

Patient Guide

& General Information




DEKALB HEALTH

Promote. Preserve. Restore.

DeKalbHealth.com

Bringing world-class care home to you.

At DeKalb Health, we are committed to being your independent, not-for-profit community hospital. Each and every day, our physicians, nurses and other medical professionals distinguish themselves as being the most compassionate caregivers you'll find anywhere. We share our goal of providing the best possible patient experience, and are dedicated to caring for you and your family.

We wish to personally welcome you to DeKalb Health. We encourage you to become familiar with the information in these pages, and if you have any questions or concerns, please let us know. On behalf of the staff of DeKalb Health, we thank you for the opportunity to serve you.

MISSION

Promote, Preserve, Restore Health

VISION

To be the Healthcare Organization of Choice for Patients, Payers and Healthcare Professionals.

VALUES

Creativity *Pursuing continuous improvement through innovation, imagination and resourcefulness.*

Integrity *Earning the respect and confidence of our community through professional and ethical business practices and having the courage and commitment to uphold our values.*

Quality *Emphasizing an ongoing commitment to excellence through a continuous process of education, communication, evaluation, efficiency and improvement.*

Service *Identifying and satisfying the needs of our patients, community, employees and partners.*

Teamwork *Capitalizing on the strengths of each employee and working collectively in the best interest of our patients and community.*

Independence *Continue to function organizationally as an independent, not-for-profit hospital and healthcare organization.*

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General Patient Information

Accreditation

DeKalb Health and its related services are licensed by Indiana State Department of Health (ISDH) and Center for Medicare/Medicaid Services (CMS). The following hold national accreditations:

- Cardiopulmonary Rehabilitation
- Computed Tomography (CT)
- Diabetes Education
- Digital Mammography
- Laboratory
- Magnetic Resonance Imaging (MRI)
- Nuclear Medicine
- Respiratory
- Ultrasound

Billing / Insurance

For questions or concerns regarding your hospital account, please contact Patient Financial Services at 260.333.7699. If you reach a recording, please leave your name and a brief message and someone will return your call as soon as possible.

Centers of Excellence

DeKalb Health offers a variety of direct services with specialty in:

- Emergency
- Imaging and Imaging for Women
- Obstetrics
- Orthopedics
- Rehabilitation
- Sleep Center
- Surgery



Central Scheduling

We offer centralized scheduling for the following services: Imaging/Radiology, Sleep Studies, Respiratory, and Infusions. To schedule, please call 260.333.7710.

Chaplain / Chapel

For your peace of mind, our hospital chaplain is available for prayer, support, and counseling. If you prefer to speak with your own minister, priest, or rabbi, we will be happy to make the contact for you. Our chapel is located on the first floor hallway to the north campus, near the inpatient/ICU elevators. It is always open for prayer and meditation.

Comments and Questions

If you have any questions or concerns regarding your care or hospital services, please feel free to discuss them with your physician, nursing supervisor, or our Patient Experience Officer. You can reach our Patient Experience Officer by calling 260.920.2802 or by emailing patientexperience@dekalbhealth.com.

Confidentiality / HIPAA

DeKalb Health complies with HIPAA privacy regulations. Your medical records will be treated as confidential. You may obtain a copy of the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices from the registration or information desks.

Electronic Health Records (EHR) MyChart

For hospital patients who wish to play an even more active role in their care and well-being, DeKalb Health offers an electronic health record (EHR) to serve you better. Our EHR patient portal, **MyChart** is a secure web-based system that allows you to access your health records for hospital services and tests. The services is free. To learn more, contact Patient Access at 260.920.2628.

Ethics Committee

The Ethics Committee is available to help when complex healthcare decisions must be made. It acts as a consultant and facilitator when family members disagree about what to do, when members of the care team have differing opinions, or when the patient's wishes for care and treatment options are not clearly understood. If you would like assistance, please let your nurse know.

Gift Shop

Serendipity is staffed by hospital volunteers and is a fundraising venture of the hospital organization. Proceeds are donated back to the hospital to benefit patient care at DeKalb Health. Our Gift Shop is located on the first floor between the South Lobby and the Snack Bar. Hours are Monday through Friday 8:30 a.m. to 4:30 p.m.*; weekends 10:00 a.m. to 2:00 p.m.*

*Please note that hours may vary due to staffing availability. For more information, or for assistance placing an order, call the DeKalb Health Gift Shop at 260.920.2553.

Housekeeping

Your room will be cleaned daily and as needed throughout your hospital stay. For any questions or concerns regarding this service, please call the housekeeping extension at 2539 or discuss with your nurse.

Top Ten Things Patients Should Do

1. Know your medications.
2. Ask questions.
3. Know your rights.
4. Ask for education about your illness, medication and test to be performed.
5. Make sure providers wash hands.
6. Check your I.D. band.
7. Be active in your plan of care.
8. Be active in your discharge plan.
9. Make sure your concerns are known and addressed.
10. Be actively involved in your care. Do not feel that you are bothering your caregivers if you need something. We want the best for you.

General Patient Information continued

Meals for Patients

Our Food Services Department prepares meals according to your doctor's specific orders. Please check with your nurses before eating or drinking anything other than what has been provided for you. If you have questions about your food or special likes and dislikes, dial extension **2538** and ask for a dietary team member. Patient meals are served at the following times:

Breakfast	8:00 a.m.
Lunch	12:30 p.m.
Dinner	5:30 p.m.

**For Dietary Questions
Dial Ext. 2538**

Meals for Visitors

For our visitors, the Courtyard Café and Snack Bar are located on the first floor. In addition, vending machine items are available 24 hours a day in the lounge across from the Courtyard Café, third floor and ER. The Courtyard Café is open 24 hours a day, offering several options and daily meal service. Menus are posted on the website at DeKalbHealth.com. Meals are served at the following times:

Courtyard Café (Monday - Sunday)

Breakfast	7:00 a.m. - 9:30 a.m.
Lunch	11:00 a.m. - 1:30 p.m.
Dinner	4:30 p.m. - 6:30 p.m.

Snack Bar (Monday - Friday)

7:30 a.m. - 2:00 p.m.

Notary Public

If you would like assistance, please let your nurse know. After hours, please contact the operator to have the nursing supervisor paged.

Newspapers

Daily newspapers (Evening Star and the Journal-Gazette) are available to purchase at the South Entrance of the main hospital, door number #1.

Patient Surveys

Your experience at DeKalb Health matters to us and we rely on you to tell us how we are doing. Following discharge you may be called by our national research company and asked about the care you received. The survey is a standardized publicly-reported survey designed to measure the patient's perception of the hospital's quality of care mandated by the Centers for Medicare & Medicaid Services (CMS). We encourage you to participate if given the opportunity. It is through your voice that we become your healthcare provider of choice.

Private Rooms

Our new all-private patient rooms not only create an improved healing environment, but increase comfort, privacy, security and convenience for our patients, family members and visitors.

Quality of Care

At DeKalb Health we strive to offer you the best high-quality care. To review the latest quality reports for DeKalb Health visit, [**medicare.gov/hospitalcompare/**](https://www.medicare.gov/hospitalcompare/) or [**dekalbhealth.com**](https://www.dekalbhealth.com)

Students

DeKalb Health serves as a clinical facility for several types of students. If you agree to have students participate in your care, they will be closely supervised by your doctor and/or appropriate staff members—they do not function independently. However, if you do not want a student involved in your care, please inform the staff.

TDD

For the hearing impaired, a TDD number is available by calling 260.925.3122. A TDD is also available for use in patient rooms.

Telephones - Patient Access

To place a long distance call dial “9,” then “0,” then the area code and phone number you wish to reach.

Video / Cell Phone Recording

DeKalb Health asks that patient families obtain authorization from staff prior to any form of video recording.

Visitors

Visitors are welcome and encouraged. Please be sensitive to patients and their need for care, rest and privacy.

Wireless Internet Access / Free Wi-Fi

Free wireless Internet access service is provided to our DeKalb Health patients, guests and visitors for use during a hospital stay or visit. Individuals wishing to use this service must provide their own portable computer with wireless capability. DeKalb Health is not responsible for lost or stolen devices. The service is provided by Auburn Essential Services (AES).

****No password required***

Television / TV Channel Listing

A television is provided in each patient room. If you are in a semi-private room, please be considerate of your roommate's comfort when you set the volume.

DeKalb Hospital Channel Lineup

2. WANE (CBS 15) Ft. Wayne
3. WNIT (PBS 34) S. Bend
4. WPTA (ABC 21) Ft. Wayne
5. BirthPlace Education Channel (OB Only)
6. WFFT (FOX) Ft. Wayne
7. WPTA-DT2 (CW) Ft. Wayne
8. WISE (NBC 33) Ft. Wayne
9. WGN America
10. WISE-DT2 (MyNet) Ft. Wayne
11. WINM (TBN 63) Ft. Wayne
15. HSN
16. ShopHQ
17. QVC
22. MC22
23. Lifetime
24. FX
25. TV Land
26. E!
27. MTV
28. VH1
29. CMT
30. Spike
31. ESPN
32. ESPN2
34. USA
35. Discovery Channel
36. TLC
37. HGTV
38. History
39. A&E
40. Hallmark Channel
41. Syfy
42. The Weather Channel
43. TBS
44. TNT
45. AMC
46. Animal Planet
47. Comedy Central
49. Big Ten Network
50. FOX Sports Midwest Plus
53. WE
54. Travel Channel
55. Food Network
59. C-SPAN
60. C-SPAN2
61. C-SPAN3
62. FOX News
63. CNN
65. MSNBC
66. CNBC
67. Cartoon Network
68. Nickelodeon
69. Disney Channel
70. ABC Family
95. 3ABN
96. Church Channel
97. TBN
98. Inspiration Network
99. EWTN

Safety and Security

Belongings / Valuables

Upon admission, we prefer that you send all valuables, such as jewelry, credit cards, computers and money, home with a family member or friend. If that is not possible, please have them placed in the hospital safe until you are ready to leave. Responsibility for lost or stolen items cannot be assumed by the hospital.

Leaving Your Area

To ensure the health, safety and security of our patients, we ask that you please discuss with your nurse any desire to leave the area you have been admitted to in order to visit the Gift Shop, Snack Bar, patio, lobby area on another floor, or the Chapel. A doctor's order will be necessary.

Fall Prevention

Falling during a patient's stay is always a risk. We will actively engage you and your family in all aspects of fall prevention. Each patient will be assessed by an RN upon admission and monitored throughout their stay to determine if the patient is at risk to fall. You may also have medication treatments or tests that may increase the chances of falling. Patients identified to be at risk will have fall prevention intervention protocols implemented, which includes a yellow wristband, a falling star, a posey sitter and/or bed exit alarm.

(See FALL PREVENTION GUIDELINES on page 8.)

Family BirthPlace Security

For the added security, safety and privacy of our patients, our Family BirthPlace is a locked unit. You will need to check in with the nurses' station to enter and exit.

Firearms, Weapons and Drugs

Firearms, weapons and illegal drugs are prohibited within DeKalb Health buildings and hospital premises. The hospital reserves the right to inspect the contents of any packages that might be used to carry or conceal prohibited items.

Hand Washing

Good hand hygiene can help prevent the spread of infection. If you are not sure that a member of the healthcare team washed their hands or used hand sanitizer before seeing you, do not hesitate to ask.



Infection Control

Employees of DeKalb Health have been trained in Standard Precautions when handling blood and body fluids of all patients, according to state and federal laws. These measures are intended to protect both the worker and the patient from unnecessary exposure to blood or body fluids. If you have any questions about Standard Precautions or other infection control measures, please ask your nurse.

Medication

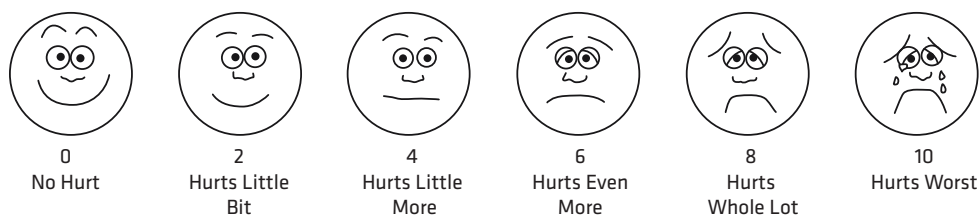
The following tips will help you manage your medications safely:

- Bring a list of all your medications, including prescribed and non-prescribed, herbal products and vitamins, that you're taking prior to being admitted to the hospital.
- After being admitted, stop taking these medications unless your Doctor instructs you to take them.
- Inform your Doctors and/or Nurses of any allergies you have.
- Always take all the medicines prescribed for you.

While you're in the hospital, your physician may prescribe more than one medication for you. To help ensure you're receiving the correct medication, ask questions and record the answers so you can remember them. Here are a few sample questions:

- What are the names of the medications?
- Why am I taking this medication?
- What times will I be receiving a particular medication?
- Can I see what my medications look like?
- May I have a list of my discharge medications?

Pain



Measuring your pain

Your doctors and nurses may ask you to rate your pain on a scale of 0 to 10 or select a face or words to describe your pain. This will help your caregivers know how well your treatment is working and whether to make any changes. Pain may not always be completely relieved. Decide what level of pain will allow you to rest and participate in your care. Set a goal for pain relief with your caregivers (such as having no pain that's worse than 2 on the scale). Let us know when you are in pain—we are here to help!

Pain relief

DeKalb Health wants you to be comfortable during your stay. If you experience pain for any reason, our dedicated staff will work with you to gain the best possible pain relief.

Safety Guidelines

Your safety is important to us. Please observe the following guidelines:

1. Use your call button to request assistance rather than attempting an action or movement that may result in a fall or injury.
(See FALL PREVENTION GUIDELINES on page 8.)
2. Patients may bring in electrical devices that are considered usual for personal grooming, i.e. razors, blow dryers, toothbrushes, and water pics. Only devices with full ground and three prong plugs are acceptable. All electric appliances must be authorized by the Charge Nurse, checked by an authorized person trained in electrical safety, and be declared safe to use in the patient's room. Patients are not allowed to bring in electrical radios, televisions, gaming devices, audio equipment, transmitting equipment, fans and/or heating devices. Battery operated devices are allowable.
3. Nail polish remover is extremely flammable, therefore, we ask that you do not store or use it in your room. We provide nail polish removal pads for your convenience. Please ask your nurse.

Smoking Policy

DeKalb Health has a tobacco-free, smoke-free campus policy. This means that smoking of any type is prohibited on hospital grounds, throughout hospital-owned and operated facilities, and in vehicles on campus.

Vaccinations

Patients may be asked as part of an initial nursing assessment about influenza and pneumonia vaccinations. Information is provided as needed.

FALL PREVENTION GUIDELINES

Our biggest goal is to keep you and your family member safe during your stay. In order to decrease your chances of falling, here are some steps to take.

CALL US...

if you need help to walk. Do not attempt to get out of bed on your own.

DON'T USE FURNITURE WITH WHEELS...

to support yourself. Remember that IV poles have wheels and should not be used for support.

ASK FOR HELP...

if you feel dizzy or weak before you get out of bed.

ASK...

what things are safe for you to do without help. The doctors and nurses will be happy to give you this information.

DON'T...

bend over. We will help you pick things up from the floor, help you with your slippers or unplug IV pumps and equipment.

PLEASE TELL US...

when there is a spill or a slippery area on the floor. We will be happy to clean it up so that you do not fall.

WEAR...

slippers or socks that won't slip.

AVOID...

wearing robes or gowns that are too long.

GO...

to the bathroom frequently to avoid rushing.

DO...

activities at a slower pace.

BEFORE...

getting up, sit on the side of the bed for a few minutes just to make sure you're not dizzy.



PATIENT CONCERN AND RESOLUTION PROCESS (GRIEVANCE)

DeKalb Health has an established Patient Concern Resolution Process (Grievance). Concerns should be brought to the attention of the DeKalb Health Executive Assistant to the CEO.

To file a grievance with DeKalb Health:
DeKalb Health Executive Assistant to the CEO
1316 East Seventh Street, Auburn, Indiana, 46706.
P. 260.920.2501

A grievance may be lodged with the Indiana State Department of Health, regardless of whether or not the patient has first used the hospital's Patient Concern Resolution Process. The address and phone number of the Indiana State Department of Health are:

Indiana State Department of Health
2 North Meridian Street, Section 4-A
Indianapolis, Indiana, 46204
1.800.246.8909

DISCRIMINATION POLICY

DISCRIMINATION IS AGAINST THE LAW

► DeKalb Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, or sex (including gender identity, sexual orientation, age or disability.)

► DeKalb Health cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, sexo, identificación de sexo, o orientación sexual.

DeKalb Health does not exclude people or treat them differently because of race, color, religion, national origin, or sex (including gender identity, sexual orientation, age or disability.)

DeKalb Health

- Provides free aids and services to people with disabilities to communicate effectively with us.
- Provides free language services to people whose primary language is not English.

If you need these services, contact the Patient Access department.

If you believe that DeKalb Health has failed to provide these services or discriminated in another way on the basis of race, color, religion, national origin, or sex (including gender identity, sexual orientation, age or disability) you can file a grievance in person, by mail or fax.

DeKalb Health Executive Assistant to the CEO
1316 E. 7th Street
Auburn, IN 46706
Phone 260.920.2501 | Fax 260.925.8350

PATIENT RESPONSIBILITIES

- Ask your physician, nurse, or healthcare provider what to expect regarding pain and pain management
- Discuss pain relief options with your physician, nurse, or healthcare provider
- Work with your physician, nurse, or healthcare provider to develop a pain management plan
- Ask for pain relief when pain first begins
- Help your physician, nurse or healthcare provider assess your pain by utilizing a pain scale
- Tell your physician, nurse or healthcare provider if your pain is not relieved
- Tell your physician, nurse, or healthcare provider about any worries you have about taking pain medication
- Ask questions about your health conditions



PATIENT RIGHTS

All individuals shall be given impartial access to appropriate treatment and accommodations when medically indicated, regardless of race, color, religion, national origin, sex (including gender identity) sexual orientation, age or disability.

A patient has the right...

- to be treated with respect, consideration, and dignity in all circumstances.
- to personal and informational privacy.
- to formulate advance directives, and timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.
- to receive care in a safe setting.
- to know the identity and professional status of those providing his/her care.
- to be informed of any experimental, research, or educational activities that are involved in his/her care or treatment and has the right to refuse to participate.
- to receive from physicians and other caregivers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.
- to communicate with other people from outside the hospital, such as visitors, when medically appropriate.
- to pastoral care and other spiritual services.
- to participate in the development and implementation of his/her plan of care.
- to consult with a specialist, upon request and at his/her expense.
- to refuse a diagnostic procedure or treatment, to the extent permitted by law.
- to receive a complete explanation of the need for transfer and any alternatives to such a transfer prior to being transferred to another organization.
- to expect that, within its capacity and policies, a hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services.
- to request assistance with discharge planning and expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
- to be informed of the hospital's charges for services, available payment methods, and notice of non-coverage. The patient also has the right to request and receive an itemized and detailed explanation of his/her total bill for services rendered in the hospital, regardless of the source of payment.
- to access protective services.
- to be informed of hospital policies and regulations that may apply to his/her conduct as a patient.
- to be informed about the hospital's mechanism for initiation, review, and resolution of patient complaints.
- to have a family member or representative of his/her choice and his/her physician notified promptly of his/her admission to the hospital.
- to have a family member or representative (as allowed under State law) make informed decisions regarding his/her care.
- to receive effective communication through interpretation services when individuals speak languages other than English, alternative communication techniques or aides for those who are deaf or blind or other techniques as necessary.
- to present information in a manner and form that can be understood.
- to know who is responsible for authorizing and performing the procedure and treatment.
- to expect quick response to reports of pain. The patient has the right to information, appropriate assessment, and management of pain.
- to the confidentiality of his/her clinical records.
- to be free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- to be free from all forms of abuse or harassment.
- to access information contained in his/her clinical records within a reasonable time frame and have the information explained or interpreted, as necessary.
- to ask and be informed of the existence of business relationships among the hospital, education institutions, other healthcare providers, or payers that may influence the patient's treatment and care.
- to know to what entity their health information is disclosed.
- to obtain and inspect any of their health information that may be disclosed.
- to know if information is released for anything other than treatment, payment and healthcare operations.
- to request amendment or correction of protected health information that is inaccurate or incomplete.
- to receive a written notice of release of information practices from any healthcare provider that may transmit their information in any form.
- to voice complaints, without recrimination, about his/her care or release of information practices.

Going Home

Day of Discharge

Your physician is the person who will inform you when you are ready for discharge. Many patients believe this means they should call for their ride and get dressed to go. The actual discharge process involves coordinating all the details; completing all documentation, verifying medications to be sent with you or called in to the pharmacy, setting follow-up appointments with care providers and printing instructions you will need regarding your discharge plan. The typical discharge process may take 2 to 4 hours. Please ask your nurse what time you will be ready for discharge and make your transportation plans accordingly.

Discharge Planning

From the time we begin our care for you, we are committed to addressing the issue that brought you to the hospital and looking at what is needed for discharge. Our interdisciplinary team approach takes into consideration all that may be needed to ensure the best outcomes once you are ready to go home. Talking with you, your family and those you wish to involve in your discharge planning is to be expected. Please don't hesitate to ask any questions you may have about the plan.

Social Services

Social Services is available to help you and your family. Our Social Worker will connect you with appropriate and available community resources to ensure a safe discharge plan. You may contact Social Services at 260.920.2698.



Questions for the Doctor or Nurse / Notes:

ADVANCE DIRECTIVES POLICY SUMMARY

It is the policy of DeKalb Health to allow all adult individuals with decision-making capacity or their Healthcare Representatives to participate in decision making concerning their health care and medical treatment. Advance directives will be followed by the hospital to the extent permitted and required by Indiana law.

This hospital does not condition the provision of medical care, or otherwise discriminate against an individual, based on whether or not an advance directive has been executed.

Individuals or families may have questions or needs for additional information about advance directives in which case we will refer you to the hospital chaplain or social worker. However, advance directives have legal implications and our employees cannot provide legal advice; therefore, you are encouraged to discuss those matters with your attorney.

Our hospital is committed to providing education to its own employees, and to the community which it serves. We will provide education on issues relating to advance directives and the right of the individual to consent to or refuse medical treatment. If you would like to learn more, please call 260.925.4600.

Advance Directives recognized In Indiana

- Talking Directly with Your Physician
- Organ and Tissue Donation
- Healthcare Representative
- Living Wills Declaration / Life Prolonging Procedure Declarations
- Psychiatric Advance Directives
- Out of Hospital Do Not Resuscitate Declaration and Order
- Power of Attorney

Healthcare Services

The following is a list of services available at DeKalb Health. For information about a specific service or phone number, please visit DeKalbHealth.com.

- Anticoagulation Clinic
- Cardiopulmonary Rehabilitation
- Diabetes Management
- Emergency Services
- Home Health & Hospice
- Imaging and Radiology
- Laboratory (Auburn, Garrett, Butler)
- Nutrition & Dietitian Services
- Obstetrical Services & Family BirthPlace
- Occupational & Bussiness Health
- Rehabilitation - PT/OT
- Pharmacy (Auburn, Garrett, Butler)
- Respiratory
- Sleep Diagnostic
- Specialty Clinic
- Speech Therapy
- Sports Medicine & Sports Performance
- Surgical Services
- Walk-in Clinic
- Wellness
- Wound & Ostomy Care Clinic

Contact Info

Use the area code 260 if needed:

MAIN HOSPITAL	925.4600
PHYSICIAN REFERRAL	920.DOCS
EMERGENCY.....	911
Administration	920.2501
Admitting, Registration & Patient Access	920.2603
Billing and Insurance	333.7699
Community Services	920.2048
CPR and First Aid Education	333.7683
DeKalb Health Foundation.....	920.2048
Family BirthPlace	920.2510
Gift Shop	920.2553
Media Inquiries	920.2555
Patient Experience	920.2501
Patient Condition	920.2802
PharmaCare Pharmacy	925.8000
Physician Referral	920.DOCS
Pre-Admission Surgical Testing	920.2905
Release of Medical Information	920.2749

