



## Welcome to Northwestern Memorial Hospital

### Bed/call button

We will show you how these controls work.

### Your room

You have storage, a cork board for displaying personal items, a white board for important information from your healthcare providers and an area for visitors.

Your room and bathroom will be cleaned daily between 7 a.m. and 3:30 p.m. Your waste can will be emptied every morning. Your bed linens will be changed as needed by your nurse.

### Your belongings

While we prefer that you leave your valuables at home because we cannot be responsible for them, you may use the safe in your room. If you need help locking an item in your room safe, please ask your nurse.

### Meals

Your nurse will explain any special foods ordered for you, how to select your meals and when your meals will arrive.

### Phone and Internet use

You and your visitors may use cell phones in the hospital. Wireless Internet is available without charge in hospital facilities.

#### Long distance calls

To make a long distance call from your room phone, dial 9 + 0 + 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.

### Visitor information

Your nurse will review specifics regarding visiting hours, parking and accommodations for children or overnight guests.

## Your Care

### Patient identification

For your safety, we may ask you to state your name and date of birth before we provide care.

### Condition Help

**If you have an urgent medical need or an emergency,** use your call button. If there is a delay in the response and you are concerned, call 2-1111. A nurse will respond immediately.

### Falls prevention

**Always use your call button to ask for help before you get out of bed.** We want to keep you safe and protect you from falls or injuries.

### Your plan of care

Your nurse, physician and other healthcare providers will review your daily plan for care. They also will work with you to meet your goals for care.

### Preventing and managing pain

In order to assess your level of pain and make you as comfortable as possible, **we will often ask you to describe your pain.** If you are taking any medications to control pain, your nurse will discuss these with you. Please let us know if you experience any pain or discomfort and we will do all we can to help.

### Medication in the hospital and at home

Your nurse and physician will frequently review with you the medications that you are taking while in the hospital. **Please let us know if you have any questions or concerns about any medications.** When being discharged, make sure you understand the medicines you need to take after you leave the hospital.

### Patient/Family questions

Questions from you and your family are important to us and we do our best to answer them fully. You may direct questions to your nurse, physician or other staff. If you are unsure who to ask, start with your nurse or call the Patient Representatives department (6-3112 on your room phone).

### Comment line

**We want to hear from you.** Please share your comments, questions or concerns regarding the service you receive while you are in the hospital. Call 2-CARE (2-2273) to leave a message.

### Patient/Family education

Educational videos that provide information about healthcare and treatment can be viewed on the television in your room. Your nurse can help you access programs that would be most helpful for you.

### Preventing common complications

#### ▪ Blood clots

To prevent blood clots, your physician may order certain medicines. You also may wear compression devices that gently squeeze your calves to simulate the muscle movement that occurs when you walk.

#### ▪ Bedsores

To prevent bedsores for those with limited movement, your nurse will help you to turn and change positions often.

#### ▪ Infection

To prevent infection, **we will clean our hands** when we enter your room and when we leave. Your visitors should do the same. **Remind us if we forget.** If you have an infection, you may need to wear a mask or gown when you go to other care areas of the hospital.

### Walking/Activity guidelines

Please follow your physician's guidelines regarding out-of-bed activity such as walking. Activity may help speed your recovery, but please remember to **always ask your nurse for help before getting in and out of bed** as we do not want you to risk a fall.