

To Our Patients:

At Northwestern Memorial Hospital, our goal is to *Deliver Exceptional Care*. This means offering you the highest quality, state-of-the-art medical care using some of the most advanced technology available and with attentiveness to your physical comfort.

Our longstanding affiliation with Northwestern University Feinberg School of Medicine and strong collaboration with our clinical partners provide you with access to the latest clinical treatments, diagnostics and medical research. Northwestern Memorial is recognized as one of the nation's top teaching hospitals and as such, this integrated relationship is one that benefits our patients directly and is a characteristic of being a leading academic medical center.

While you are in the hospital, we will work to ensure that you are well-informed about your medical care, your treatment options and your medications. We know that the best care includes attention to your emotional and spiritual needs and any other concerns you may share with us. This is important to our *Patients First* mission and is reflected in everything we do. Please let us know what we can do to help you feel at ease.

This booklet is provided to answer some of the questions you may have during your hospital stay. It describes how we can partner with you to ensure a safe hospitalization as well as the people who will be caring for you in the hospital and how to differentiate among them based on the apparel they wear. The many services we offer to make your stay more comfortable are highlighted, such as the availability of educational resources and complimentary high-speed wireless Internet access. In an enclosed brochure, we also provide a description of your rights and responsibilities as a patient.

Your feedback is important to us. In addition to talking with your physician and nurse, please know that our Patient Representatives can be reached at extension 6-3112 and are available to answer any questions that you and your family may have. At some point during your hospital stay, a volunteer may stop by your room to ask questions about your experience as a patient so that we can understand and respond to any concerns. Please let a staff member know if you would like to discuss any aspect of your care, or you may call me directly at extension 6-3007 or at home at 312-472-7255. After you leave Northwestern Memorial, you may have an opportunity to further share your feedback through a patient satisfaction survey sent through the mail.

Thank you for choosing Northwestern Memorial for your hospital care. It is my sincere hope that you and your family will feel like a part of our family.

Best regards,



DEAN M. HARRISON
President and Chief Executive Officer
Northwestern Memorial HealthCare

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Our Arts Program supports a healing environment through works displayed in Feinberg, Galter and Prentice. This photograph, entitled *Stone Walkway, San Francisco*, is located on the 15th floor of Prentice. Photograph by Monte Nagler.

Be Our Partner in Patient Safety

While you are a patient at Northwestern Memorial, we are committed to providing you with the best experience possible. We want you to partner with your physicians and nurses so that you receive the right care at the right time. You can help your healthcare team by providing the following information:

- Any allergies or reactions you may have to medicines or foods
- A current list of your prescribed medicines with the name, purpose, dose and when you take them
- A list of any medicines, supplements or diet aids that you buy over the counter, such as aspirin, cold medicine, vitamins or herbal supplements
- Your health history, including past surgeries
- The names and phone numbers of your physicians, clinics and pharmacies

When you are discharged, we will be happy to provide you with a complimentary form to help you keep track of your medications. You can use this to keep a record of your prescription and over-the-counter medicines, why you take them, your dosages and any drug allergies you may have. If you would like one of these forms, please ask your nurse.

REDUCING THE SPREAD OF ILLNESS AND INFECTION

Keeping hands clean is one of the most important ways to prevent the spread of illness and infection. We work hard to ensure that all healthcare workers and visitors clean their hands frequently. You can expect your caregivers and other employees to always clean their hands when entering and leaving your room.

Frequent communication and collaboration among the members of your care team—your physicians, nurses and technicians—help us deliver the best care.



Your family and visitors also may notice that we have installed kiosks throughout our hospital facilities and stocked them with masks, sanitizing wipes and tissues to help reduce the spread of viral and bacterial infections.

Your Caregivers and Support Services Team

During your hospital stay, you will encounter a variety of healthcare professionals.

Physicians, hospitalists and other caregivers wear identification badges issued by Northwestern Memorial or Northwestern University. Hospitalists, who are physicians on the medical staff specializing in hospital-based medicine, and other physicians wear white or gray coats. Medical residents and interns wear long white coats and medical students wear short white coats. Color-coded apparel is worn by nurses and other caregivers as well as those who support your care. If you have a question about the role of any member of your care team, please ask your nurse.

IDENTIFYING YOUR CAREGIVERS



NURSES

Registered nurses (RN) and licensed practical nurses (LPN)



TECHNICAL SUPPORT SPECIALISTS

Technicians and assisting personnel who support your care



LICENSED PRACTITIONERS

Therapists, technologists, social workers and dietitians



CHAPLAINS

Employees of our Pastoral Services department who provide interfaith pastoral care and personal support



VOLUNTEERS

Women and men who assist Northwestern Memorial by donating time and service



PATIENT ESCORTS

Employees who provide you with safe, comfortable transportation to and from medical tests or procedures

Managing Your Pain

We want you to be as comfortable as possible while in our care and we will work with you to try to relieve or reduce any pain you experience. Pain relief medications and relaxation techniques can help you be more active and aid in your recovery.

WHAT CAN YOU DO TO GET PAIN RELIEF?

- Talk with your physician and nurse. Your care providers cannot always tell when you are in pain and it is important to let them know. Also, tell them what pain medicines you have taken in the past and how well they have worked for you.
- Point to where the pain is located.
- Describe how the pain feels. Does it ache? Throb? Burn? There may be many ways to describe your pain.
- Rate your pain on a scale of 0 to 10, with 0 meaning no pain and 10 the worst pain you can imagine.
- Tell your physician and nurse how well your current pain medicine is working.
- It is best to take your pain medicine before the pain becomes severe, when it is more difficult to relieve.
- Music or television may distract you from pain. Consider viewing one of the relaxation videos found on our on-demand television system. They include “Relaxing Through the Seasons” (title No. 122), which guides you through five easy relaxation exercises, and “Rhythmic Medicine” (title No. 121), which uses nature scenes and calming music to help ease stress.

If you are hospitalized in Feinberg, relaxation videos can be ordered by dialing extension 6-2585 from your room phone.

If you are hospitalized in Prentice, relaxation videos can be ordered through the interactive television in your room. If you have questions about how to access these videos, ask your nurse.

If you would like more information about pain management, your nurse can provide you with the brochure “Managing Your Pain.”

Please know that the physicians, nurses and other staff at Northwestern Memorial care about your comfort. If you have questions, please ask.

Making Your Stay Comfortable and Safe

TELEPHONE

To make local calls with area codes 312, 630, 708, 773, 872 and 847, dial 9 + 1 + area code + telephone number. There is no charge for local calls. To make a long-distance call, dial 9 + 1 + area code + telephone number and enter your credit card or phone calling card number at the tone. You also may call collect by dialing the telephone number and remaining on the line for an operator. To call within hospital facilities, dial the last five digits of the number.

WIRELESS INTERNET

Complimentary high-speed wireless Internet service is available for laptop computers in patient rooms and in some public areas of Feinberg and Galter and in Prentice.

TELEVISION AND ON-DEMAND PATIENT EDUCATION VIDEOS

Patient rooms in Feinberg and Prentice are equipped with a television offering network and cable channels. Also, our own on-demand television system offers some 200 patient education videos with information about medical treatments and follow-up care.

To view on-demand patient education videos in Feinberg, dial extension 6-2585 from your room phone.

In Prentice, interactive televisions provide 24-hour access to on-demand patient education videos, hospital information, the Internet and entertainment options that include television, movies and games. For assistance with your television, please ask your nurse.

A variety of retail options are available on the Northwestern campus including restaurants, specialty beverage outlets, florists and gift shops.



PHARMACY

Your nurse can arrange to have your prescriptions filled at the on-site Walgreens pharmacy, where you can pick them up before you leave. You will be responsible for the co-payment, which cannot be included in your hospital bill. If you prefer to have your prescriptions filled by another pharmacy, please ask your nurse for your prescription orders. Walgreens is located on the first floor of Galter and can be reached by calling 312-951-1084.

PASTORAL SERVICES (CHAPLAIN)

Patients and their families can access Pastoral Services at any time, day or night. Our interfaith chaplains serve individuals of all faith traditions and are available to accommodate religious and spiritual needs and provide support. You may contact Pastoral Services from 8 a.m. to 5 p.m., Monday through Friday, by calling extension 6-2028. You can ask your nurse to page a chaplain at any time if you need immediate assistance.

PROHIBITED ITEMS AND PRIVACY

Certain items are prohibited inside hospital facilities and we ask for your cooperation in following our policies and procedures. Items not allowed include, but are not limited to, alcohol, tobacco products, weapons and any illegal substances. We respect your privacy. However, please know that if we determine there is a reason to be concerned for your safety or the safety of other patients or staff, we reserve the right to ask our security staff to search your belongings and room as well as your visitors and their possessions. If possible, we will let you know before any search is conducted and we will make every effort to minimize the disruption.

During your stay, you may meet members of our Volunteer Services department, dedicated men and women who contribute thousands of hours a year to assist.



SMOKE-FREE ENVIRONMENT

All buildings on the Northwestern campus are non-smoking facilities. Smoking is not allowed inside or within 30 feet of any building.

LEAVING YOUR ROOM

Moving around and getting out of your room for a walk can be a positive part of the healing process. If your physician permits, you may walk around your care unit. For your safety, patients may not leave their immediate care area.

To Better Serve You

We want you to be completely satisfied with your hospital experience. The following services are available for support while you are here.

PATIENT REPRESENTATIVES

Patient Representatives are available to respond to questions and concerns about your experience. They can assist with communication with members of your healthcare team. They are available from 8:30 a.m. to 5 p.m., Monday through Friday. To schedule an appointment, please call extension 6-3112. If you need immediate assistance at other times, call the hospital operator and ask to be connected to the hospital operations administrator on duty.

INTERPRETERS AND SENSORY ASSISTANCE PROVIDERS

Interpreters are provided free of charge for patients with limited English proficiency and for those who are hearing- or sight-impaired.

Your nurse or another caregiver can arrange for these services and other assistive devices or you may call the Patient Representatives department at extension 6-3112 for assistance.

PATIENT FEEDBACK

Your feedback is important to us, especially while you are in the hospital. A hospital representative may visit you to ask about your experience as a patient. This immediate feedback helps us understand and respond to any questions or concerns you may have and helps us improve your hospital stay.

MEDICAL ETHICS COMMITTEE

Members of our Medical Ethics Committee are available for consultations with staff, patients and families upon request. You may arrange for a consultation by speaking to your physician or nurse, by calling Patient Representatives at extension 6-3112 or by asking the hospital operator to page the medical ethics member on call.

FINANCIAL ASSISTANCE

Northwestern Memorial offers many options for financial assistance, including free and discounted care and extended payment plans. Our financial counselors can help you apply for these programs or answer questions about your bill. Financial counselors are available to meet with you individually or by phone and are located on the second floor of Feinberg in Room 2-304. They can be reached by calling extension 6-6906, or you may ask your nurse to help you set up a consultation with a financial counselor. After you are discharged, you can reach our financial counselors toll-free at 800-423-0523. For more information, please see the “About Your Hospital Bill” brochure in the pocket of this folder.

PREPARING TO LEAVE THE HOSPITAL

Your nurse, physician and other healthcare providers will review your discharge plan with you. You will receive written instructions that will explain when and how to take any medicine; any restrictions on your physical activity; and guidelines for a safe recovery and follow-up care. If you have any questions or concerns, please talk with your physician or nurse.

Visitor Information, Parking and Transportation

Visitors play an important role in the recovery process. For your security, everyone who visits a patient must obtain a visitor’s badge from an information desk before entering patient care areas. The badge is valid only for the date and area designated and must be worn at all times in hospital facilities.

VISITING A PATIENT

Some patient care areas, including intensive care units, may have different visitation policies based on medical conditions or individual needs. Please be aware that special protocols are necessary when visiting patients with isolation precautions to prevent or manage infection.

Please ask your nurse if you have questions about the visiting guidelines.

OVERNIGHT VISITORS

Patient rooms are furnished with a window seat that converts to a daybed accommodating one overnight visitor. In most circumstances, staying overnight in our waiting rooms is not allowed.



Our nurses proudly wear gold pins signifying that we have achieved Magnet status, the nationally recognized gold standard for nursing excellence and quality care.

DISCOUNTED PARKING

Discounted parking is available for patients, family members and visitors in the garage across from Feinberg and Galter, between Superior and Huron streets. Bridges to and from the garage are located on the second floors of both pavilions.

Please note that between 6 p.m. and 6 a.m., visitors cannot access Galter from the second-floor bridge. Visitors may use the bridge on the east end of the parking garage that connects with Feinberg. Also, between 7 p.m. and 7 a.m., ground-level access into Feinberg and Galter is limited to the main driveway entrances.

Parking tickets must be validated each time a car is parked or regular parking rates will apply. Validation is offered at the information desks in Feinberg and Galter on the first and second floors and in Prentice at the customer service desk in the main lobby.

Valet parking is available through the Prentice driveway, accessible from Superior Street.

LODGING FOR FAMILY AND FRIENDS

We work with several nearby hotels to provide discounted rooms for family and friends visiting our patients. To find a discounted room near the Northwestern campus, call our Health Resources department at 6-ROOM (7666), from 8 a.m. to 5 p.m. Monday through Friday or you can visit www.nmh.org, click on the Hospital Guide tab at the top of the page, select “For Patients” and go to “Discounted Lodging.”

Making Healthcare Decisions

In the event that you become unable to make decisions for yourself, you may want to ask a family member or friend in advance to be your decision maker. Here are some suggestions that may be helpful:

- Ask your designated decision maker to stay with you—even overnight in areas where permitted—during your hospital stay. If you have a question about overnight stays, ask your nurse.
- Invite this person to come with you to tests and procedures to help ask questions and write down instructions.
- Share your wishes about treatment, care and emergency measures should you become unable to make your own decisions.
- Tell your nurse and physician who will be your healthcare decision maker. We will communicate with this person as necessary, but please be aware that he or she may not have legal authority to make decisions on your behalf.
- Designate your healthcare decision maker formally with a healthcare power of attorney to provide that person with the legal authority to make decisions on your behalf.

ADVANCE DIRECTIVES

We recommend that all adult patients choose someone to serve as their power of attorney for healthcare, one of the most frequently used advance directives. This should be someone you know well and someone you trust to make decisions on your behalf should you become unable to do so. If you already have a power of attorney for healthcare or another advance directive such as a living will, please

State-of-the-art technology supports nurses, physicians and other caregivers at the bedside and throughout our hospital facilities.



provide a copy to your nurse so that it can be stored in your hospital medical record. We also recommend that you review your advance directives with your physician.

At your request, we will provide you with forms that you can use to name a healthcare power of attorney or to indicate your advance directives. For more detailed information, please refer to the brochure “A Voice In Your Future,” included in this folder. For consultation or assistance with advance directives, contact Pastoral Services at 312-926-2028, 8 a.m. to 5 p.m. Monday through Friday. After regular hours, you can ask your nurse to page an interfaith chaplain.

Special Informational Services

We offer a number of informational health resources and invite you and your loved ones to take advantage of these to support your healthcare decisions.

PATIENT EDUCATION

Having the right information about your medical condition and care is essential. In addition to the on-demand patient education videos explained earlier on Page 9, we offer more than 250 informational guides that describe a variety of tests, procedures, treatments and follow-up care. If you would like more information, please talk with your nurse or another healthcare professional. You can also access these informational guides through our Web site at **www.nmh.org**. Once you are on our home page, click on the “Hospital Guide” tab at the top of the page. Then click on “For Patients” and select “Patient Education.”

HEALTH LEARNING CENTERS

Our Health Learning Centers are open to the public, offering health and wellness information for patients, families and the community at no charge. Trained individuals are available to help you find information and resources. The main Health Learning Center is on the third floor of Galter, Room 3-304, and is open Monday through Friday from 9 a.m. to 5:30 p.m.

You may contact the Health Learning Center by calling 312-926-LINK (5465) or by e-mailing **hlc@nmh.org**.

The Alberto Culver Women’s Health Learning Center is located on the first floor of Prentice and specializes in women’s health information. It is open Monday through Friday from 9 a.m. to 5:30 p.m.

You may contact the Women’s Health Learning Center in Prentice by calling 312-472-3640 or by e-mailing **womenshealthcenter@nmh.org**. For more information, visit **www.nmh.org/hlc**.

QUALITY REPORT CARD

Our Quality Report Card provides data about Northwestern Memorial's performance in selected clinical treatment areas, surgical outcomes and patient satisfaction. Measures of our quality performance and national comparisons are highlighted on the Quality Report Card available on our Web site at www.nmh.org. This information is provided to help individuals become informed partners in their healthcare decisions.

NORTHWESTERN MEMORIAL ONLINE

By visiting our Web site at www.nmh.org you can find answers to questions about medical conditions; look up wellness and health information; search for physician information; request referrals and appointments; and learn more about Northwestern Memorial. For information about women's health issues, go to prentice.nmh.org.

Additional Information About Prentice

VISITING IN THE RENÉE SCHINE CROWN NEONATAL INTENSIVE CARE UNIT (NICU)

Parents and guardians may be with their infants 24 hours a day. Grandparents, adult family members and friends may visit anytime as long as a parent or guardian with an identification band is present. Four people may visit at one time. Please talk with a NICU nurse about the unique visiting rules for siblings and other children.

BREAST PUMP RENTAL

Medical-grade breast pumps can be rented at *Zen & Now Gifts* on the first floor of Prentice. The shop is open Monday through Friday from 9 a.m. to 8 p.m. and Saturday and Sunday from 10 a.m. to 6 p.m. Call 312-472-4444 for more information.

THE ROBERT H. LURIE COMPREHENSIVE CANCER
CENTER OF NORTHWESTERN UNIVERSITY AT
NORTHWESTERN MEMORIAL HOSPITAL

Most medical oncology and hematology inpatients are treated on specially designed and equipped floors in Prentice. Patients with cancer benefit from special amenities designed to respond to their medical needs and provide comfort. Patients have access to services that help improve and maintain strength and endurance during cancer treatment and a care environment built with materials and systems that reduce the risk of infection for those with compromised immune systems.

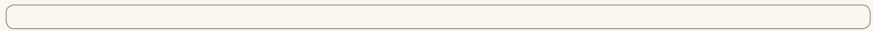
While in the hospital, patients with cancer are provided with cancer rehabilitation services including individual and group physical and occupational therapy sessions through the Rehabilitation Institute of Chicago, which is on the medical campus. Additionally, integrative medicine services, such as massage therapy and acupuncture, are available through the Center for Integrative Medicine and Wellness.

Women with cancer can benefit from the Maggie Daley Center for Women's Cancer Care, a two-floor center that offers a unique integrative, holistic approach addressing emotional, aesthetic and physical needs during cancer treatment.

Ask your nurse if you would like more information about the services available.

We value teamwork and information sharing among all caregivers as essential to providing the best care.





About Northwestern Memorial

Northwestern Memorial Hospital is consistently ranked by healthcare consumers as the “most preferred” hospital in the Chicago region. We have earned national Magnet recognition, the gold standard for nursing excellence and quality care. A number of our medical specialties are ranked in *U.S. News & World Report* magazine’s annual “Best Hospitals” issue. Our efforts to provide quality care are recognized nationally. We are included in The Leapfrog Group’s “Top Hospitals” list for quality and safety of care practices and the National Committee for Quality Health Care has honored us with the prestigious National Quality Health Care Award. We also are recognized as one of the nation’s “100 Top Hospitals” by Thomson Reuters, an annual study that examines the overall performance of more than 3,000 hospitals nationwide. Our efforts to support patient care with advanced technology have earned us a place on the “100 Most Wired” list of hospitals and health systems published by *Hospital & Health Networks* magazine and we are consistently named to *Working Mother* magazine’s list of “100 Best Companies for Working Mothers.”



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OUR MISSION

Northwestern Memorial is an academic medical center hospital where the patient comes first. We are an organization of caregivers who aspire to consistently high standards of quality, cost-effectiveness and patient satisfaction. We seek to improve the health of the communities we serve by delivering a broad range of services with sensitivity to the individual needs of our patients and their families.

We are bonded in an essential academic and service relationship with Northwestern University Feinberg School of Medicine. The quality of our services is enhanced through their integration with education and research in an environment that encourages excellence of practice, critical inquiry and learning.

Para asistencia en español, por favor llamar al Departamento de Representantes para Pacientes al 312-926-3112.

Northwestern Memorial is an equal opportunity employer that welcomes, respects and serves with dignity all people and does not discriminate, including in hiring, or employment, or admission, or access to, or treatment in its programs or activities on the basis of race, color, gender, national origin, religion, disability, handicap, age, Vietnam or other veteran status, sexual orientation or any other status protected by relevant law. To arrange for TDD/TTY, auxiliary aids and foreign language interpretation services, or for issues related to the Rehabilitation Act of 1973, call the Patient Representative department at 312-926-3112, TDD/TTY number 312-926-6363.