Asthma & Allergy Center

Get control of your allergies. Get your life back.

Our doctors are board-certified allergists and immunologists trained in the treatment of asthma & allergy disorders in adults and children.

Your appointment is never rushed!

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- Convenient hours
- Brand-new medical offices
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- We accept most insurance plans

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Life is better at Villa St. Benedict

“The convenience is wonderful and it is a friendly, welcoming group of people here.”
—Catherine R.

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Villa St. Benedict
Continuing Care Retirement Community
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www.villastben.org

(630) 852-0345

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The American Cancer Society is here for you when you need us, where you need us.

cancer.org • 1.800.227.2345

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Welcome to AMITA Health Adventist Medical Center GlenOaks

Dear Patient, Family Members and Friends:

My name is Bruce C. Christian, Chief Executive Officer of AMITA Health Adventist Medical Center GlenOaks. It is my pleasure to welcome you, your family members and friends to our hospital. While you are with us, our promise is to always keep you involved and well informed in every aspect of your care. Our staff is here to answer your questions, explain what’s happening, acknowledge your feelings and respect your dignity.

We are providing this booklet to help answer many of your questions and to help keep you well-informed about your care. Please take a few minutes to review its content. If there is anything we can do to improve your care, please let your nurse or the unit manager know immediately.

We differ from other hospitals and healthcare systems in that we seek to not only treat disease, but to prevent suffering by creating of an environment of support for whole-person health, addressing physical, mental and spiritual needs.

---

**Our Mission**

Our mission statement is “To Extend the Healing Ministry of Jesus”

**Our Values**

**GOD HONORING** – As a faith-based organization, we show respect for God by living justly and in right relationship with God, self, others and creation.

**JUSTICE** – We respect and protect the dignity of all people by working to ensure that conditions in society allow people to reach their fulfillment, especially by providing healthcare to all, with special attention to the poor and vulnerable.

**COMPASSION** – Love is expressed in compassion, which includes the willingness to enter into the suffering of another.

**INTEGRITY** – Living authentically, our words and actions are consistent with our identity and mission.

**DIGNITY** – We are created in God’s image and likeness as relational beings. Every person is sacred and of immeasurable worth. Human dignity proclaims our equality and obligate us to respect all persons.
In addition to our focus on the well-being of our patients, we are pleased that our hospital has grown to become one of the leading hospitals in the Western suburbs through advancements in technology, quality of care and patient satisfaction to help keep you well. For example, AMITA Health Adventist Medical Center GlenOaks now offers the latest in digital mammography and a state-of-the-art, 64-Slice CT Scanner.

At AMITA Health Adventist Medical Center GlenOaks, your medical emergency is our priority with our innovative, patient-centric Emergency Department.

We always strive to provide you with the highest level of quality care combined with a focus on meeting and exceeding your expectations. This is our commitment to you and your family as you begin the healing process with us.

On page 38 of this booklet is an opportunity for you to “SHARE” a compliment, a thought or even recognize a hospital employee. Once you have completed this page, please remove it and give to your nurse prior to your discharge from the hospital. After discharge, you might receive a survey to review our performance. Please take a moment to complete the survey as your feedback helps us to meet your expectations.

Thank you for choosing AMITA Health Adventist Medical Center GlenOaks, where we are always here for you. Please make yourself at home and allow us to serve you. If you have any further questions or need something special, please contact me at 630.545.3901 or on a hospital phone by dialing 3901.

Sincerely,
Bruce C. Christian
President/CEO

Share
See page 38 for an opportunity to “SHARE” a compliment, a thought or recognize a hospital employee.
Discover What’s New at AMITA Health Adventist Medical Center GlenOaks

Whatever your health need, AMITA Health Adventist Medical Center GlenOaks always is here for you. Our commitment to serving the healthcare needs of the community continues to grow. Our patients and their guests should have only the highest expectations for the healing environment around them and for the quality of care they receive during their time with us. We are further transforming AMITA Health Adventist Medical Center GlenOaks into a welcome destination for healing and wellness. Through significant renovation, we are pleased to be able to evolve our facility to best meet the healthcare needs of our community now and into the future by updating patient care areas.

We’re not the same hospital we used to be. It’s time to discover the new AMITA Health Adventist Medical Center GlenOaks.

Our Address
701 Winthrop Ave. • Glendale Heights, IL 60139

Your Opinion Counts
Soon after your discharge, you may receive a confidential patient satisfaction survey in the mail. Please take the time to fill it out and share your opinions about your hospital stay. Your feedback is an important part of the hospital’s goal of improving its care and services.

About Us

AMITAhealth.org 630.545.8000 : 5
Telephone Directory

**MAIN NUMBER**

<table>
<thead>
<tr>
<th>Department</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>630.545.3900</td>
</tr>
<tr>
<td>Admitting/Patient Access</td>
<td>630.545.5460</td>
</tr>
<tr>
<td>Assessment &amp; Referral</td>
<td>630.545.6160</td>
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<tr>
<td>AMITA Health Behavioral Medicine</td>
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<tr>
<td>AAU - Acute Adult Unit</td>
<td>630.545.4180</td>
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<tr>
<td>CTU - Comprehensive Treatment Unit</td>
<td>630.545.5100</td>
</tr>
<tr>
<td>GTU - Geriatric Treatment Unit</td>
<td>630.545.4105</td>
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<tr>
<td>ITU - Intensive Treatment Unit</td>
<td>630.545.4100</td>
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<tr>
<td>Billing</td>
<td>630.856.8400</td>
</tr>
<tr>
<td>Birthing Center</td>
<td>630.545.5200</td>
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<tr>
<td>Central Scheduling</td>
<td>630.856.7070</td>
</tr>
<tr>
<td>Chaplain</td>
<td>630.545.5455</td>
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<tr>
<td>Dietitian</td>
<td>630.545.5655</td>
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<td>Discharge</td>
<td>630.545.6290</td>
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<td>Discharge Planning (Social Services &amp; Care Management)</td>
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<td>Foundation</td>
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<td>Heart Care</td>
<td>630.545.4950</td>
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<td>Information Desk</td>
<td>630.545.8800</td>
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<td>Lost &amp; Found (Security)</td>
<td>630.545.4357</td>
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<td>Medical Records (Health Information Management)</td>
<td>630.545.8500</td>
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<td>Nurses Stations</td>
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<td>Med/Surg 1(1C)</td>
<td>630.545.6100</td>
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<td>Med/Surg 2(2C)</td>
<td>630.545.6200</td>
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<tr>
<td>ICU/CCU</td>
<td>630.545.7200</td>
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<td>Patient Financial Counselor</td>
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<td>Physical Rehabilitation</td>
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<td>Outpatient Pharmacy</td>
<td>630.545.7310</td>
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<td>Outpatient Physical Rehabilitation Center</td>
<td>630.894.0606</td>
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<tr>
<td>Security</td>
<td>630.545.5670</td>
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<tr>
<td>Volunteer Services</td>
<td>630.545.4906</td>
</tr>
<tr>
<td>Website</td>
<td></td>
</tr>
</tbody>
</table>

**Calling a Department WITHIN the Hospital?**

Dial the last four digits of the number.
During Your Stay

We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

**Visiting Hours**

**Medical/Surgical/Orthopedics/Pediatrics:** 8 am – 8 pm. Parents of pediatric patients have 24-hour visiting privileges.

**Birthing Center:** 11 am – 8 pm

**Other Units Visiting Hours:** Visiting hours are 24 hours for immediate family.

**Behavioral Health:** Hours are selective to patient’s care. Ask your nurse for specific times for family visiting or stop at the information desk for information on each unit’s visiting hours.

**Main Entrance**

The main entrance is open from 5:30 am – 8 pm, Monday through Saturday, and from 8 am – 8 pm on Sunday. Visitors arriving outside of these hours will need to use the Emergency entrance.

We ask that visitors follow these guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- People with colds, sore throats or any contagious diseases should not visit patients.
- Visitors might be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.
- Observe no visiting and precaution signs before entering the room.

**Your Room**

If the room is too warm or cool, let our staff know. The bed is operated electronically and can be adjusted to several positions for your convenience. Your nurse will explain its use.

**ID Band**

When you are registered for any procedure, you will be given an identification band to wear on your wrist. This identification band gives our staff a positive identification and access to information for conducting tests and procedures. The band must remain on your wrist until you leave the hospital.
During Your Stay continued

Parking
Parking for patients and visitors is located in the front of the hospital. Vehicles left overnight are subject to being towed. Please inform Security by dialing 5670 from any hospital phone if your vehicle cannot be removed. Valet parking is available at the main entrance, front desk. To retrieve your vehicle after closing, contact Security.

Parking for the Disabled
Handicapped parking is available in the main parking lot.

Valet Service
Free valet service is available at the hospital’s main entrance (Monday through Friday) from 5:30 am to 8 pm. Simply bring your keys to the main lobby front desk.

Calling Your Nurse
The nurse call button is your communication link with the nursing station. Speak normally and you will be heard from any spot in the room.

Interpreters
Sign and language interpreters are available upon request. Please let your caregiver know if you need assistance.

Telephone
To call a department within the hospital, dial the last four digits of the phone number. To make an outside call from your room, dial 9 then 1-(area code), then the number directly. Calls outside the Chicagoland area can be made by calling collect or by using a credit card. Additional instructions are located on the telephone in your room.

Cellphones
Cellphones should only be used in common areas: main lobby, family lounges, Café, etc. Please do not use cellphones in patient rooms.

Leave Your Valuables at Home
We recommend you do not keep valuables or cash in your room. It should be sent home with your family. We are not and cannot be responsible for any lost or stolen items.
**Personal Items**
Storing personal items in the cabinet next to the bed will prevent items from being lost when the bed linens are changed. You also might want to label personal items with your name. Keep eyeglasses and dentures in protective containers when you are not using them. Dentures or glasses should not be placed on food trays.

**Fire Safety**
You might hear either the fire alarm or a voice calling a Code Red. Stay calm. Periodic fire drills keep the hospital staff skilled in fire prevention and protection. Stay where you are until given instructions by our staff.

**Smoking**
As a smoke-free campus, we appreciate and request that you do not smoke during your stay with us.

**Electrical Appliances**
Electric blankets, heating pads, hairdryers and other small home appliances should be left at home.

**TV**
The TV is operated by remote control. Please be considerate of others by keeping the volume low at all times.

**TV Guide**
Channel 17—Inspirational Channel from Adventist Health System airs inspirational and spiritual programs 24 hours a day.

**Where's the Café?**
Located on the first floor, the café offers a variety of daily features and specials to complement the menu items for that day for our visitors and patient families. Copies of the weekly menu are available near the café entrance.

**At Your Request Room Service Dining**
This program gives you greater control over what you eat and when you want to eat. Our phone lines are open from 7 am to 7 pm seven days a week. You will be able to place your order by calling ext. 3663 and requesting the menu items you would like for your meal. The program is designed to help you follow any diet restrictions and enjoy a variety of freshly prepared foods.

**Wireless Services**
Open wireless; no password necessary.
Mail
Mail will be delivered to your room each morning by our volunteers. Letters to be mailed can be given to the volunteers or to your caregiver.

Environmental Services
Environmental Services provides general housekeeping and cleaning services for all areas of the hospital, including linen delivery. Dial ext. 4357 (HELP) for assistance.

Spiritual Care
A chapel is located on the first floor at the main entrance. A chaplain is available to all patients and family members for spiritual, emotional and general counseling. Please dial 0 for the operator to assist you in finding the chaplain.

Would You Like to Pray With Someone?
As a mission-based organization, we believe in the power of prayer. We offer you the opportunity to pray with some of our employees who have been specially trained to pray with people of many faith backgrounds. You can identify them by the “praying hands” pin they wear. If you would like more information, please ask your caregiver to contact the Spiritual Care Department.

Pharmacy
The Outpatient Pharmacy is open Monday through Friday 9 am to 5 pm, and is closed weekends and holidays. Most insurances are accepted. Over-the-counter medications also are available. To have a prescription filled, you may drop off your physician prescription at the pharmacy. You also may call the Outpatient Pharmacy at ext. 7310.

Medications
If you have brought any medications to the hospital, please send them home with a relative or friend. During your stay, you will take only the medications ordered by your physician and administered by the nurse.
During Your Stay

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<td>CBS</td>
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<td>3</td>
<td>HSN</td>
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<td>4</td>
<td>WGBO (Spanish)</td>
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<td>5</td>
<td>NBC</td>
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<td>15</td>
<td>WXFT (Spanish)</td>
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<td>EDUACC</td>
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<td>17</td>
<td>TV Guide</td>
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<td>AHS Inspirational Channel</td>
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<td>19</td>
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<td>JTV</td>
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<td>21</td>
<td>Fox News</td>
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<td>Comedy TV</td>
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<td>24</td>
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<td>ESPN</td>
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<td>Headline News</td>
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<td>30</td>
<td>SportsNet Chicago</td>
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<td>CLTV</td>
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<td>32</td>
<td>CNBC</td>
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<td>33</td>
<td>The Weather Channel</td>
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<td>AMC</td>
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<td>Comedy Central</td>
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<td>History Channel</td>
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<td>38</td>
<td>Lifetime</td>
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<td>39</td>
<td>Nickelodeon</td>
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<td>40</td>
<td>Cartoon Network</td>
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<td>41</td>
<td>Discovery</td>
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<td>45</td>
<td>Freeform</td>
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<td>46</td>
<td>The Learning Channel</td>
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<td>HGTV</td>
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<td>Disney Channel</td>
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<td>FX</td>
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<td>MSNBC</td>
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<td>Food Network</td>
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<td>52</td>
<td>The Travel Channel</td>
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<td>BTN</td>
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<td>BET</td>
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<td>56</td>
<td>The Golf Channel</td>
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<td>57</td>
<td>Speed Channel</td>
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<tr>
<td>58</td>
<td>TV Land</td>
</tr>
<tr>
<td>59</td>
<td>NBC Sports</td>
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<tr>
<td>60</td>
<td>C-SPAN</td>
</tr>
</tbody>
</table>
During your stay, the doctors, nurses and staff of your hospital will treat you and your family as partners in your care. One important way you can be involved is to speak up. Ask questions, voice your concerns and don’t be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you’ll find a step-by-step guide to making the most of your hospital stay—how to stay safe, obtain the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.

**Important Note**
- Write down any questions you have
- Choose a support person to communicate with the doctors and staff
- Keep a list of doctors you see and the medications they prescribe

**Step Up And Speak Up**

**Speak Up**
Ask questions and voice concerns. It’s your body, and you have a right to know.

**Pay Attention**
Make sure you’re receiving the right treatments and medicines.

**Educate Yourself**
Learn about the medical tests you receive and your treatment plan.

**Find an Advocate**
Pick a trusted family member or friend to be your advocate or support person.

**What Meds and Why**
Know what medicines you take and why you take them.

**Check Before You Go**
Use a hospital, clinic, surgery center or other type of healthcare organization that meets The Joint Commission’s quality standards.

**Participate in Your Care**
You are the center of the healthcare team.

Courtesy of The Joint Commission.
Your Rights and Responsibilities

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right to:
- be informed of the hospital’s rules and regulations as they apply to your conduct.
- expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- receive considerate, respectful care at all times and under all circumstances.
- expect prompt and reasonable responses to your questions.
- know who is responsible for authorizing and performing your procedures or treatments.
- know the identity and professional status of your caregivers.
- know what patient support services are available, including access to an interpreter if language is a problem.
- have access to your medical records according to hospital policy.
- be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing healthcare requirements after your discharge in terms you can understand.
- be informed of medical alternatives for care or treatment.
- refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
- receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap or sources of payment.
- know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- participate in the decision-making process related to the plan of your care.
- have access to professionals to assist you with emotional and/or spiritual care.
- exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others or the planned course of any medical care.
- participate in the discussion of ethical issues that might arise.
- express concerns regarding any of these rights in accordance with the grievance process.
- formulate advance directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law.
- have a family member and/or your physician notified of your admission.

AMITAhealth.org 630.545.8000 : 13
Your Rights and Responsibilities continued

- be informed of the organization’s charges for services and the available payment methods.
- access individuals outside the organization (via visitors and verbal and written communication). You also can refuse to talk with or see anyone not officially connected with the organization.
- wear personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures, treatment or safety.
- be free from restraints that are not medically necessary.
- access protective services.
- lodge a grievance directly with the Illinois Department of Public Health at 800.252.4343; 525 W. Jefferson, Springfield, IL 62761.

You Are Responsible for:
- providing accurate and complete information to your healthcare providers about your present and past medical conditions and all other matters pertaining to your health.
- reporting unexpected changes in your condition to your healthcare providers.
- informing your healthcare providers whether or not you understand the plan of care and what is expected of you.
- following the treatment plan recommended by your healthcare providers.
- keeping appointments and, if you cannot, notifying the proper person.
- knowing the consequences of your own actions if you refuse treatment or do not follow the healthcare providers’ instructions.
- being considerate of the rights of other patients and hospital personnel, and to follow hospital policies and regulations regarding care and conduct.
- assuring the financial obligations of your healthcare are fulfilled as promptly as possible.

Patient Concerns
To report a concern:
1. Contact our patient liason ext. 4906
2. Complete the SHARE comments section on page 38 of this booklet and give it to your nurse or drop it in one of the SHARE boxes located at the hospital’s main exit and Emergency Department exit. Your comments are reviewed by our Quality Team and used to improve our quality of care and service. If you would like follow-up, please include your name and telephone number on the SHARE card.
3. Contact your nurse or unit manager.
4. Contact The Joint Commission at 800.994.6610 or patientsafetyreport@jointcommission.org.
Stay Safe

You can contribute to healthcare safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.

Don’t Be Afraid to Ask…
A number of people may enter your hospital room. Be sure to:
• Ask for the ID of everyone who comes into your room.
• Speak up if hospital staff doesn’t ask to check your ID.
• Ask the person if he or she has washed his or her hands before touching you.
• If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you receive the results.

You’re in Charge
Errors can occur during your hospital stay. They can involve medications, procedures or paperwork—for example, being given salt with a meal when you’re on a salt-free diet or receiving someone else’s medical forms.

You can help prevent errors by taking charge of your care. Be sure to:
• stay informed about your medical condition
• know the details of your treatment plan
• understand the tests and procedures you will undergo

Your doctor can answer these questions. Take notes when you speak with your doctor, or have a trusted friend or family member take notes for you so you can refer to them later. Also ask for any written information your doctor might be able to provide about your condition and/or treatments. Remember, you’re in charge.

Fighting Infections
While you’re in the hospital to get well, you should know there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

You, your family and friends should wash hands:
1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom
It also is important that your healthcare providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they might forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

Happy Birthday to You!
Wash your hands vigorously in a downward motion with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song twice. Be sure to clean carefully under fingernails and any rings.

No Soap? No Problem
Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

Preventing Medication Errors
By taking part in your own care, you can help the members of your healthcare team avoid medication errors. Here’s how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you might have—to medications, anesthesia, foods, latex products, etc.
Know Your Meds
While you are hospitalized, your doctor might prescribe medications for you. Be sure you understand exactly what they are and why they are being prescribed. Use this checklist to help you receive the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking?
- How often and for how long?
- What are the possible side effects?
- Should I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?

USE THE MEDICATION TRACKER ON PAGE 40 TO HELP YOU MONITOR YOUR MEDICATIONS.

Preventing Falls
Patients often fall because they are on medications that make them dizzy, they are weak and unsteady due to illness or medical procedures or they’ve been sitting or lying down for too long. For your safety, please:

- Always call for assistance before getting out of bed.
- Wear properly fitting shoes with nonskid soles.
- Keep the call button within easy reach.
- Have necessary items within reach, such as your glasses, tissues, the telephone and anything else you need.
- When you receive assistance, rise slowly from your bed or chair to prevent dizziness.
- Walk close to the wall and hold onto the handrail while in the bathroom.
DVT: Lower Your Risk
Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in the brain, heart or lungs, causing damage or even death. When you’re hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following warning signs:
- A leg cramp or charley horse that gets worse.
- Swelling and discoloration in your leg, upper arm or neck.
- Unexplained shortness of breath.
- Chest discomfort that gets worse when you breathe deeply or cough.
- Lightheadedness or blacking out.

Tips for Our Patients
- If it has been requested that you stay in bed, do so at all times.
- Wear snug-fitting slippers with nonslip soles whenever you are out of bed. Slippers are available from your nurse.
- Always check with your nurse before leaving the nursing unit.
- Before getting into or out of a wheelchair, make sure that someone is there to assist you. Wheels should be locked before you attempt to get into or out of a wheelchair.
- Never use a bedside console for support. Never lean out of bed to reach items. Call for assistance.
What Are Advance Directives?

What Are Your Advance Directives?
A living will, healthcare proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

Patient Services Advance Directives
You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. That is why it is important for you to make your wishes known in advance.

Here is a brief description of each kind of directive:

Living Will
A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Healthcare Proxy
A person (agent) you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent you preferences. Be sure to discuss this with the person before naming him or her as your agent. Remember that an agent might have to use his or her judgment in the event of a medical decision for which your wishes aren’t known.

Durable Power of Attorney
For healthcare: A legal document that names your healthcare proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

For finances: You also might want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for healthcare. You may choose the same person for both, or choose different people to represent you.
Bioethics Committee
In the event of a disagreement between family members or other caregivers concerning your wishes regarding life-sustaining treatment, or other issues in connection with your advance directive, the Bioethics Committee is available to hear such disputes.

Leaving the Hospital
Your advance directive is scanned into your electronic medical record. If an advance directive already exists, it will be reviewed for changes.

Mental Health Treatment Declaration
The Mental Health Treatment Declaration enables adults of sound mind to declare in advance their preferences or instructions for mental health treatment should they become unable to make decisions for themselves and to identify who should make decisions on their behalf in these circumstances (called an attorney-in-fact).

FYI
The Patient Access Department provided you with information on advance directives at the time of registration unless declined.
You have privacy rights under a federal law that protect your health information. These rights are important for you to know. Federal law sets rules and limits on who may look at and receive your health information.

Who must follow this law?
- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?
- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer’s computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

You have rights over your health information
Providers and health insurers who are required to follow this law must comply with your right to:
- Ask to see and obtain a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Obtain a report on when and why your health information was shared for certain purposes
- File a complaint

Your Information
If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren’t able to exercise your rights, you can file a complaint with your provider or health insurer. You also can file a complaint with the U.S. government. Go online to https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf for more information.
To make sure your health information is protected in a way that doesn’t interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public’s health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Adapted from U.S. Department of Health & Human Services Office for Civil Rights

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to samhsa.gov.
Do You Have Pain?

Manage your pain so your hospital stay is as comfortable as possible.

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?

Use the pain rating scale below to tell your doctor or nurse how your pain is affecting you.

Wong-Baker FACES® Pain Rating Scale

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn’t necessarily mean you are completely well, it only means you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see If You Disagree, at right).

On the other hand, you might be pleased to learn your doctor has approved your discharge. However, before you can leave the hospital, there are several things you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital’s discharge planner, who might be a nurse, social worker or administrator, or might have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

If You Disagree
You or your support person can appeal your doctor’s discharge decision. If you are a Medicare patient, be sure you are given “An Important Message from Medicare” from the hospital’s discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on whom to contact to appeal a discharge decision.
Make sure you have the following information before you leave the hospital:

1. **Discharge summary.** This is an overview of why you were in the hospital, which healthcare professionals saw you, what procedures were done and what medications were prescribed.

2. **Medications list.** This is a listing of what medications you are taking, why, in what dosage and who prescribed them. (You’ll already have this if you use the My Medications form on page 40 to keep track while you’re in the hospital.) Having a list prepared by the hospital is a good way to double-check the information.

3. **Rx.** A prescription for any medications you need. Be sure to fill your prescriptions promptly so you don’t run out of needed medications.

4. **Follow-up care instructions.** Make sure you have paperwork that tells you:
   - what, if any, dietary restrictions you need to follow and for how long
   - what kinds of activities you should and shouldn’t do, and for how long
   - how to properly care for any injury or incisions you might have
   - what follow-up tests you might need and when you need to schedule them
   - what medicines you must take, why and for how long
   - when you need to see your physician
   - any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment and what signs and symptoms to watch out for
   - telephone numbers to call if you and/or your caregiver have any questions pertaining to your after-hospital care

5. **Other services.** When you leave the hospital, you might need to spend time in a rehabilitation facility, nursing home or other institution. Or you might need to schedule tests at an imaging center, have treatments at a cancer center or have in-home therapy. Be sure speak with your nurse or physician to obtain all of the details you need before you leave.

6. **Community resources.** You and your caregiver might feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services such as transportation, equipment, home care, patient care and respite care.
Home Healthcare
Part-time healthcare provided by medical professionals in a patient’s home to maintain or restore health. It includes a range of skilled and non-skilled services, including part-time nursing care, therapy and assistance with daily activities and homemaker services, such as cleaning and meal preparation. Medicare defines home healthcare as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment (DME)
Medical equipment that is ordered by a doctor for use in a patient’s home. Examples are walkers, crutches, wheelchairs and hospital beds. Durable Medical Equipment is paid for under Medicare Part B and Part A for home health services.

Independent Living
Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, social outings and events are provided.

Assisted Living
An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don’t need a high level of care. Assisted living facilities provide assistance with medications, meals in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on-site. Most facilities have social activities and provide transportation to doctor’s appointments, shopping, etc.

Nursing Home
A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities such as bathing, dressing and toileting. Nursing homes provide 24-hour skilled care and also are called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer’s disease or memory loss.

Hospice
A licensed or certified program that provides care for people who are terminally ill and their families. Hospice care can be provided at home, in a hospice or other freestanding facility or within a hospital. Hospice care emphasizes the management of pain and discomfort and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.
Preparing for Discharge

When You Are Discharged
Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don’t be afraid to ask and take notes. Be sure you understand any instructions you have been given before you leave the hospital.

Going Home
When your doctor thinks you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures. Here are a few tips to make the discharge process run smoothly:

- Be sure you and/or your caregiver has spoken with a discharge planner and that you understand what services you might need after leaving the hospital. (See Don’t Leave Until... on page 24 for more discharge advice.)
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.

Patient Discharge Procedures
The nurses, care managers, pharmacists and physicians work together to prepare for your discharge. Our goal is to ensure you are prepared, well-informed and comfortable with your discharge instructions before you leave the hospital.

Day of Discharge
Once your physician has made the decision to discharge you from the hospital, the team will coordinate your follow-up appointments, assemble written discharge instructions and provide for a final safety check on your discharge medications. This process can take at least three to four hours to complete.

Discharge Phone Call
One to two days after your discharge, a nurse from the hospital will call you to make sure you understand your discharge instructions and to check on your comfort and well-being. Discharge calls are made from 8 am to 7:30 pm Monday through Saturday.

Rate Your Care—Please Fill Out The Patient Satisfaction Survey
Your satisfaction with the compassionate care delivered by the AMITA Health Adventist Medical Center GlenOaks care
providers is our No. 1 priority. Several weeks after your discharge, you will receive a survey. We urge you to complete this survey and send it back. Your feedback helps us to improve. Hospital administration reads every survey response and acts upon improvement opportunities and recognizes staff that you compliment by name.

**Filling Your Prescriptions**
AMITA Health Adventist Medical Center GlenOaks has a full-service outpatient pharmacy ready to fill your prescriptions when you are ready to go home. Your nurse can send your prescriptions to the pharmacist so they are ready by the time you are ready to leave.

**Paying Your Hospital Bill**
During your stay, our Access Financial Specialists may ask you for payment of any estimated amount due (deductibles, coinsurance, etc.). They can accept cash, checks and most major credit cards. The business office will bill you any remaining amount due after your insurance has paid. You may pay online at our website AMITAhealth.org, by phone at 630.856.8400 or by mailing in your payment to the address on the statement.

**Billing**

**What a Hospital Bill Covers**
The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill.

**Commercial Insurance**
As a service to our patients, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

**Financial Counseling**
If you don’t have insurance or you have limited coverage, our Access Financial Specialists will be happy to assist you in making other payment arrangements prior to discharge. An Access Financial Specialist may be reached at 630.545.5463.

**Coordination of Benefits (COB)**
Coordination of Benefits, referred to as COB, is a term used by
insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other’s insurance policies, both parents carry their children on their individual policies, or there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance company may request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicare
This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare deductibles and coinsurance are covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state-funded program.

For Self-Pay Patients
The Patient Financial Services department will send statements for payment of self-pay accounts. You will receive two to three billing statements and two to three telephone calls over a 90-day period to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement, you can obtain one by calling our customer service department at the number listed below. If you have any questions regarding your billing statement, you can contact the Patient Financial Services department at 630.856.8400.
For the Caregiver

Your role as a designated care partner

While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list below.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You might neglect your diet, your normal exercise routine and your sleep needs. You might find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But downtime is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at caregiver.org.

Caregiver...

know what condition your loved one is being treated for.

ask questions
If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have, and don’t be afraid to speak up. (See Speak Up! on page 12.)

patient’s rights
Know your patient’s rights and responsibilities. (See page 13.)

advance directives
Know whether or not your loved one has an advance directive and if so, what it specifies. (See page 19.)

help track medications
Your loved one might be prescribed medications while in the hospital and might be seen by several doctors. Keep track of it all with My Medications on page 40.

what’s next?
Will your loved one need home care or care at another facility? Ask to speak with a care manager to find out what your options are.
Suggestions on how to help your loved one during his or her stay:
• Be alert for pressure ulcers (also known as bed sores) particularly when patients are hospitalized for long periods of time, unable to control their bowels or urine, unable to take in adequate amounts of nutrients and unable to move about in bed. If you notice a blister or scrape, a reddened area that does not fade, or a black leathery area, notify the nurse right away.
• Bring a deck of cards and other games to help patients work their minds and motor skills.
• Keep a journal for observation—especially if you’re sharing the watch with others.
• Never give a patient medications.
• Don’t help a patient get in or out of bed by yourself.
• Be respectful and appreciative and remember that other patients may have more urgent needs. But don’t hesitate to speak up if you have concerns.
• If the bed rails are up when you visit, please check with the nurse before putting them down. When you are ready to go, be sure to put the bed rails back up.
Giving Back

There are many ways to help your community.

Helping Us Help Others

GlenOaks Hospital Foundation

AMITA Health Adventist Medical Center GlenOaks is committed to providing quality healthcare regardless of the patient’s ability to pay. You can help us help others by making a charitable contribution. Your gift also will help us enhance our services, programs and facilities to better care for our community.

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You also may remember GlenOaks Hospital Foundation in your will and through life insurance, among other gift options.

The GlenOaks Hospital Foundation is a 501(c)(3) organization incorporated to help supplement the financial resources of AMITA Health Adventist Medical Center GlenOaks. Contributions also are used to enhance care, purchase equipment and upgrade programs. Gifts to the Foundation can be made as a memorial to a loved one, recognition of a special event or in gratitude to a special person in your life or caregiver at AMITA Health Adventist Medical Center GlenOaks. Donations through the Foundation help secure a healthier community—now and for future generations. To make your donation to the GlenOaks Hospital Foundation or to learn more about giving opportunities, please call 630.545.3942.

Volunteer

Volunteers are an important part of AMITA Health Adventist Medical Center GlenOaks. Adult and teen volunteer positions currently are available in many areas of the hospital. If you are interested in becoming a volunteer, please contact Volunteer Services at 630.545.4906. Applications also are available online at AMITAhealth.org
Staff Definitions

Assessment & Referral Department
Provides 24-hour assessment, psychiatric triage and placement for all behavioral health needs. Call 630.545.6160.

Care Managers & Social Workers
Care managers will review your medical record and discuss your discharge planning. They also are available to assist you with arrangement for home care, admission to a long-term care facility or rehabilitation care. Social workers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

Chaplain
The hospital chaplain and a group of volunteer ministers are available to all patients and their families. A Prayer Ministry is available for the sharing of prayer with staff members. Please contact your nurse to request these services. The chapel is located at the main hospital entrance.

Dietitians
A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians also are available to educate you about any diets you might need to follow after you are discharged.

Emergency Services
AMITA Health Adventist Medical Center GlenOaks Emergency Department is a Level II Trauma Center and is EDAP (Emergency Department Approved for Pediatrics)—certified by the state of Illinois.

Ethics Counseling
In times of illness or health crises, patients and their families often find themselves grappling with hard questions and tough healthcare decisions. The hospital’s ethics program operates within specified hospital policies and procedures. To learn more about this program, ask you nurse or call the Spiritual Care Department at ext. 5455.

Heart Care
We offer an array of comprehensive cardiac services. These services include screenings, diagnostic testing and treatments including angiogram, angioplasty, stent placement and arrhythmia, which are performed in our state-of-the-art Cardiac Cath Lab.
Infection Control
Measures are taken when necessary for the protection and safety of our patients, visitors and staff. These measures require certain patients to stay in specially designed hospital rooms in order to prevent the spread of infectious disease. Doctors, nurses, family members and visitors may be required to wear gowns, masks, eyewear or gloves while in the patient’s room.

Maternal Fetal Medicine Center
By appointment only. Please call our main number at 630-545-3000 to be connected.

Nurses
In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by nursing assistants and nurse technicians. In addition, skilled nurse clinicians and clinical nurse specialists might be available to provide consultation to patients, families and other nurses when needs are especially complex. The nursing staff is available around the clock.

Birthing Center
This is a secure area of the hospital for our newest patients and their moms. Entrance to this unit requires permission by patient/nurse supervisor. Only family members are allowed to visit patients. For more information about ongoing parenting classes and other family-centered programs, ask your nurse for more information or log on to AMITAhealth.org.

Pharmacists
While you are in the hospital, all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications. Dial ext. 7330 for more information.

Physicians
Your attending physician (who is not an employee or agent of the hospital) will supervise your care while you are in the hospital. Physicians that are granted status on the medical staff and are required to be board certified. This requirement ensures they have completed a credentialing process and is part of our commitment to provide quality care.
Plant Operations
Plant Operations provides building and grounds operations, maintenance, heating and air conditioning, life safety, snow removal and other services. Dial ext. 4357 (HELP) for assistance.

Radiology Imaging Services
Our Radiology Department offers state-of-the-art interventional technology to perform a variety of diagnostic and therapeutic procedures. Our technologists are registered and licensed; they work closely with board-certified radiologists to provide the utmost quality care.

Rapid Response
The Rapid Response Team includes nurses, clinicians and doctors who specialize in handling medical emergencies. They will assess a patient’s condition and provide necessary medical treatment.

How do I call for the Rapid Response Team?
• Call ext. 555.
• An operator will answer immediately.
• Let the operator know that there is an emergency and you need a RAPID RESPONSE called immediately!
• Provide the location of the emergency

Rehabilitation Therapists
Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy might range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Respiratory Services
At the request of your physician, respiratory therapists administer oxygen, treatments and diagnostic tests related to pulmonary function. They also teach breathing exercises to patients with respiratory disorders.

Security Services
The building, parking areas and grounds are continuously monitored for the safety of employees, patients and visitors.

Technicians and Technologists
Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterization and other procedures that help in diagnosing and treating your illness or injury.
Volunteers
Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout the hospital, including assisting the information desk staff, delivering mail and flowers and escorting patients. To become a volunteer, call the Volunteer Services department at 630.545.4906.

Hospital Resources
Outpatient Test Scheduling
Central Scheduling: 630.856.7070
Online Scheduling:
1. Go to AMITahealth.org
2. Go to “Patients” at top of page
3. Click “Online Tools”
4. Click “Request an Appointment”
5. Follow the links to pre-schedule. As a note, your pop-up blocker might need to be temporarily disabled.

Wellness Programs & Educational Events
The hospital offers a variety of health education programs, screenings and special events designed to keep you well and informed. For more information, please visit AMITahealth.org and click on Education & Events.

HOTLINES & HELPLINES CAREGIVER RESOURCES
Administration on Aging
aoa.gov
Caregiver resources from the Administration on Aging.

Eldercare Locator
800.677.1116
eldercare.gov
Help with locating aging services throughout the United States.

National Alliance for Caregiving
caregiving.org
Support for family caregivers and the professionals who serve them.

Caregiver Action Network
202.454.3970
caregiveraction.org
Support for caregivers of chronically ill, aged or disabled loved ones.

800.MEDICARE
medicare.gov, then search for caregivers
Official site for people with Medicare in the United States.
Customer Service ~ SHARE
Sense – people’s needs before they ask
Help – each other
Acknowledge – people’s feelings
Respect – the dignity and privacy of others
Explain – what is happening

These principles, put into practice, help to maximize patient satisfaction and employee productivity.

You are invited to participate in this program in two ways:
• SHARE a compliment or suggestion by filling out page 38 of this book. The cards also are located in SHARE boxes by the hospital’s main lobby entrance and in the main lobby of the Emergency Department or ask your nurse for one.
• Participate in our patient satisfaction survey program. If you receive a survey or a telephone call asking about your experience at the hospital, we ask that you give us honest feedback about your hospital stay.

Important Notes:
Physicians and hospitalists are independent contractor members of the medical staff who are not employees or agents of the hospital. The hospital does not bill you for its services nor for other services, including but not limited to lab and radiology. You should expect separate bills from them.

The information within this guide is subject to change at any time without notice.
Please Let Us Know How We Are Doing

Share...

A Compliment
Please convey my appreciation to:

Name __________________________________________________

Department _____________________________________________

AMITA Health Adventist Medical Center GlenOaks
For ____________________________________________________________________

A Concern
I have a concern about:
• Satisfaction with Service/Care
• Quality of Care
• Making a Safer Environment
• Enhancing Privacy
• Other _____________________________________________________________

Submitted by:
Name ______________________ Date ________________________

________________________________________________________

☐ Patient     ☐ Visitor

Address (optional) __________________________________________

________________________________________________________

Phone __________________________________________________

Please return to a member of your Healthcare Team or drop in the “SHARE” boxes, which are located in the main lobby of the hospital and in the main lobby of the Emergency Department.
Word Search

BANDAGE  OXYGEN  
BED  PATIENT  
CARE  PEDIATRICS  
DOCTOR  RECOVERY  
EMERGENCY  SAFETY  
FEVER  SNEEZE  
HEART  SURGEON  
HOSPITAL  THERAPY  
INFECTION  TREATMENT  
MEDICINE  WHEELCHAIR  
NURSE  XRAY

How did you do?
Check your answers below.

ANSWER KEY
Keep track of all medications you are prescribed while in the hospital.

When you get home, add all other medications—including over-the-counter, vitamins and herbs—to this list. Update your list as needed.

| Medication: |  
| (include brand and generic names) |  
| Dose: Take _______ times per day at (circle all that apply): 12 – 1 am / 2 – 3 am / 4 – 5 am / 6 – 7 am |  
| | 8 – 9 am / 10 – 11 am / 12 – 1 pm / 2 – 3 pm / 4 – 5 pm / 6 – 7 pm / 8 – 9 pm / 10 – 11 pm |  
| Reason for taking: |  
| Prescribed by: |  
| Date started: |  
| Pharmacy name and number: |  

| Medication: |  
| (include brand and generic names) |  
| Dose: Take _______ times per day at (circle all that apply): 12 – 1 am / 2 – 3 am / 4 – 5 am / 6 – 7 am |  
| | 8 – 9 am / 10 – 11 am / 12 – 1 pm / 2 – 3 pm / 4 – 5 pm / 6 – 7 pm / 8 – 9 pm / 10 – 11 pm |  
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| Reason for taking: |  
| Prescribed by: |  
| Date started: |  
| Pharmacy name and number: |  

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