Dear patient,

Thank you for choosing Marshfield Clinic Health System - Marshfield Medical Center and entrusting us with your health care needs.

At Marshfield Medical Center, 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.

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 offers. 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,

Ned Wolf, Chief Administrative Officer
Marshfield Medical Center
Marshfield Clinic Health System
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Mission, Vision and Values

Mission

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

Vision

WE WILL INNOVATE AND DEFINE THE FUTURE OF HEALTH CARE FOR GENERATIONS
...and will be the consumer’s first choice for health care.

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

Nurse

Nurse

Therapist

Therapist

Notes
When You Arrive

Admission
All information we request from you at registration is necessary for your patient records and for processing and insurance forms.
Please bring your insurance card and personal 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.

Your care team
Your health care team provides 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, including hospitalists
• Nurses
• Dietitians
• Imaging technicians or staff
• Lab technicians or staff
• Pharmacists
• Respiratory therapists
• Case workers and social workers
• Physical therapists
Your 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 won’t need many personal belongings during your hospital stay. We recommend you send home with your family and friends items such as cash, credit cards, jewelry, camera and items of sentimental value.
We cannot be responsible for valuables kept in your room. If you cannot send valuables home, you may deposit them in the hospital’s safe until your discharge. Ask your nurse about this service.

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 brought 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 will send the medications to the hospital pharmacy 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. After admission, a diet will be prescribed by your doctor. You are given a restaurant-style menu to order all your meals. You can call ext. 2-3663 to order from 6:30 a.m. – 6:30 p.m. Your meal will be delivered to your room within 60 minutes. Guest trays also are available. A registered dietitian is available to help you understand any dietary recommendations made by your doctor. If you would like to speak with a dietitian, let us know when you call in your meal order or ask your nurse.

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. Long distance calls must be billed to your home or credit card, or you may call collect.

Flowers, gifts and mail
As allowed, flowers, gifts and mail will be delivered to your room. Items 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 health care professional what to expect for pain management.
• Discuss pain relief options with your health care professional.
• Work with your health care professional to develop a pain management plan.
• Help your health care professional assess your pain.
• Tell your health care professional:
   - 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 doctors, 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 health care team:

• Speak up if you have questions or concerns. Health care words are hard to understand. Make sure you understand what is wrong with you, what you need to do and why it is important. It’s your body and you have a right to know.

• Expect your health 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 health 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 health 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 doctor 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 someone who speaks your language.

• 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 health care team.

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 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.

Use an alcohol hand sanitizer:
• Apply the product to one hand.
• Rub hands together until dry.

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 all health care providers clean their hands before and after they care for you. Don’t be afraid to ask your health care provider 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.

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 health 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.
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 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 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.

Patient’s bill of rights

At Marshfield Medical Center, 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.
• Your doctor will be notified of your admission to the hospital. If you choose, a family member or friend also will 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.
(Patient’s bill of rights continued)

• 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 doctor’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 may ask for a different room.

• 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

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 Clinic Health System
1000 N Oak Avenue
Marshfield, WI 54449-5777
1-800-782-8581, ext. 7-5300

For Laboratory concerns call the Laboratory medical director or quality manager at 715-221-6300.

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

**The Joint Commission**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
Email: complaint@jointcommission.org
www.jointcommission.org

**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. 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 health 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 doctor’s advice.
• Tell your doctor or nurse if you cannot follow your instructions or do not understand your care.
• Follow safety instructions.
• Be considerate and respectful toward your doctors, health care team and other patients.
• Give your health care team a copy of your written advance directive, if you have one.
• Meet your financial obligations to the hospital.

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, doctor 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.

Rapid Response Team

This hospital has a Rapid Response Team (RRT) available 24 hours a day. A health care provider may call the RRT any time a patient’s condition is suddenly worsening. A nurse with critical care background will respond to assist the patient’s nurse in getting additional treatment.

The RRT brings additional expertise to the patient’s bedside and together with the patient’s nurse assesses the situation, communicates with the physician, starts treatment and will transfer the patient to a higher level of care, if necessary.

If you believe a family member has a sudden change in his or her condition, notify nursing staff immediately.

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.

Ask for someone from Social Services to contact you or your family 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 or social worker.

Spiritual services

We provide for the emotional and spiritual dimensions of your health and wellness and recognize each person’s spirit also needs care when significant life-changing events such as birth, illness, surgery, rehabilitation or death occur. A meditation room is located on the first floor for meditation and prayer.
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.

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.

Interpreters

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

Case management/Social workers

Case management/social workers 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/social worker.

myMarshfield Clinic

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

Your medical records are confidential and protected. Visit ishine.marshfieldclinic.org and you will be guided through the secure login and password process.
Leaving the Hospital

Planning for discharge
Discharge planning focuses on you and your family’s continuing care needs after you leave the hospital. When your physician determines you no longer need specialized inpatient hospital services, he or she 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.

Financial Information

Patient billing information
Upon admission or during your stay, a financial representative will speak to you regarding your insurance coverage and financial responsibility. You will need to make arrangements for your financial responsibility during your admission registration. Deposits for deductibles, copayments, coinsurance and non-covered services may be requested.

After your discharge from the hospital, we will submit claims to your insurance company on your behalf. After your insurance company has processed the 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.

Your hospital bill will not include fees charged by physicians or fees charged for professional services such as those of anesthesiologists, radiologists or pathologists. These physicians will send a separate bill for their professional services.

Patient billing assistance
Our patient account representatives are here to help. If you have questions, we are happy to help answer them. Our patient account representatives are prepared to 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.
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 is important. To enhance the quality of care, some units have specific visiting hours established. Check at the nurses’ station on each unit for visiting hours.

General guidelines for visitors include:
- 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 to use alcohol-based hand sanitizer or wash their hands with soap and water before entering and leaving a patient’s room.
- Visitors should speak quietly and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests, treatments or when the doctor 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 on each patient floor of the hospital, including the Emergency and Surgery departments. A volunteer is on duty in the Surgery waiting room during weekday hours to keep family members informed about the progress of surgery. Coffee is provided in some visitor waiting areas and in our cafeteria located on the lower level.

Wireless internet service
Patients, family members and guests are welcome to use their personal laptops and mobile devices 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 8 North Medical Oncology Unit. Silk flower arrangements are acceptable.

Smoke-free
Smoking, 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.

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.
Parking

Patient and visitor parking is available 24 hours a day, seven days a week. Parking is located in the following areas:

- **Lot 1** (Patients and visitors) is located immediately in front of the hospital and includes all covered parking. This lot is reserved for patients and visitors.

- **Lot 2** (Patients and visitors) is located on the second level parking deck above the covered parking lot. This lot is reserved for patients and visitors.

- **Lot 9** (Patients and visitors) is located north of the hospital and across Kalsched Street. This lot is reserved for patients and visitors.

- **Lot 12** (Patients and visitors) is south of the hospital conference center. This lot is reserved for outpatients and visitors.

Lost and found

Articles found on hospital premises or left in patient rooms are held in Safety/Security located on the hospital’s second floor, West Pavilion. Inquire at the Security Desk regarding lost items. Lost items are kept in Security for 30 days.

Beverages and snacks

Vending machines for snacks and beverages are located near the hospital café on the ground floor.

Area visitor guides

City of Marshfield visitor guides are available at the Information Desk located near the main entrance.

Accommodations

**Ronald McDonald House**
803 West North Street
Marshfield, WI 54449
715-387-5899

Ronald McDonald House of Marshfield welcomes families with a child, 18 or younger, who is hospitalized or receiving outpatient care at the hospital or Marshfield Clinic. Families must live outside the Marshfield city limits. Rooms are available on a first come, first serve basis. Although advanced reservations are not accepted, families may call the morning they will need a room.

**Hope Lodge**
611 West Doege
Marshfield, WI 54449
715-486-9100

The American Cancer Society Hope Lodge provides a warm, comfortable, home-like facility to meet the needs of commuting cancer patients. It features 22 guest rooms, which are available at no charge to patients who live more than 50 miles from the medical complex.