver will alert you to this if necessary.

HOSPITAL MAP

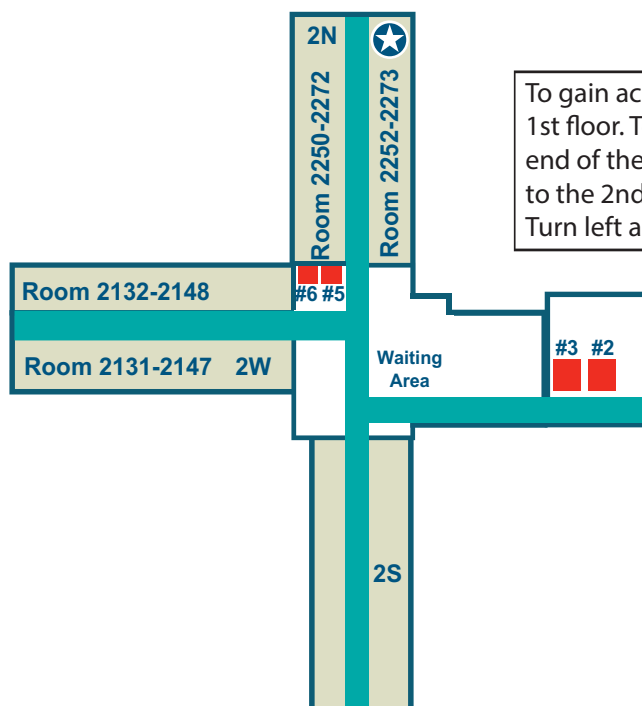
Your care may involve multiple departments within the hospital. Here is a map of the building for your reference.



1st Floor



2nd Floor



To gain access to the 2nd floor, proceed to Elevator #5/6 on the 1st floor. To get to Elevator #5/6 walk past the Gift Shop to the end of the hall and turn right. Take either of the two elevators to the 2nd floor. On the 2nd floor, exit the elevator to your left. Turn left again and proceed through the double doors.

Key:

Public Hallways

Public Elevators

Patient Rooms

Restrooms

Nurses Station

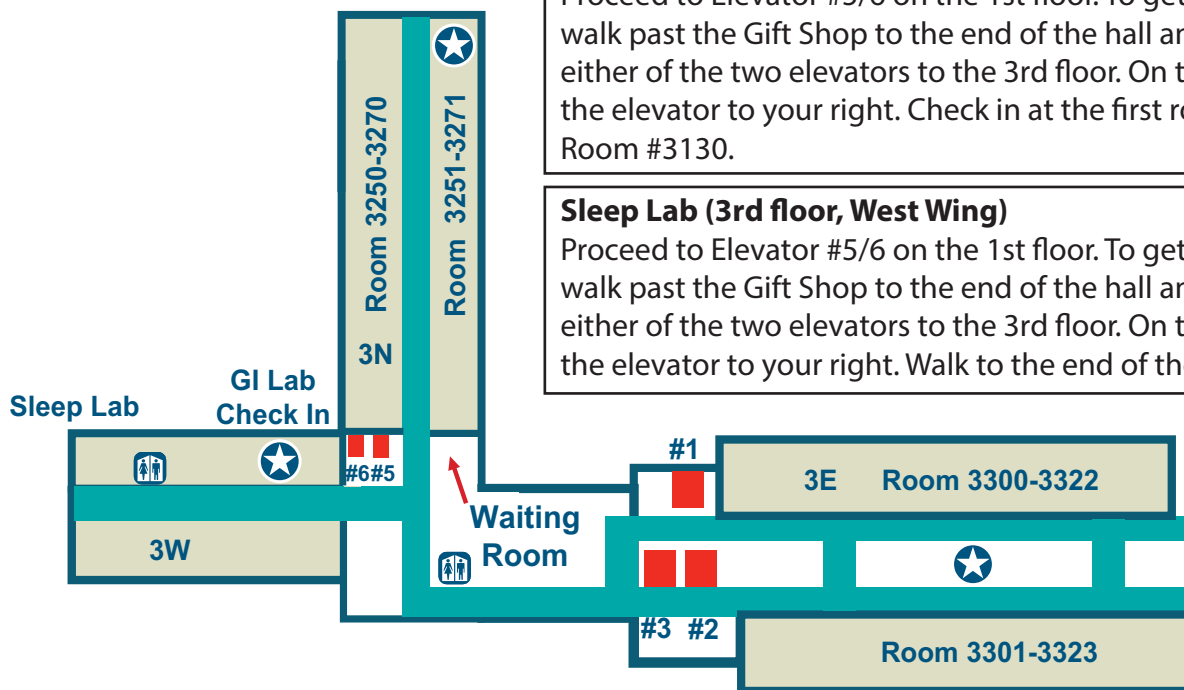
3rd Floor

GI Lab Check In (3rd floor, West Wing)

Proceed to Elevator #5/6 on the 1st floor. To get to Elevator #5/6 walk past the Gift Shop to the end of the hall and turn right. Take either of the two elevators to the 3rd floor. On the 3rd floor, exit the elevator to your right. Check in at the first room on the right, Room #3130.

Sleep Lab (3rd floor, West Wing)

Proceed to Elevator #5/6 on the 1st floor. To get to Elevator #5/6 walk past the Gift Shop to the end of the hall and turn right. Take either of the two elevators to the 3rd floor. On the 3rd floor, exit the elevator to your right. Walk to the end of the hallway.



4th Floor

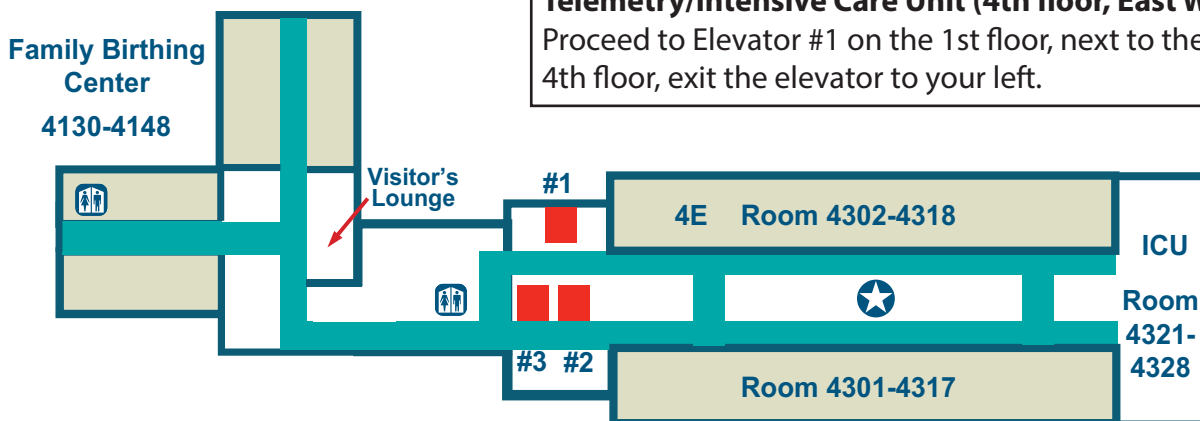
Family Birthing Center (4th floor, West Wing)

Proceed to Elevator #1 on the 1st floor, next to the gift shop. On the 4th floor, exit the elevator to your right. Follow the hallway, turning left then right. Proceed down the ramp to the end of the hallway.

All Family Birthing Center visitors must ring the bell for entrance.

Telemetry/Intensive Care Unit (4th floor, East Wing)

Proceed to Elevator #1 on the 1st floor, next to the gift shop. On the 4th floor, exit the elevator to your left.



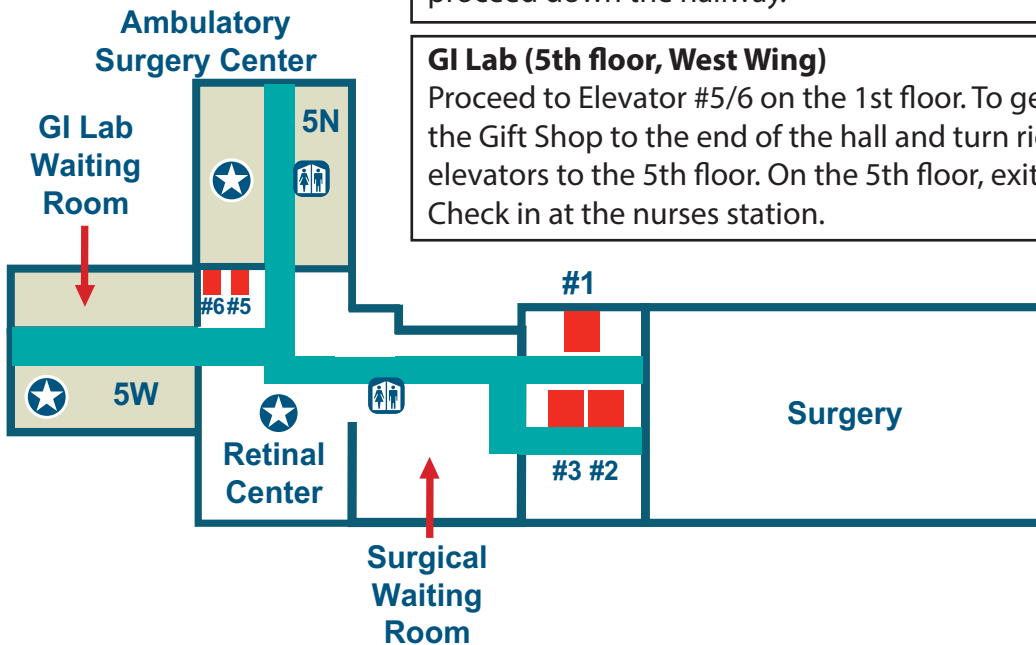
5th Floor

Ambulatory Care Unit (5th floor, North Wing)

Proceed to Elevator #1 on the 1st floor, next to the gift shop. On the 5th floor, exit the elevator to your right and walk straight to the end of the hallway down the ramp. Ceiling sign reads Ambulatory Services. Turn right and proceed down the hallway.

GI Lab (5th floor, West Wing)

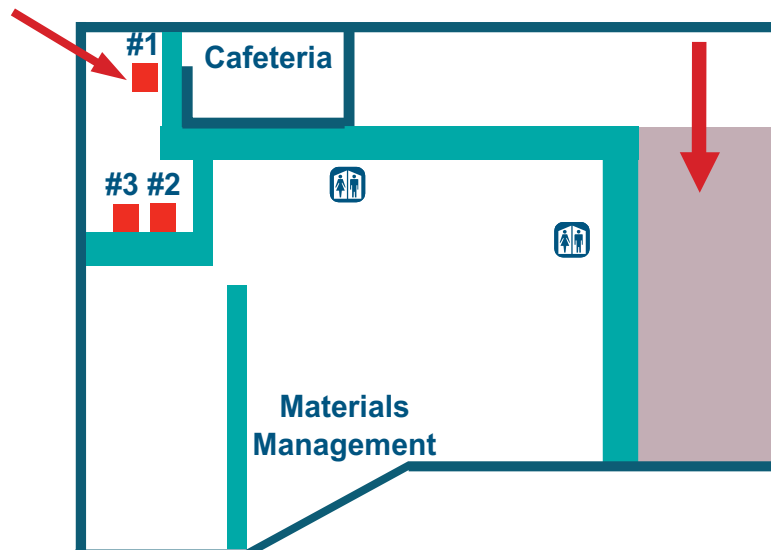
Proceed to Elevator #5/6 on the 1st floor. To get to Elevator #5/6 walk past the Gift Shop to the end of the hall and turn right. Take either of the two elevators to the 5th floor. On the 5th floor, exit the elevator to your right. Check in at the nurses station.



Lower Level

Food & Beverage
Vending
Machines

Globe, Deaconess
& Memorial
Conference Rooms





VISITOR AND FINANCIAL INFORMATION



YOUR FAMILY, FRIENDS, AND OTHER VISITORS

Your family and friends can play a key role in your plan of care. Please share this section with them and let them know they are welcome at FHN Memorial Hospital.

FHN makes every effort to provide a safe, comfortable environment for patients, their families, and friends. We ask that your visitors please respect the following rules while visiting you.

VISITING

In support of our commitment to delivering excellence and to promote a healing and welcoming environment, FHN encourages patient visits. No check-in or visitor badge is required, and there are no specific visiting hours or nighttime visiting restrictions (except for the Family Birthing Center - please see below for details). During flu season or other epidemic situations, FHN may limit visits – if so, signage will indicate any restrictions.

FHN encourages a quiet healing environment for our patients' comfort. A quiet atmosphere is important to encourage the healing process. A rest period is observed every day from 1:30 to 2:30 p.m., and after 8 p.m. From 8 p.m. to 6 a.m. all visitors must enter through the Emergency Room.

Phone-charging stations are available in visitor lounge areas – ask for assistance if needed.

At all times, please be respectful of the need for quiet in patient areas – adjust volume of any electronics, and keep conversation levels low.

VISITOR REMINDERS

- For the health and safety of both our patients and our young visitors, children under 12 years of age may only be admitted as visitors to the hospital in the company and under the supervision of a responsible adult, and may not be left unattended at any time.
- For the benefit of our mothers and their babies, visiting hours in the Family Birthing Center are only from 10 a.m. to 8 p.m. Children under 12 may only visit the Family Birthing Center if they are siblings of the new baby.
- People with obvious signs of infection should not visit the hospital. Please do not visit if you have a fever, sore throat, cough, runny nose or congestion, upset stomach, or are vomiting.
- Please do not use patient bathrooms during your visit; public rest rooms are located throughout the building.
- Please check with nursing staff before bringing in food, personal items or flowers. Restriction of these items may be an important part of a patient's care.
- Some patients in the hospital are very ill. As we strive for a quiet, healing environment, please be considerate of other patients.
- We are very respectful of our patients' privacy, so you may be asked to step out during provider consultations or while personal care is being provided.
- Disruptive and inappropriate behavior can result in visitors being asked to leave. FHN reserves the right to address aggressive or violent behavior appropriate to any circumstances up to and including legal action.
- During flu season or other epidemic situations, FHN may limit visits – if so, signage will indicate any restrictions.



YOUR VISITORS ARE IMPORTANT!

Since hospitals can be unfamiliar places, they may create confusion, anxiety, and even fear for some people. In addition, changes in certain medications or anesthesia following a procedure can cause temporary agitation or disorientation. Friends and family can help alleviate these concerns while at the same time helping with patient safety. Here are some suggestions for you as a visitor that may be beneficial for the patient you're visiting.

PATIENT SAFETY IS OUR PRIORITY

We at FHN Memorial Hospital are committed to a safe patient experience, and are proud that we were recognized by the world's largest independent, non-profit product- and service-testing organization as the area's best hospital for safety. It is our goal to provide our communities with the best possible healthcare services, and we hope that recognition such as this adds to your comfort level and confidence in our processes and capabilities.

NOTIFY NURSING STAFF IF THE PATIENT:

- Becomes increasingly agitated/combative
- Has pain
- Is trying to get out of the bed/chair
- Has to use the bathroom
- Pulls at IV lines or tubes

NEVER HESITATE TO ASK FOR ASSISTANCE

ACTIVITIES

- Check with the nurse about the patient's activity restrictions/limitations
- Take the patient for a wheelchair ride in the hallway
- For patient safety reasons, please stay close to their room
- Ask staff about an activity basket, games, books, magazines or an activity apron for the patient to use.

DELICIOUS FOOD FOR EVERYONE!

Café FHN, located in the lower level of the hospital, is open:

Monday through Friday

Breakfast: 7 – 10 a.m.

Lunch: 11 a.m. – 2 p.m.

Saturday and Sunday

Breakfast: 8 – 10:30 a.m.

Lunch: 11 a.m. – 2 p.m.

Holidays

11 a.m. – 2 p.m.



Guests of patients may order a meal from the *Treat Yourself Room Service Dining* menu by 7 p.m. The meal will be ready at the time patient trays are normally delivered. Guests must use a credit or bank card for payment. Please ask your nurse for our *Treat Yourself Room Service Dining* menu.

After hours, please use our vending machines, which are available 24/7 next to Café FHN or visit Lori's Gifts.

GIFT SHOP

Lori's Gifts gift shop is located on the first floor of the hospital in the central corridor, offering a wide selection of products for all ages including newspapers, magazines, books, gifts, stamps, drinks, sandwiches, snacks and personal items. Fresh flowers and plants, as well as mylar balloons, also are available. To reach the gift shop, call ext. 6371 or 815-599-6371 outside the hospital. Online or phone orders to the gift shop will be delivered the same day.

Gift shop hours are:

Monday – Friday: 9 a.m. – 7:30 p.m.

Weekends and Holidays: 11 a.m. – 6 p.m.

LATEX BALLOONS

Due to the increasing number of patients and staff with latex allergies, we ask that latex balloons not be sent or brought to the hospital. Mylar balloons are a good substitution.

FOR SPIRITUAL COMFORT

A chapel is located on the first floor of the hospital in the central corridor. Patients, family and friends may use the chapel for prayer, reflection or private family meetings. Chaplains visit often, and you can request a visit at anytime.

NO SMOKING POLICY

FHN is committed to providing a healthy environment for all our patients, their family and visitors, and our staff members. As part of that commitment, we are a smoke-free campus. This includes all our facilities, parking lots and walkways. If you would like information about smoking cessation programs offered by FHN, please call 815-599-7437 to learn more about the options available or read about our Quit Smoking/Tobacco Cessation Group.



WE HAVE SO MANY STORIES TO TELL!

If you'd like to know more about what's happening in and around FHN, just ask for a copy of INSIGHT, our community magazine. If you don't receive INSIGHT at home, let us know and we'll make sure you're on our mailing list.

Past issues of INSIGHT are available to read online at www.fhn.org/pubs.asp.

Thank you for choosing FHN!



FINANCIAL INFORMATION

This section contains information about payment for your care, including contact numbers for people who can help you with any questions or concerns.

Financial Assistance

To inquire about FHN's Financial Assistance Program Please contact a Patient Account Representative at

1-877-720-1555

Patient Care Estimates

To inquire about an estimate for the cost of services please contact a Patient Financial Advocate at

1-866-417-0542

UNDERSTANDING HEALTHCARE COSTS

Being a good healthcare consumer is about more than your health and wellness. It's also about your rights as a consumer to know the cost of your care BEFORE services are performed and your responsibility to understand your health insurance so that there are no surprises when you receive a bill. Here are the most important things to remember about billing.

- Except in emergency situations, questions about billing should start BEFORE you undergo treatment. Always ask for estimated costs BEFORE a service or test is performed. You have a right to this information and FHN encourages you to ask.
- Know your insurance coverage. For example, what tests and services are covered? Is there a co-pay? How much is it? Do you need pre-certification, a referral or second opinion before seeing a specialist or having a procedure? Is your healthcare provider in your network? (Don't assume that he or she is still "in network" because they were last year.) Are wellness or preventive services covered? What is considered a pre-existing condition?

- When you receive your bill, make sure you have received all services listed and know why you received them, and note the total cost of care and how much your insurance or employer has paid.

The answers to these questions can determine who is responsible for payment (you and/or your insurance provider). FHN has specialists who can answer some questions about your insurance coverage, but only you have full access to your plan and its benefits. For insurance and billing questions or if you think you might need financial assistance for your care, please call the FHN Central Business Office at 815-599-7950 or toll-free at 877-720-1555.

FINANCIAL ASSISTANCE

FHN provides both uninsured and underinsured patients a wide range of financial assistance options for medically necessary health care provided by FHN employed providers. Eligibility for assistance may vary depending on residency, income, family size, and eligibility for insurance coverage. Patients must exhaust all other reasonable sources of payment including eligibility for other insurance. You may not decline other insurance as a source of payment, if available, in favor of utilizing FHN's Financial Assistance Programs.

- **Medically Necessary Services:** Any Hospital inpatient or outpatient service, including medications or supplies provided by the Hospital, normally covered for Medicare beneficiaries.
- **Family Income:** The sum of a family's annual earnings and cash benefits from all sources before taxes, less payment for child support.
- **Family Size:** The number of personal exemptions allowed under federal tax law on the most recently filed federal income tax return on which the Patient or Guarantor is one of the persons a personal exemption is allowed. Additionally a Partner, is also included. A Partner is a person who has established a civil union pursuant to the Illinois Religious Freedom Protection and Civil Union Act or similar state law.
- **Uninsured Patient:** A patient who is not covered under a health insurance policy and is not a beneficiary under a public or private health insurance plan, workers' compensation, accident liability insurance, or other third party liability insurance.
- **Underinsured Patient:** A patient who is covered under a health insurance policy or is a beneficiary under a health insurance plan, accident liability insurance or other third party liability insurance with coverage limits, co-payments and/or coinsurance requirements that may result in out of pocket expenses that exceed the Patient's ability to pay, as determined by FHN.

FINANCIAL ASSISTANCE PROGRAMS AND ELIGIBILITY REQUIREMENTS: THE FOLLOWING FINANCIAL ASSISTANCE **DOES NOT REQUIRE A COMPLETED FHN FINANCIAL ASSISTANCE APPLICATION**

1. FHN Prompt Pay Discount

FHN applies a courtesy Prompt Pay discount for most Hospital and Physician services when the Patient pays the balance in full within thirty days of the first statement date. Certain services are excluded.

2. FHN Uninsured Discount

FHN applies a courtesy discount to Uninsured Patients for most Hospital and Physician services. Certain services are excluded and the applicable discount is automatically applied to the Patient's billing statement. This discount is removed if insurance coverage is subsequently identified.

3. Presumptive Eligibility

Uninsured Hospital patients who have demonstrated homelessness; mental incapacitation with no one to act on their behalf; Medicaid eligibility but did not have Medicaid on the date of service (or the service was not covered by Medicaid) or are deceased with no estate, will be presumed eligible for financial assistance without further scrutiny by the Hospital.

THE FOLLOWING FINANCIAL ASSISTANCE PROGRAMS **DO REQUIRE A COMPLETED FHN FINANCIAL ASSISTANCE APPLICATION. ALL PATIENTS GENERALLY HAVE 240 DAYS FROM THE DATE OF THE FIRST BILL TO APPLY FOR FINANCIAL ASSISTANCE.**

4. Illinois Hospital Uninsured Patient Discounts

FHN provides financial assistance to Uninsured Patients for Hospital services in accordance with the Illinois Hospital Uninsured Patient Discount Act. Applications must be completed. These discounts do not apply to persons who do not reside in Illinois or to physician and non-hospital services.

- Eligible Patients with Family Income for Family size not more than 125% of the Federal Poverty Income Guidelines are provided a discount of 100% of Hospital Charges for all Emergency Medical Care or other Medically Necessary Services exceeding \$300 per inpatient admission or outpatient encounter.
- Eligible Patients with Family Income for Family size more than 125% but not more than 300% of the Federal Poverty Income Guidelines are provided a discount of Hospital Charges for all Emergency Medical Care or other Medically Necessary Services exceeding \$300 per inpatient admission or outpatient encounter equal to the Illinois Uninsured Discount Factor.

5. FHN Assisted Care Discounts

FHN may provide financial assistance to Uninsured Patients who are FHN Service Area Residents for Medically Necessary services performed by FHN providers. This program is for those individuals who are not otherwise eligible to apply for insurance as another source of payment and compares Family Income to Federal Poverty Income Guidelines.

6. Medically Indigent Discounts

FHN may offer additional discounts for Uninsured and Underinsured Patients whose out-of-pocket expenses for Medically Necessary Services provided by FHN, exceed the Patient's ability to pay. Decisions will be made on a case-by-case basis.

7. AGB Percentage

- Patients found eligible under FHN's Financial Assistance Policy shall not be billed more than the AGB percentage of Gross Charges the Hospital uses under Section 501(r) of the Internal Revenue Service Tax Code.
- FHN uses the look-back method when calculating the annual AGB Percentage, which divides the sum of certain claims paid to the hospital by the sum of the associated gross charges for those claims

HOW CAN YOU APPLY FOR FINANCIAL ASSISTANCE?

The FHN Financial Assistance Policy, Plain Language Summary, and Applications are available in both English and Spanish translations and can be accessed:

- Online at **www.fhn.org**
- FHN Central Business Office, 421 W. Exchange St., 3rd floor, Freeport, IL
- Any FHN location including FHN Hospital Emergency and Admission areas
- Contacting a Patient Account Representative at 877-720-1555 or 815-599-7950
- Written requests for applications may be mailed to:
FHN Central Business Office
P.O. Box 268, Freeport, IL 61032

NEED ASSISTANCE APPLYING?

For more information and help with the application process please:

- Contact a Patient Account Representative at 877-720-1555 or 815-599-7950
- Visit the FHN Memorial Hospital Cashier's Office



IN YOUR HOME



NOW THAT YOU'RE HOME AGAIN...

As mentioned earlier, this book can serve as documentation of your hospital stay. In this section we've included information about how to continue to stay as safe and healthy as possible on an ongoing basis. Please be sure to talk with your primary care provider for more personalized advice. We believe that you are always our patient, whether you're in the hospital, visiting one of our offices, or at home. Your health is important to us, and ***we are always here to care for you.***

PAIN MANAGEMENT AT HOME

Just like you did when you were in the hospital, you need to tell your healthcare provider if you have pain, even if he/she doesn't ask. Describe where and when it hurts, or if you can't sleep or do things like dressing or climbing stairs because of your pain. You may be asked to use the same 0-10 scale you used in the hospital, shown here again for your reference.

WHAT PAIN LEVEL ARE YOU EXPERIENCING?



10

WORST PAIN



9

SEVERE



8

7

MODERATE



6

5

MILD



4

3

2

1



0

NO PAIN

It will help your provider if you can tell them what kind of pain you're experiencing, using words like

- | | | | | |
|------------|------------------|------------|-------------|-------------|
| • Aching | • Comes and goes | • Numbing | • Radiating | • Soreness |
| • Bloating | • Constant | • Pressing | • Searing | • Stabbing |
| • Burning | • Cutting | • Pressure | • Sharp | • Throbbing |
| • Cramping | • Dull | • Pulling | • Shooting | • Tightness |

Tell your healthcare provider if your pain gets worse, what you think makes it worse and what helps make your pain better or more tolerable, including if moving or staying in certain positions improves the situation. Be sure to mention any medications or other vitamins and pills you have been taking, including ones you can buy without a prescription. Even pain medicine that you have only taken or will take for a short time should be listed.

WHAT CAN BE DONE TO TREAT PAIN?

There are many ways to manage your pain. Medicines are often the first thing people think of, such as acetaminophen, aspirin, ibuprofen, naproxen, and opioids. Opioids include morphine, oxycodone and hydromorphone. Many of these medicines come in pills, liquids, suppositories, and skin patches. Some people have problems swallowing pills and assume they can just crush them and take that way. However, this is not always a good idea so check with your provider to see if that's an option, or if you might be able to get the medicine in another form, like a liquid.

Be sure to always follow the instructions for all medicines, whether prescription or over-the-counter, and be on the alert for any side effects, which could include things like constipation, nausea, vomiting, itching and sleepiness. If you experience a side effect, call your healthcare provider or nurse as soon as possible to find out what can be done to treat the side effect. Always ask if there is another pain medicine that may work better for you.

There are also non-medicine ways to relieve pain, such as

- Acupuncture, which uses small needles to block pain
- Taking your mind off the pain with movies, games, and conversation
- Electrical nerve stimulation, which uses small jolts of electricity to block pain
- Physical therapy
- Hypnosis
- Massage
- Exercise
- Heat or cold
- Relaxation

MEDICINE CONCERNS

If you've had a bad experience taking pain medicine in the past, such as a side effect or bad reaction, or you're taking a lot of other medicines, you may be reluctant to take a medication for pain or any other condition. It's important that you share your fears or concerns about medications with your healthcare provider before you leave the hospital so that you can understand the pros and cons of taking them.

Some people may be afraid of becoming addicted to pain medicine, so it's good to know that studies have shown that this is not a common occurrence for most patients. This is especially true if the patient has never had an addiction. If you have addiction concerns or have had addiction problems in the past, your provider can help you find the right resources to address your specific situation.

PRESSURE ULCER PREVENTION AT HOME

If you are inactive or immobile, you will need to be on the lookout for pressure ulcers, sometimes called bedsores. A pressure ulcer is caused when an area of the body is under constant pressure from the weight of your body or medical equipment.

They occur over bony areas, including:

- Tail bones
- Hip bones
- Heels
- Ankles
- Elbows
- Spine
- Ears

You may be at increased risk for pressure ulcers if...

- You take steroids
- You stay in bed or a chair for long periods of time
- You have poor bowel or bladder control
- You have poor appetite or do not drink enough fluids
- You don't move much
- You have thin, fragile, or dry skin
- You are confused or restless
- You need help getting up
- You are overweight or underweight
- You are taking medications that cause you to be sleepy or have impaired consciousness

If you see a blister or a constant area of redness or discoloration, typically over a bony area, you may be developing a pressure ulcer. The area may be tender to the touch, painful, numb, or it could be hard and warm. If the redness and pain does not go away within two hours after you have changed position, you should see your healthcare provider.

TIPS FOR HEALTHY SKIN

- Keep your skin clean and dry
- Use moisturizers on dry skin areas
- Eat a balanced diet
- Drink plenty of fluids
- Stay as active as possible
- Get plenty of rest
- Examine your skin daily

FALL PREVENTION AT HOME

Falls are the leading cause of home injuries and home deaths. Anyone can fall, for reasons ranging from tripping to the effects of some medicines such as tranquilizers, pain relievers, sleeping pills, and blood pressure medication that can make you feel dizzy or disoriented. You can also feel weak or woozy from enemas, laxatives, periods without food or rest, or prolonged periods of bed rest. Unfamiliar surroundings, even including things like rearranging your own furniture, can make you disoriented when you wake up, especially in the dark.

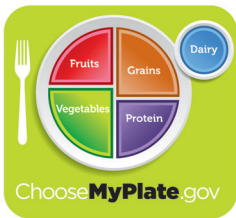
More than one-third of people over the age of 65 fall at least once each year and twenty to thirty percent of these falls result in injury leading to hospitalization. To decrease your chances for a fall...

- Have annual physical exams and review all of your medications with your provider.
- Exercise regularly and eat a healthy diet.
- Have an annual eye exam.
- Ensure adequate lighting in the home; use a nightlight in your bedroom, hallway or bathroom.
- Use assistive devices as needed or prescribed for you.
- Remove throw rugs and tack down loose carpet.
- Wipe up spills immediately.
- Clear your pathways of clutter. Keep electric cords and other trip hazards out of walkways.
- Wear properly fitting shoes with low heels and slippers with non-slip soles.
- Place grab bars in the bathroom and use a rubber mat or non-skid strips in the shower/tub.
- Install sturdy hand rails on both sides of stairway and keep stairs free of clutter.
- Consider painting or taping a contrast color on the top and bottom step of your stairs.
- Keep a phone accessible at all times, preferably a portable one.
- Consider a medical alert pendant like Lifeline (available through FHN) that you can wear around your neck or in a pocket and simply press a button to be connected to assistance.
- Set up a telephone check system with family members or friends, or a local agency like CONTACT.
- Get up slowly from a chair or bed to avoid dizziness.
- Keep frequently used items on lower shelves or in easy-to-reach areas.
- Notify your doctor of any changes in your physical condition, as this may affect your balance and walking.

EAT RIGHT

You probably received information in the hospital about how you should eat when you were home again. If you would like additional help, FHN offers nutrition education and counseling for all ages by registered, licensed dietitians. Counseling topics include personalized material for cardiac health, cholesterol reduction, weight loss or gain, high-fiber diets, hypoglycemia, diabetic or pre-diabetic concerns, vegetarian diets, special considerations for pregnant women, and more. A 10-week weight-loss program called Create Your Weight is also offered at various times during the year.

To schedule an appointment for nutrition counseling, ask your healthcare provider to send a referral to our dietitians. If you have questions about this service, call 815-599-6549.



DAILY FOOD CHOICES

Making food choices for a healthy lifestyle can be as simple as using these 10 Tips. Use the ideas in this list to balance your calories, to choose foods to eat more often, and to cut back on foods to eat less often.

1. Balance calories

Find out how many calories YOU need for a day as a first step in managing your weight. Go to www.ChooseMyPlate.gov to find your calorie level. Being physically active also helps you balance calories.

2. Enjoy your food, but eat less

Take the time to fully enjoy your food as you eat it. Eating too fast or when your attention is elsewhere may lead to eating too many calories. Pay attention to hunger and fullness cues before, during, and after meals. Use them to recognize when to eat and when you've had enough.

3. Avoid oversized portions

Use a smaller plate, bowl, and glass. Portion out foods before you eat. When eating out, choose a smaller size option, share a dish, or take home part of your meal.

4. Foods to eat more often

Eat more vegetables, fruits, whole grains, and fat-free or 1% milk and dairy products. These foods have the nutrients you need for health—including potassium, calcium, vitamin D, and fiber. Make them the basis for meals and snacks.

5. Make half your plate fruits and vegetables

Choose red, orange, and dark-green vegetables like tomatoes, sweet potatoes, and broccoli, along with other vegetables for your meals. Add fruit to meals as part of main or side dishes or as dessert.

6. Switch to fat-free or low-fat (1%) milk

They have the same amount of calcium and other essential nutrients as whole milk, but fewer calories and less saturated fat.

7. Make half your grains whole grains

To eat more whole grains, substitute a whole-grain product for a refined product – such as eating wholewheat bread instead of white bread or brown rice instead of white rice.

8. Foods to eat less often

Cut back on foods high in solid fats, added sugars, and salt. They include cakes, cookies, ice cream, candies, sweetened drinks, pizza, and fatty meats like ribs, sausages, bacon, and hot dogs. Use these foods as occasional treats, not everyday foods.

9. Compare sodium in foods

Use the Nutrition Facts label to choose lower sodium versions of foods like soup, bread, and frozen meals. Select canned foods labeled “low sodium,” “reduced sodium,” or “no salt added.”

10. Drink water instead of sugary drinks

Cut calories by drinking water or unsweetened beverages. Soda, energy drinks, and sports drinks are a major source of added sugar, and calories, in American diets.



DRINK PLENTY OF WATER!

Our bodies are about 60% water and we lose water all the time through sweating and going to the bathroom, so it's important to constantly replenish it. Most experts recommend a minimum of 8 8-oz glasses of water every day – this is about a half-gallon. Remember to drink water even if you're not thirsty – your body may not always tell you when you're starting to become dehydrated.

Making food choices for a healthy lifestyle can be as simple as using these 10 Tips. Use the ideas in this list to balance your calories, to choose foods to eat more often, and to cut back on foods to eat less often.

Dietary Guidelines for Americans

The Dietary Guidelines for Americans, 2010 are the best science-based advice on how to eat for health. The Guidelines encourage all Americans to eat a healthy diet and be physically active.

Improving what you eat and being active will help to reduce your risk of chronic disease such as diabetes, heart disease, some cancers, and obesity. Taking the steps in this brochure will help you follow the guidelines.

For more information, go to:

www.DietaryGuidelines.gov

www.ChooseMyPlate.gov

www.Health.gov/paguidelines

www.HealthFinder.gov

KEEP MOVING

Exercise is key to both your physical and mental health. Regular daily exercise can reduce your risk of heart disease, and everything from housework to walking the dog to taking the stairs counts! If you don't have time to work out, break up your exercise time into 10-minute sessions throughout the day. Most people should plan to exercise at least 30 minutes on most days of the week.

If you are not able to move easily, your provider can help you find ways to exercise that still provide many of the benefits of walking or other more physical activities. If you feel you need some help in this area, ask for a referral to physical therapy and we'll be happy to help you develop an exercise plan that suits your situation.

DON'T SMOKE

Smoking is the most preventable cause of premature death in the United States.

Making the decision to stop smoking is a big decision, but you can do it.

Did you know that when you stop smoking the following changes occur?

- After 1 year off cigarettes the excess risk of heart disease caused by smoking is reduced by half.
- After 15 years of abstinence, the risk is similar to that of persons who have never smoked.
- In 5 to 15 years, the risk of stroke for ex-smokers returns to the level of those who have never smoked.
- Male smokers who quit between 35 and 39 add an average of 5 years to their lives.
- Female quitters between 35 and 39 add 3 years.
- Men and women who quit at ages 65 to 69 increase their life expectancy by 1 year.

When you're ready to quit, contact your healthcare provider.

Additional resources may be found at:

- **FHN Quit Smoking/Tobacco Cessation Group:** 815-599-7300 or www.fhn.org
- **Center for Disease Control (CDC):** 1-800-232-4636 or www.cdc.gov/tobacco
- **QuitAssist®:** www.philipmorrisusa.com
- **National Cancer Institute:** www.cancer.gov

IF YOU FEEL A NEED TO TALK WITH SOMEONE...

Your health is not only physical. Our behavioral health both impacts and is impacted by our physical health and many, many people can benefit from visiting with a behavioral health specialist.

The FHN Family Counseling Center can help you grow personally and manage life's changes. We offer treatment and prevention services to people of all ages. We partner with your healthcare providers, as well as other important members of your support team, to provide care and treatment for the whole person that's uniquely you.

Our work together depends on your needs. Together, we develop a treatment plan that outlines the goals you want to achieve. When we can, we include family members and other community resources to help you succeed.

Along with many others, our services include:

- Individual and group counseling services
- Group therapy for anxiety, depression, and anger management
- Family relationship support (marriage and family counseling, children's behavior and school performance concerns, parenting education, divorce mediation and recovery services)
- Support with aging issues and phase-of-life changes
- Emotional concerns such as assistance with anxiety, depression, and bereavement counseling
- 24-hour crisis intervention services

For more information, call our office in Freeport at 815-599-7300 for services in Stephenson County or 815-777-2836 for services in Jo Daviess County at our Galena office.

FOR MENTAL HEALTH AFTER-HOURS EMERGENCIES

Stephenson County/Freeport office
815-599-7300

Jo Daviess County/Galena office
888-463-6260

You will be directed to the CONTACT help-line where a trained, confidential listener will assist you. Professionals at FHN Family Counseling Center are available day and night to provide emergency services.

THE RIGHT CARE AT THE RIGHT TIME

If you need to see a healthcare provider after your hospital visit (or anytime), here are all the ways you can access healthcare at FHN. How do you know when you need the emergency room, an office visit, or a quick trip to FHN/Physicians Immediate Care Urgent Care Clinic (with no appointment)? Here are some good rules of thumb when deciding what treatment option is best for you:

Emergency Room

Most health problems are not emergencies, and being treated as such when they're not can be unnecessarily expensive and time-consuming while also diverting hospital resources that could be better utilized for patients with more serious issues. However, be sure to call 911 or come to the emergency room as quickly as possible if you have any of these symptoms:

- Chest pain
- Difficulty breathing
- Stroke symptoms (difficulty speaking or swallowing, face drooping on one side, inability to lift one arm)
- Severe or uncontrolled bleeding
- Severe burns
- Broken bones that have pushed through the skin
- Severe, uncontrollable pain

Office Visit

If you're suffering from the symptoms below, an office visit with an FHN healthcare provider may be best for you. Appointments can often be made within hours of your call and your provider will be able to spend more time with you in a more relaxed environment than the Emergency Room. Call your provider's office to make an appointment.

- Chronic symptoms of any kind
- Prolonged pain
- Common illnesses like a cold or flu with more severe symptoms
- Fever
- Minor injuries such as sprains or cuts

If you don't have a primary care provider, please call the FHN Physician Referral Center at 815-599-7060 or toll-free at 888-433-5700 and you'll have an appointment before you hang up the phone! Your primary care provider is just that, your primary doctor and your first resource for any healthcare concern. Don't wait until you really need one to choose a primary healthcare provider. Take the time when you're feeling well and can make your decision without feeling rushed.

In choosing an FHN provider, always ask:

- Is this provider well trained and experienced?
- What types of visits will my insurance cover?
- Am I comfortable with him or her?

Information on all FHN providers can be found at www.fhn.org under Find a Provider.

FHN/Physicians Immediate Care Urgent Care Clinic

No appointment is needed for healthcare here, and this facility is open seven days a week (Monday through Friday from 8 a.m. to 8 p.m. and 8 a.m. to 4 p.m. on Saturdays and Sundays). The staff there provides treatment for non-life-threatening injuries and illnesses, including:

- Broken bones, fractures, and dislocations
- Burns
- Eye and ear injuries and infections
- Lacerations and open wounds
- Minor concussions
- Muscle injuries
- Asthma
- Bronchitis and pneumonia
- Cold, cough and flu
- Migraines and headaches
- Nausea, vomiting, and diarrhea
- Sexually transmitted diseases (STDs)
- Urinary tract and bladder infections

The Urgent Care Clinic is fully equipped with digital X-ray capability, lab testing, six exam rooms, and a trauma room. The clinic also offers occupational medicine services to employers for treatment of work-related injuries, drug and alcohol testing, and a variety of work-related physical examinations. Just walk right in at 1009 Fairway Drive in Freeport, across from our Burchard Hills facility, or avoid the line and reserve your time.

Here's how:

- Go to www.physiciansimmediatecare.com
- Pick the time that works best for you
- If you want, we'll text you when it's your turn

MYFHN

Stay informed. Stay in touch. Stay involved in your healthcare.

HOW MYFHN WORKS FOR YOU

Available at your convenience

We understand your time is valuable. MyFHN, our patient portal, makes time consuming tasks simple...a few clicks on your computer, tablet, or smart phone and you're done. You can connect with your providers and keep your family informed at the same time if you choose to give authorized family members access to your information.

You choose the when and where

Access to MyFHN is on your schedule, whether at home, on vacation, or at another medical office. Manage your healthcare information 24/7/365 – no waiting!

The MyFHN app makes it even easier!

With the MyFHN app, you can easily take advantage of functionality designed just for your phone or tablet. Just follow these simple steps:

1. Search for the MHealth app in the Google Play or Apple App store.
2. Select the Meditech MHealth app (there are multiple MHealth apps).
3. "Allow" MHealth to access your location – this will give you a selection of patient portals near you, and MyFHN will be one of them.
4. Choose the FHN/MyFHN Portal and download it – it will now appear as an icon on your smartphone.
5. Anytime you want to access MyFHN through the app, just log in with the same username and password set up for the online version of MyFHN.

Of course you can also log in using the FHN website (www.fhn.org) – it's up to you!

ALL OF YOUR INFORMATION, IN ONE PLACE

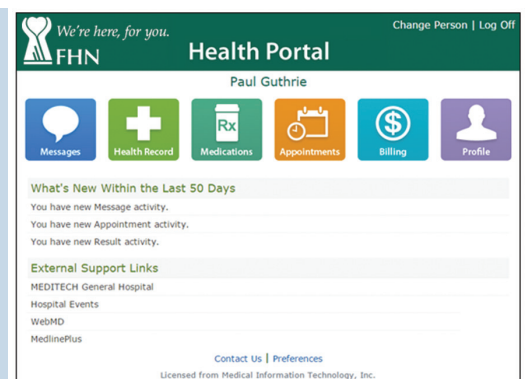
MyFHN is an online tool that goes a step beyond simply displaying information by helping you manage your healthcare easily and securely.

Messaging: Send a message to your health provider

Health information: Lab results, diagnostic test results, visit history, discharge instructions, health summary

Allergies and medications: Allergies and conditions, immunizations, medications with instructions

Appointments: Appointment requests, upcoming visits



SELF ENROLL

If you have not yet enrolled at MyFHN, there are two ways you can do so. You can find more info and instructions for each at www.fhn.org/MyFHN.asp.

If you'd like to use your medical record number (a six-digit number preceded by the letter M) to enroll, request your number and confirm your email address when you visit an FHN office. Then enroll online once you receive an email from us with a link to complete the process.

Medical Record Number _____

If you prefer, you can complete our MyFHN Online Enrollment Form **without** your FHN medical record number. On this form you'll need to identify yourself by providing your contact information as well as your date of birth and one of the following: the name of an FHN provider you've seen in the last 30 days, the date of an Emergency Room visit in the last 30 days (an approximate date is fine), or the name of your FHN primary care provider. Then you'll complete the process using the right column of instructions.

FAQS: YOU HAVE QUESTIONS, WE HAVE ANSWERS

Where does my health information in MyFHN come from?

The information comes from your FHN Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information available.

How do I log in?

To log in, go to www.fhn.org and click on MyFHN on the home page, go directly to www.myfhn.org, or access MyFHN through our app (instructions for downloading the app appear in this brochure). Then simply enter your user name and password (see enrollment information in this brochure).

Can my family access my information on MyFHN?

Yes, but only you can give access to family members, such as parents or healthcare proxies. This needs to be handled in person at your healthcare facility as it requires signed consent from you and your family member(s).

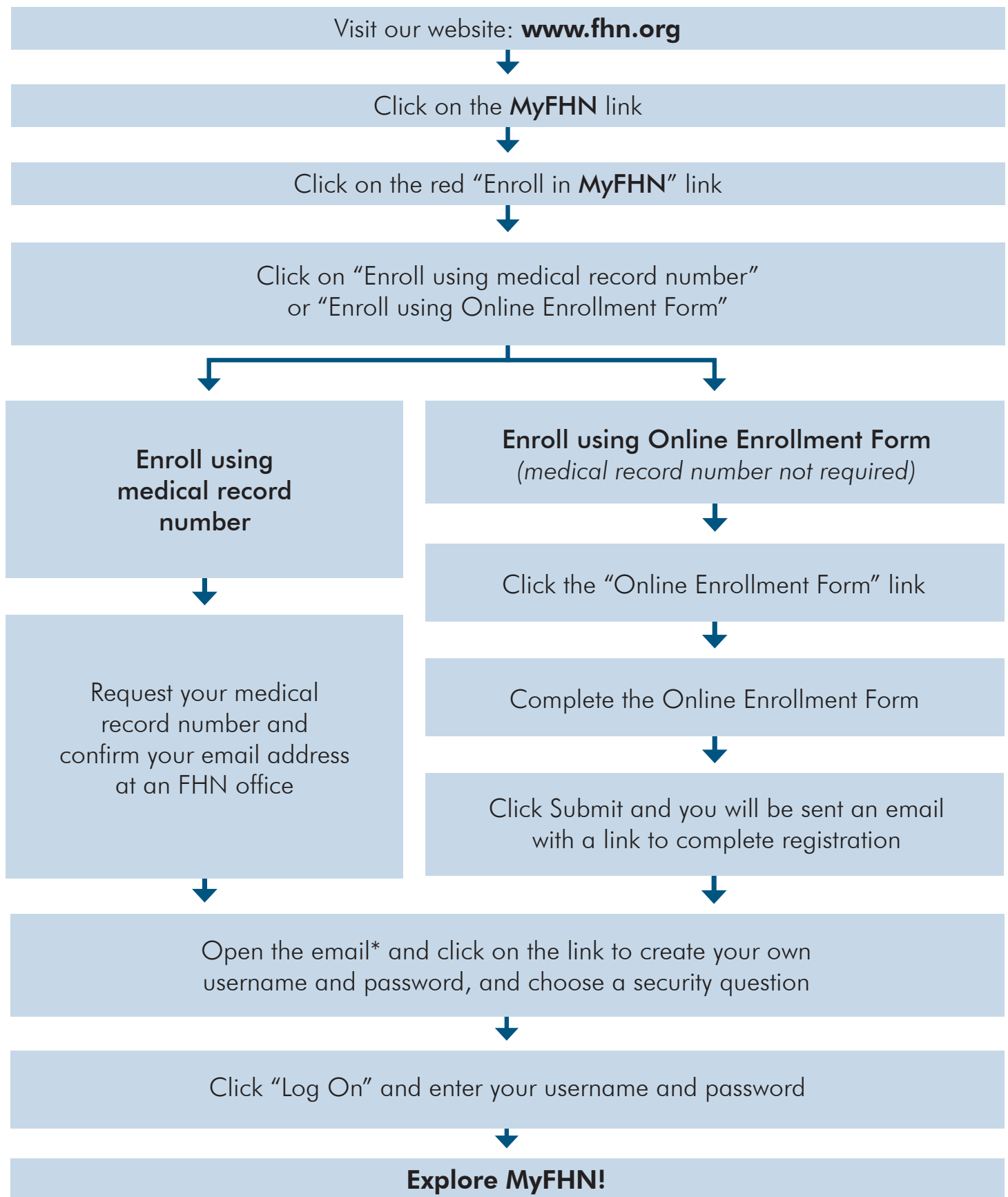
Is my information safe?

Yes, MyFHN is a secure website. Your passwords are encrypted. You and your authorized family members are the only ones who can access your information. Also, timeout features protect your information if you leave the site page open too long.

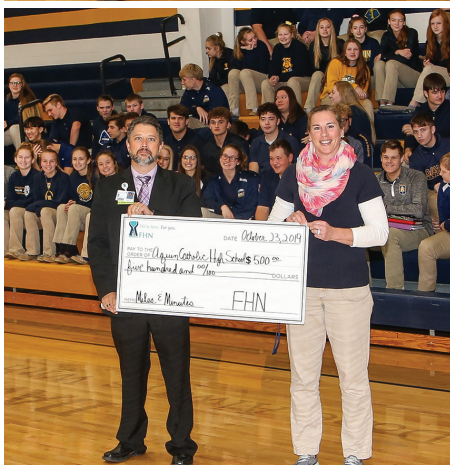
What if I ever have technical problems with MyFHN?

Please call 815-599-6907 or toll-free 1-877-6000-FHN (1-877-600-0346) ext. 6907 for assistance. You can e-mail MyFHN@fhn.org or visit the websites www.myfhn.org or www.fhn.org.

MYFHN ENROLLMENT



*If you do not receive an e-mail from us, please check your spam filter and junk email. If you do not find an email there, please call 815-599-6907 for assistance.



CARE FOR THE COMMUNITY

Many of our patients, visitors, healthcare providers, and staff choose to express thanks for their own care or honor loved ones through contributions to the FHN Foundation. The Foundation provides an extra financial boost for equipment and services at FHN that might not otherwise be possible. Extra touches for direct patient care – like state-of-the-art thermometers, specialized monitors for pediatric patients, and more comfortable wheelchairs – as well as support for continuing education for caregivers and staff are just some of the ways our generous donors help ensure healthcare excellence for their family, friends, and communities. There are many ways to give, from outright donations to bequests, and other estate planning options. We would be happy to discuss possibilities with you – you learn more about the Foundation at www.fhn.org, or call us at 815-599-6900. Thank you for your consideration!



We take **PRIDE** in everything we do.
Every interaction. Every day. Every way.

Vision

Healthcare Excellence
for our Communities

Mission

FHN, together with those
we serve, improves health
and provides superior
quality healthcare services.

Respect, dignity and
compassion guide
our interactions, while
leadership and wise
stewardship of resources
direct the process.



At FHN, we are all about



Our dedication makes FHN a great place for patients
to receive safe, quality care, staff to work productively,
and physicians to practice medicine effectively. We
take **PRIDE** in the important work that we do.

We are accountable for...

Being **Patient centered**

Treating others with **Respect, dignity, and compassion**

Being **Innovative**

Always **Delivering excellence**

Being **Engaged**