

Patient Information Guide

Marshfield Medical Center-Ladysmith



Marshfield Clinic Health System



JEFF EUCLIDE,
Chief Administrative Officer
Marshfield Medical Center–Ladysmith
Marshfield Clinic Health System

Dear patient,

Thank you for choosing Marshfield Medical Center–Ladysmith and entrusting us with your health care needs.

At Marshfield Medical Center–Ladysmith, we strive to provide you with high quality care in a friendly, safe and caring environment. We are dedicated to anticipating and fulfilling your needs, as well as those of your family and visitors.

Should you need additional information or have questions not answered in this guide, please contact your nurse for assistance.

We wish you a speedy recovery and the best of health.

Sincerely,

Jeff Euclide



Welcome to our hospital

This patient information guide will provide you with the information you need during your stay and inform you and your guests of the many services and resources Marshfield Medical Center–Ladysmith offers.

Table of Contents

Mission, Vision and Values	2
Your Care Team	3
When you Arrive	4
Your Hospital Stay	5
Patient Safety	6
Patient Rights	8
Patient Satisfaction	9
Patient Responsibilities	10
Support Services	11
Leaving the Hospital	12
Financial Information	13
Family and Visitor Information	14
Parking	15

OUR MISSION

we enrich lives

...to create healthy communities through accessible, affordable, compassionate health care.

OUR VISION

we will innovate

...and define the future of health care for generations
and will be the consumer's first choice for health care.

OUR VALUES

PATIENT-CENTERED: We listen, serve and put the needs of the patient first.

TRUST: We earn trust through honesty, integrity, respect and compassion.

TEAMWORK: We work together, respecting each other and our professional roles.

EXCELLENCE: Through research, education and best practice, we deliver exceptional quality.

AFFORDABILITY: We are accountable as we manage resources and deliver value-based care.

Your Care Team

PHYSICIAN _____

PHYSICIAN _____

PHYSICIAN _____

*ADVANCED PRACTICE PROVIDER _____

NURSE _____

NURSE _____

THERAPIST _____

THERAPIST _____

OTHER _____

*Advanced Practice Providers may include physician assistants, nurse practitioners or certified nurse midwives.

NOTES _____

When You Arrive

Admission

All information we request from you at registration is necessary for your patient records and for processing insurance forms.

Please bring your insurance card and photo identification when you are admitted. Your photo ID will be reviewed and scanned to ensure your medical identity remains protected. New patients without insurance information will be admitted as “self-pay.” When insurance information is received and confirmed, our records will be updated.

Forms may include consent for treatment, which will need to be signed by a parent or guardian for a minor, at every visit.

Your care team

Your care team provides you with the care and information you need during your stay. Our first concern is your well-being: physical, spiritual, psychological and social.

Your health care team may include:

- Physicians
- Advanced practice providers such as physician assistants and nurse practitioners
- Nurses
- Certified nurse anesthetists
- Dietitians
- Imaging technicians or staff
- Lab technicians or staff
- Pharmacists
- Respiratory therapists
- Case workers
- Physical therapists
- Occupational therapists
- Speech language pathologists

Your care team will work together throughout your stay to assess your needs and provide you with the care and information you need before your discharge.

Personal belongings

You will not need many personal belongings during your hospital stay. We recommend you send home valuable items such as cash, credit cards, jewelry, camera and items of sentimental value with your family and friends.

We cannot be responsible for valuables kept in your room. If you cannot send valuables home, contact your nurse and they can assist with securing them.

Medications

Your own medications

For the safety of our patients, we highly discourage you from using your own medications. This is because our hospital is required to positively identify all medications and verify they have been stored properly.

If you were asked to bring medications to the hospital, staff will review the containers and labels to help identify medications you currently are taking. Staff will then ask you to send the medications home with a family member or friend, or we will store the medications for safekeeping until discharge.

Medications at the bedside

Medications will not normally be allowed at the bedside. This prevents accidental overdose or use of these drugs by other patients or visitors, and allows nurses to observe all doses taken.

Any new medications ordered while in the hospital will be supplied by our pharmacy and billed at the hospital rate. Some insurers, including Medicare, may not cover the cost of many medications when you are an outpatient or observation patient.

If you have been administered a medication or have received a prescription for a medication that will impair your judgment, do not drink alcohol, drive a vehicle or operate dangerous machinery for at least 12 hours after leaving the hospital.



Your Hospital Stay

Meals and room service

Room service is offered to all patients. You may order all your meals and snacks from the menu provided by your health care team. Our dietary team is available to help you understand any dietary recommendations made by your care team. If you would like to speak with a registered dietitian, let us know when you place your meal order. Guest trays also are available.

Contacting a nurse

Patients and family members can get immediate assistance by using the remote control located at each bed. Remote control buttons are clearly marked to provide you with an easy way to make your request.

Telephones

All rooms are equipped with a telephone. To make a local call, dial 8, wait for dial tone, then dial the desired phone number.

Flowers, gifts and mail

As allowed, flowers, gifts and mail will be delivered to your room. Mail arriving after you leave the hospital will be forwarded to your home.



Managing pain

We are committed to pain management and support the following patient rights and responsibilities.

You can expect:

- Individualized pain management.
- Pain evaluation and treatment, even if you are unable to communicate on your behalf.
- Information about pain and pain management measures.
- Education regarding ongoing effective pain management.
- Prompt response from staff to prevent and manage pain.

We expect you to:

- Ask your care team what to expect for pain management.
- Discuss pain relief options with your care team.
- Work with your care team to develop a pain management plan.
- Help your care team assess your pain.
- Tell your care team:
 - when pain first begins
 - what has helped you manage pain in the past
 - any concerns you have about pain medication or other treatments

Patient Safety

Everyone has a role in making health care safe.

Our physicians, advanced practice providers, nurses and staff are working to make your health care safe.

You can make your care safe by being an active, involved and informed member of your care team. Health experts give this advice on how you can help make health care a good experience:

- Speak up if you have questions or concerns. Health care words are hard to understand. Make sure you understand your medical condition, what you need to do and why it is important. It's your body and you have a right to know.
- Expect your care team members to introduce themselves. Look for their identification (ID) badge. Ask for an ID if you don't know who the person is.
- Make sure your nurse or care team checks your wristband and asks your name before providing care or treatment.
- Pay attention to the care you get. Tell your nurse or care team if you think you are about to get the wrong medicine or treatment.
- Educate yourself about your health condition. Ask for and look at written information about your illness and the tests or treatments planned.
- Read all medical forms and make sure you understand them before you sign. If you don't understand a form, ask your physician, advanced practice provider, or nurse to explain each form.
- Ask a trusted family member or friend to be your advocate (advisor/supporter). They can ask questions you may not think about when you are stressed. Your advocate also can help remember answers or speak up for you when you cannot speak up for yourself.
- If you don't understand because you speak another language, ask for language interpreter service.
- Know the medications you take and why you take them. If you do not recognize a medication, verify it is for you.
- Participate in all decisions about your care and treatment. You are the center of the care team.



Read all medical forms and make sure you understand them before you sign.



Proper handwashing is one of the most important actions you and your care team can take to help prevent infection.

Things you can do to prevent falls

Some patients may be at risk for falling.

Your illness, noise, light and tests may make it hard to rest. When you are tired, you may be more likely to fall.

If you are at risk, your care team will take extra steps to keep you safe. To prevent a fall, you and your family can help:

- Keep your phone and call light in easy reach. Put water, tissue and anything you may need close by.
- Call for help when you need to get up or go to the bathroom.
- Wear glasses or hearing aids if you have them.
- Wear slippers or shoes with heel support and non-skid bottoms.
- Take your time to get up and move slowly. Let your nurse or nursing assistant know if you feel dizzy, weak or light-headed.
- Walk close to a wall and use the handrail in the bathroom or hallway.
- Use assistive devices like a walker or cane when getting up.

Help prevent infections

Washing your hands is one of the most important steps we can take to avoid getting sick and spreading germs to others.

Use an alcohol hand sanitizer:

- Apply the product to one hand.
- Rub hands together until dry.

Use soap and water:

- Wet your hands with clean running water and apply soap.
- Rub hands together for 20 seconds and scrub all surfaces.
- Rinse hands well under running water.
- Dry your hands using a paper towel.
- If possible, use a paper towel to turn off the faucet.

When should you wash your hands?

- Before touching or eating food.
- After going to the bathroom or touching urine, stool or body fluids.
- After blowing your nose, coughing or sneezing.
- Before and after touching a wound.

You should see your care team clean their hands before and after they care for you. They may wash their hands at the sink or use a sanitizer. Don't be afraid to ask your care team if they have cleaned their hands.

Cover your cough

- Please cover your mouth and nose with a tissue when you cough or sneeze.
- Put your used tissue in the waste basket and clean your hands.
- If you do not have a tissue, cough or sneeze into your upper sleeve, not your hands.

Special precautions

In the hospital, special precautions are used to stop the spread of harmful germs from person-to-person. A sign on your door will let your health care team and visitors know what precautions to take before entering your room. They may wear a mask, gown and gloves.

Visitors who are sick or have a fever, cough, runny nose or are sneezing should not visit you in the hospital until they are well.

Patient Rights

You are assured confidential treatment of your personal and medical records and may approve or refuse their release to any individual outside the facility. Copies of records and written information from the records are made available to patients. This right does not apply to complaint investigations and inspections by the Department of Health where required by third-party contracts or otherwise provided by law.

Notice of privacy rights

Marshfield Medical Center–Ladysmith is committed to protecting the privacy of our patients. We strongly support both state and federal regulations that protect your privacy and afford you certain privacy rights. Marshfield Medical Center–Ladysmith has developed a “Notice of Privacy Practices,” which provides information on your privacy rights and privacy practices. This notice will be provided to you as a new patient and is available to you upon request.

Our hospital is committed to protecting the privacy of our patients and assuring confidential treatment of your personal and medical records.



Patient's bill of rights

At Marshfield Medical Center–Ladysmith, we listen to and act on the needs of all those we serve. We support the following patient rights to make sure you get the best possible care and information about your care, as permitted by law:

- You will have reasonable access to care.
- You will not be denied appropriate hospital care because of race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, disability or source of payment.
- You will receive care in a safe setting.
- You will be free from all forms of abuse or harassment.
- You will be free of restraint or seclusion in any form, unless medically necessary. Such measures will never be used for coercion, discipline, convenience or retaliation by staff.
- You will receive considerate care that respects your personal values and beliefs.
- You will have your personal dignity and privacy respected.
- With your consent, your doctor will be notified of your hospital admission, discharge, and/or transfer, as necessary. If you choose, a family member or friend will also be notified.
- You may choose to have visitors or no visitors during your stay.
- Your pain will be assessed and managed appropriately.
- We will get consent from you or your legally authorized representative before any treatment is given, except in emergencies.
- You may review your medical records and have the information explained.
- All aspects of your care will be kept confidential, such as your medical records, computerized medical information and any arrangements you make to pay bills and charges.
- You may consent or decline to take part in research affecting your care.
- We will follow your advance directives such as a living will or durable power of attorney for health care. If you do not have advance directives, we will make them available to you.
- You are entitled to know who has overall responsibility for your care.
- You will be told of realistic care alternatives.
- You will be well-informed about your illness, possible treatment and likely outcome, except in emergencies when you may not be able to make decisions for yourself or the need for treatment is urgent.
- You will take part in decisions about your care and any ethical issues that may arise, except in emergencies.
- You will participate in making and carrying out your plan of care, except in emergencies.
- You or your family has the ability to request additional assistance when you have a concern about your condition.
- You can leave the hospital at any time no matter your condition, even if it's against your physician's advice.
- You will not be moved to another facility without a full explanation for the move, or without plans for continuing care and acceptance by the receiving institution, except in emergencies.
- You will be permitted to examine your hospital bill and receive an explanation of the bill, regardless of source of payment, and to receive, upon request, information relating to financial assistance available through the hospital.

All patients regardless of age have rights. Pediatric patient rights also include:

- Children will not be subjected to any medical treatment without prior consent from a parent, legal guardian or the court system unless in the event of an emergency, when treatment would begin immediately.
- Children have the right to have their parent or legal guardian serve as their advocate.
- Children have the right during their hospital stay to socialization and age-appropriate emotional support.
- Children have the right to continue their educational endeavors while hospitalized, with teaching or tutoring services by their education provider.

Patient Satisfaction

Resources

Our top priority is to provide you with high quality and safe health care. You have the right to voice any questions, concerns or complaints regarding your care. You also have the right to express grievances without coercion, discrimination or reprisal and to receive prompt resolution. Your resources to share concerns and resolve issues include:

- Your provider.
- Registered nurses caring for you.
- Unit manager.

Or, you may write or call:

Patient Experience Liaison

Marshfield Medical Center–Ladysmith
900 College Ave West
Ladysmith, WI 54848

Phone: 715-532-5561, ext. 4-1258

For Laboratory concerns, you may call our patient experience liaison at **715-532-5561, ext. 4-1258.**

You also may contact these agencies about issues concerning patient safety and quality of care that the hospital has not addressed to your satisfaction:

Livanta LLC (for Medicare beneficiaries)

BFCC-QIO Program
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1262
1-888-524-9900 or 1-888-985-8775 (TTY)

Wisconsin Division of Quality Assurance

PO Box 2969
Madison, WI 53701-2060
608-266-8481
Fax: 608-267-0352
www.dhs.wisconsin.gov

For Laboratory concerns contact:

Center for Medicare & Medicaid Services (CMS) Central Office

Division of Laboratory Services (CLIA)
7500 Security Boulevard, Mail Stop S2-12-25
Baltimore, MD 21244-1850
1-877-267-2323, ext. 63531

Patient satisfaction survey

Most patients will receive a patient satisfaction survey at their home mailing address following discharge or a follow-up phone survey. You can help us to improve our patient services by completing this survey. Your feedback is important and allows us to improve the quality of our services.

Patient Responsibilities

For the best health care results possible, you and your care team must work together. Just as you have rights as a patient, you also have these responsibilities:

- Be direct and honest about information and give accurate and complete medical history.
- Follow your physician's and advanced practice provider's advice and treatment plan including following instructions and keeping appointments.
- Tell your physician, advanced practice provider or nurse if you cannot follow your instructions or do not understand your care.
- Follow safety instructions.
- Give your health care team a copy of your written advance directive, if you have one.
- Meet your financial obligations to the hospital.
- Tell us if you are not satisfied with your care.

Ask questions

We encourage you to ask questions about your health, treatment and medication.

We want you to understand and be involved in your care. Ask your nurse, advanced practice provider, physician or pharmacist these important questions:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

If you have questions or concerns at any time, please ask a member of your health care team.

Advance care planning

This process helps you think about your values and goals related to future health care choices, including end-of-life care. During this process, you select a person who can make choices for you, if you are unable to make them yourself. You can transfer those wishes onto a written plan called an advance directive or Power of Attorney for Health Care. An advance care directive is important if your attending physician determines you cannot communicate your health care choices because of physical or mental incapacity. Your advance directive will allow your health care agent to make medical decisions according to your stated wishes. Talk with your case manager if you have questions.

Organ donation

Donation of organs, tissues or eyes is a gift that can save lives and help return people to normal, productive lifestyles. For information on organ, tissue or eye donation, please contact your nurse.

Spiritual opportunities

We provide for the emotional and spiritual dimensions of your health and wellness. We recognize that each person's spirit also needs care when significant life changing events such as birth, illness, surgery, rehabilitation or death occur. A spiritual room is located on the ground floor next to the front entrance lobby.

Medical records

If you, or a person you authorize, submit a Release of Information Consent to our hospital, you or your authorizer may:

- Inspect your health records with reasonable notice during regular business hours.
- Receive a copy of your health care records with payment of a charge.

A Release of Information Consent may be obtained from the Health Information Department and must be completed before release of your medical information.

myChart

You can get your most recent lab results, a list of your medications and more, when you sign-up for myChart.



Refill a
prescription



Request an
appointment

Visit ruskhospital.org
to sign up for free or
download the myChart
app from the App Store
or Google Play.

Support Services

Hearing-impaired services

Telecommunications devices are available to help hearing-impaired patients or patients who want to communicate with a hearing-impaired relative or friend. Arrangements can be made to have a sign language interpreter available to assist the hearing-impaired patient.

Interpreters

If you do not speak English, interpreter services are available at no charge. Contact your nurse for more information.

Case management

Case management services are available at no charge to refer you to community resources and help arrange for services you and your family may need including:

- Assistance with Advance Directives.
- Discharge planning to nursing homes, rehab facilities or alternative living arrangements.
- Financial assistance as appropriate.
- Home-delivered meals.
- Home health care.
- Insurance authorization assistance.
- Linkage to resources for abuse and neglect or safety concerns.
- Medical equipment.
- Support groups.
- Rehabilitation programs.
- Therapy.

Ask your nurse about speaking with a case manager.

Leaving the Hospital

Planning for discharge

Discharge planning begins on the day you are admitted and focuses on you and your family's continuing care needs after you leave the hospital. When your physician or advanced practice provider determines you no longer need specialized inpatient hospital services, they will write discharge instructions and orders. Your nurse will review the instructions with you to make sure you understand your continuing care needs and our staff will assist you to your vehicle or with making arrangements for a ride home.

Ask questions and talk about any concerns you have with your physician, advanced practice provider and/or members of your care team. Short stays are typical and most patients complete their recovery at home or another care facility.

Our goal is to help you plan ahead for a safe discharge when you have met any discharge criteria identified. We want you to be able to plan your day, get settled at home, and have all the resources available that you need (pharmacy, equipment sources, etc.).

As your discharge nears, we will make plans with you to coordinate your discharge. It is important to know who will take you home and to make plans for a timely departure. When your physician or advanced practice provider writes your discharge order and follow-up plan, we want to be ready to put your discharge plan into action.

Arranging for after hospital care

If you expect to need home health care, skilled nursing care or a rehabilitation stay, our case managers can help arrange these services. Home health care is care provided by nurses, therapists and nursing assistants in your own home. Your case manager will check to see if these services are covered by your insurance. The frequency and length of your home care visits are based on your needs and your insurance coverage. To talk with your case manager, just ask your nurse to contact them.

Day of discharge

Your nurse will keep you informed and updated on the progress of your discharge and if there are any "discharge criteria" to accomplish prior to going home, such as tolerating ordered diet or ability to ambulate independently. We will try to make your discharge as efficient and timely as possible. Your care team will coordinate with you on when to arrange for a ride to go home.

Discharge instructions

Your nurse will go over all your discharge instructions and will provide you with a written copy. Your signature will be required.

We want your hospital experience to be excellent from admission to discharge. Let us know how we can meet your needs. Ask questions. Be an active participant in your care. We want you to feel ready when it comes time to leave the hospital and to understand the instructions for your care and recovery, whether this occurs at home or at another facility. Your physician, advanced practice provider and other members of your care team are dedicated to providing you with highly skilled and personalized care to assist you in your return to optimal health.



Pre-discharge Patient "To Do" Checklist:

- Establish a tentative discharge time with your nurse and arrange for your ride home.
- If you will need a signed return-to-work form, please let your physician or advanced practice provider know prior to the day of discharge.
- Request prescriptions you will need for new or previously-prescribed medications.
- Ask questions about diagnoses, medications, activity at home, limitations or restrictions, diet changes or dressing changes.
- Request any equipment needs such as a walker, wheelchair, dressing supplies or home oxygen.

Financial Information

Patient billing information

During your visit or upon admission, a financial representative is available to speak with you regarding your insurance coverage and financial responsibility. You will need to make arrangements for your financial responsibility during your admission registration. This may include requesting deposits for deductibles, copayments, coinsurance and non-covered services.

After your discharge from the hospital, we will submit claims to your insurance company automatically. After your insurance company has processed your claim and paid its portion, you will be responsible for the remaining balance. On your statement, the patient amount due is payable upon receipt of the bill. Your statements will be updated periodically as insurance payments are received.

Patient billing assistance

Our patient account representatives are here to help and can assist you with understanding and managing your Marshfield Clinic Health System bills. Call the Customer Service number on your billing statement, write or email. If you send written correspondence, please include the account number shown on your billing statement.

We encourage you to contact Customer Service to discuss your payment or financial assistance options before a balance becomes past due. Unpaid balances may be subject to placement with collection agencies.

If you have questions about your billing statement, call Patient Financial Services at 715-532-5561.



Family and Visitor Information

Visiting hours and regulations

This hospital has an open visiting policy for family members. Family is defined as anyone the patient regards as family. However, patient care and adequate rest for patients are important. To enhance the quality of care, specific visiting hours have been established for each unit. Check at the nurses' station on each unit for visiting hours.

General guidelines for visitors include:

- Visitors may not smoke anywhere in the hospital or use electronic cigarettes or smokeless tobacco.
- Visitors must dress appropriately and wear shirts and shoes.
- Visitors should be considerate of all patients.
- People with colds, sore throats or any contagious diseases should not visit patients.
- Visitors are asked that hand hygiene, using either alcohol-based hand sanitizer or soap and water be done before entering a patient's room and when leaving.
- Visitors should speak quietly and avoid unnecessary noise. The intensive care unit has quiet hours from 2-4 p.m.
- Visitors may be asked to leave the room during tests, treatments or when the physician, advanced practice provider or nurse needs to see the patient.
- Visitors should check with the nurse before bringing gifts of food or drink to patients.

Waiting areas

Waiting areas for visitors are located in the front lobby near the main entrance and in the surgery department.

Beverages and snacks

Vending machines for snacks and beverages are located in the cyber café near the main lobby. Our cafeteria is open daily from 11:30 a.m. to 1:15 p.m.

Wireless internet service

Patients, family members and guests are welcome to use their personal laptops to connect to the hospital's wireless internet access, a service available in most areas of the hospital.

Latex balloons

In order to protect our patients, families and employees sensitive to latex, we do not allow latex (rubber) balloons in our facility. Mylar (foil) balloons are acceptable.

Flowers and plants

Flowers and plants are permitted in all hospital units except the oncology area. Silk flower arrangements are acceptable.

Smoke-free

Smoking, or using electronic cigarettes or smokeless tobacco products, is not allowed on the campus. We are committed to promoting health and wellness for our patients, visitors and staff.



Family and Visitor Information

Cellphones

Cellphone use is allowed on the medical campus. However, we ask patients and visitors to be considerate when using them.

Weapons

Weapons and firearms are prohibited from all locations of Marshfield Clinic Health System.

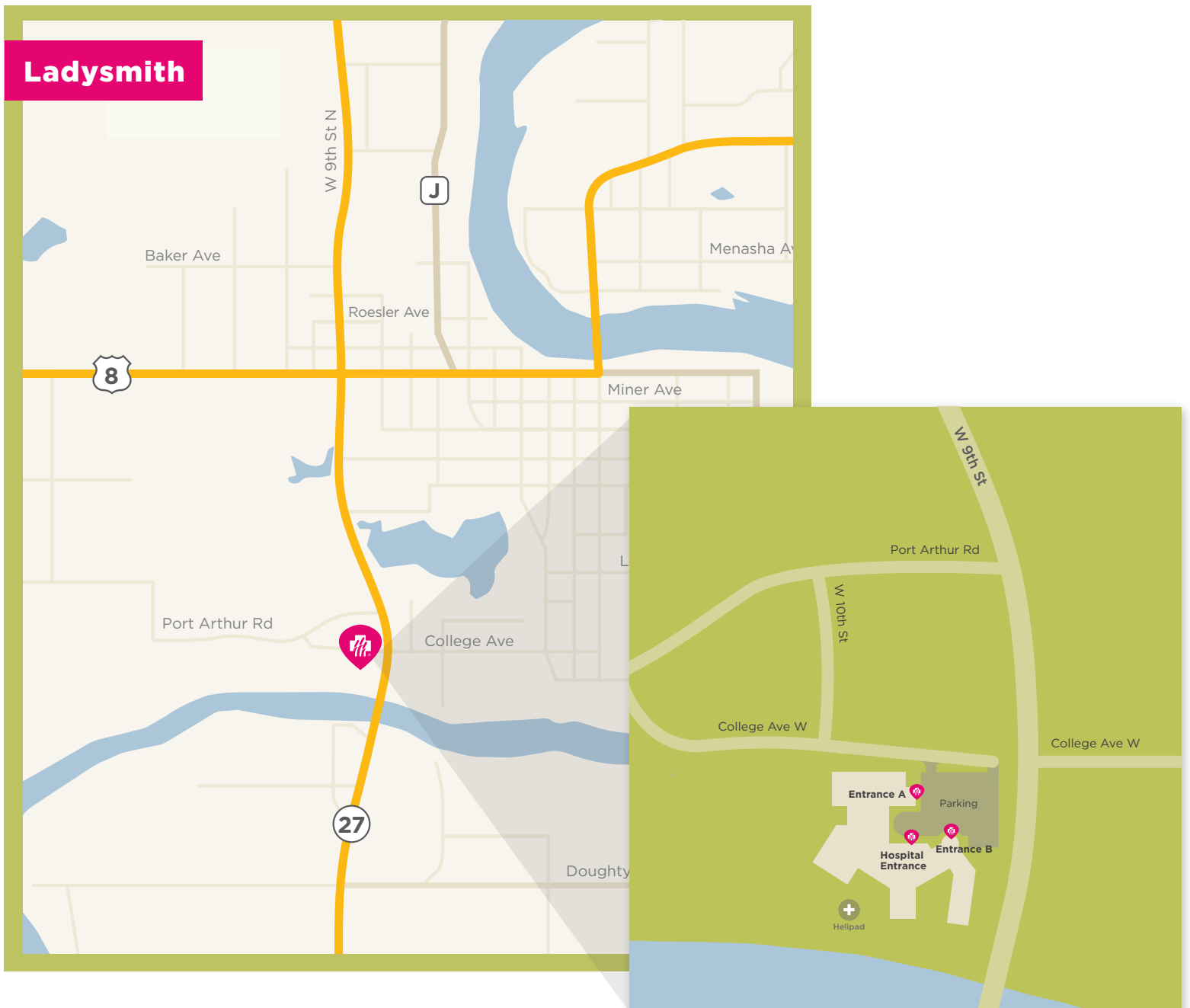
Lost and found

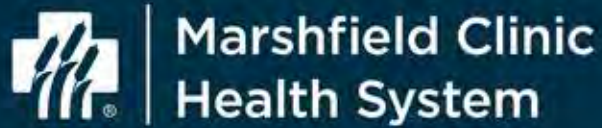
Articles found on hospital premises or left in patient rooms are held at the concierge desk in the hospital lobby. Lost items are kept for 30 days.

Parking

Patient and visitor parking is available 24 hours a day, seven days a week in Lot C.

Ladysmith





Marshfield Medical Center-Ladysmith
715-532-5561

marshfieldclinic.org

22538-002