Welcome to Advocate Eureka Hospital

Welcome to Advocate Eureka Hospital. We are pleased that you and your physician have selected us to provide your medical care.

We will do our best to make you as comfortable as possible. If you have any questions or concerns, please don’t hesitate to ask your physician or your nurse. If there is anything we can do to better meet your needs, please notify your nurse or the unit manager, or contact Patient Relations at extension 49.5053.

Again, thank you for choosing Eureka Hospital. We wish you well.

Anna Laible
Administrator
Advocate Eureka Hospital
# Table of Contents

**The Advocate Experience** 3  
3 Mission  
3 Values  
3 Philosophy  

**Meet Your Care Team** 4  
4 Physicians  
4 Nurses  
4 Dietitians  
4 Environmental Services  
4 Chaplains  
4 Social Workers  
4 Other Personnel  
4 Volunteers  

**Partnering For Your Safety** 5  
5 Keep Us Informed  
5 Participate in Your Health Care  
5 Know Your Medications  
5 Latex Allergy  
5 Preventing Falls  
5 Understanding Deep-Vein Thrombosis (DVT)  
6 Preventing Pressure Ulcers  
6 Using Personal Electrical Items  
6 Smoking  
6 Fire Safety  
6 Infection Control  
7 Preventing Post-Surgical Infections  
7 Hand Hygiene  
7 Videotaping, Audio Recording and Photography  
7 Your Money and Valuables  

**Patient Advocacy** 8  

**Admission** 8  
8 Preparing for Your Stay  
8 Health Care Consent  
9 Insurance  
9 Help Us Care For You  
9 What To Expect During Your Stay  
9 Your Room  
9 Your Hospital Bed  
9 Patient ID Band  
9 Room Cleaning  
9 Patient Meal Service  
9 Room Temperature  
10 Calling Your Nurse  
10 Pain Management  
10 Telephone Services  
10 Cell Phones  
10 Television  
10 Wireless Internet  

**Patient Rights and Responsibilities** 11  

**Advance Directives and Your Health Care** 13  
13 Advance Directives  
13 Assessing Your Values  
13 Who Decides?  
13 This is Your Health Care  
13 Speaking for Yourself  
14 Other Steps You Should Take  
14 For More Information  
15 Commonly Asked Questions  

**For Families and Visitors** 16  
16 Visiting Hours  
16 Visitor Guidelines  
16 Food and Vending  
16 Community Resources  
16 Parking  
16 Gifts for Patients  
16 Chapel  
17 Mail and Flowers  
17 Rapid Response Team  

**Other Services and Resources** 17  
17 LifeLine  
17 Lost and Found  
17 Notary Public  
17 Prayer Line  
17 Interpreter Services  
17 Auxiliary Aids  
17 How to Access Protective Services  
17 The Diabetes Program  

**Leaving the Hospital** 18  
18 Preparing For Discharge  
18 Interim Care  
18 Advocate at Home  
18 Hospice  

**Returning Home** 19  
19 Community Education  
19 Smoking Cessation Assistance  
19 Chemical Dependency Issues  
19 Specialty Clinics at Eureka Hospital  
20 Medical Records  
20 Patient Portal  
20 Billing and Insurance  
20 Charity Care  
21 Your Hospital Bill  
21 Patient Billing Representative  

**Expressing Gratitude for Exceptional Care** 22
The Advocate Experience

One of the top health care systems in the country, Advocate Health Care is committed to creating the best place for patients to heal by providing extraordinary care, delivering superior health outcomes and building lifelong relationships with all we serve. This commitment drives everything we do and is powered by our Mission, Values and Philosophy (MVP).

Mission

We serve the health needs of individuals, families and communities through a wholistic philosophy, rooted in our belief that human beings are created in the image of God.

Values

All of our relationships and actions are guided by these core values:

Compassion – We embrace the whole person and respond to emotional, ethical and spiritual concerns, as well as physical needs, in our commitment to unselfishly care for others.

Equality – We affirm worth and spiritual freedom, treating all people with respect, integrity and dignity.

Excellence – We empower people to continually improve the outcomes of our service, advance quality and increase innovation and openness to new ideas.

Partnership – We collaborate as associates, physicians, volunteers and community leaders to utilize our collective talents and creativity.

Stewardship – We are responsible and accountable for all that we are, have and do.

Philosophy

Our philosophy is grounded in the principles of human ecology, faith and community-based health care. We understand that people have physical, emotional and spiritual needs and that their relationships with God, their families and society are vital to their health and healing. We affirm these principles through our actions.
Meet Your Care Team

Providing excellent care is a team effort. Learn more about the many individuals from different disciplines who work together to create an environment for optimal healing. And remember that any caregiver who enters your room should be properly identified with a hospital or Advocate Health Care name badge.

Physicians
The physician who admits you is responsible for directing your care while you are in the hospital. This is also the person you should consult if you have questions about your illness.

Nurses
Nursing care is provided 24 hours a day by a team of professional registered nurses, licensed practical nurses, and nurse assistants/technicians. Registered Nurses have a purple or red “RN” placard behind their nametag, while Licensed Practical Nurses (LPNs) wear a dark blue placard. Nurse assistant/techs have a green placard. All will identify themselves on the white board in your room. Please feel free to contact any of your caregivers if you have questions or concerns. If you have questions or concerns not addressed by your immediate caregivers, please call Patient Relations at extension 49.5053.

You may also encounter nursing students who are completing their medical training and are supervised by more experienced nurses who closely monitor clinical outcomes. If you have any questions regarding student nurses, please contact the Charge Nurse or unit manager.

Dietitians
Registered dietitians are available for consultation on any special menu based on your physician-ordered diet. If you have questions about your meals or diet, call extension 48.2016.

Environmental Services
Our Environmental Services associates keep your room and bathroom clean and sanitized. They are trained in methods to prevent the spread of infection. If you have any specific housekeeping needs, you may call extension 48.2019 for immediate assistance.

Chaplains
Eureka Hospital is committed to ensuring that your spiritual needs are met while you are in the hospital. Chaplains are available to you regardless of your denomination or faith tradition. If you would like to have your own congregation’s pastor, rabbi or priest called, please let us know. If you desire prayer, scripture reading, information on chapel services or other pastoral care, please ask your nurse to contact a chaplain.

Social Workers
Our social work staff offers a variety of services that focus on the problems caused by, or contributing to, the patient’s medical condition. Social Workers are trained to assist patients and family members with financial, social, and emotional issues related to illness, hospitalization and discharge plans. To contact the Social Work department, call extension 48.2449.

Other Personnel
During your stay you will be visited by health care professionals other than doctors and nurses. Individuals from the lab will be drawing blood as necessary. Food and Nutritional Services staff will bring your meals. Other personnel may include respiratory therapists, physical or occupational therapists, transporters and administrators.

Volunteers
Volunteers contribute many hours of service and financial assistance to the hospital. They supplement the services of the hospital staff in many ways and can be identified by their name badges. If you would like to become a volunteer yourself after your recovery, contact Volunteer Services at 309.304.2050.

Advocate Health Care is committed to creating the best place for patients to heal by providing extraordinary care.
Partnering For Your Safety
Ensuring your safety sets the stage for healing. By partnering with you to create a safe environment, our staff and physicians can better serve your physical, emotional and spiritual needs.

Keep Us Informed
Our partnership starts with communication. Be sure to tell your doctor and nurse about:

- Past illnesses and surgeries
- Long term health problems
- All the medicines you take, including over-the-counter medicines such as Tylenol®, ibuprofen, vitamins or herbal supplements
- Any allergies, including medication, food and environmental
- Advance directives, such as a power of attorney for health care or a living will

Participate in Your Health Care
We want you and your family members to understand all aspects of your health care. If you do not understand something that your doctor, nurse or other health care professional tells you, ask questions until you do understand. While we are providing education about a diagnosis or medical tests, ask us for written information, including pamphlets and brochures. You may even want to ask a trusted family member or friend to be present to write down and remember the questions you ask and answers we provide, especially if you are under stress.

Feeling Funny?
Let us know if there has been a change in how you are feeling. If you or your family members are concerned, we are too!

Know Your Medications
While in the hospital, you will not be allowed to take your medications from home because of the potential interaction with newly prescribed medication. If you have brought medication with you to the hospital, we ask that you send it home with a family member or lock it up in the hospital safe.

We will talk to you about all medications prescribed for you, how often you should take them and what side effects you could experience. Let us know if and when you experience side effects from any medication you are receiving from us. If you do not recognize a medication you are about to receive, do not hesitate to question us before you take it.

Latex Allergy
If you have an allergy to latex, please inform your caregivers immediately. We have procedures to protect you. Latex balloons are not allowed on any Advocate campus to protect our latex allergic patients. Mylar balloons are allowed, as they do not present a risk to patients.

Preventing Falls
Falls account for many of the injuries that patients suffer while being hospitalized. Unfamiliar surroundings, changes in activity levels, and medications that cause dizziness or more frequent trips to the bathroom are just a few of the factors that can contribute to a fall.

Because we want to ‘see’ you safe, we ask that you follow the instructions of your care provider regarding summoning assistance to move about. Our staff is specially trained in preventing falls and will use proven strategies to keep you safe during your stay in the hospital. These measures may include the use of alarm devices to warn us of potentially dangerous situations, gait belts for stable mobility, and extra precautionary measures during toileting. Never hesitate to call us for help! We take your safety very seriously and hope to partner with you and your family to keep you safe.

At Advocate Eureka Hospital, we designate patients who are at a greater risk of falling with yellow socks, a yellow wristband, and yellow signage. This helps our nurses and other caregivers recognize those patients who may need additional assistance moving around their room and the nursing unit.

Understanding Deep-Vein Thrombosis (DVT)
DVT occurs when blood clots form in the legs. These clots can travel to the brain, heart or lungs, blocking circulation and causing damage or even death. While you are off your feet in the hospital, your risk for DVT increases.

Let us know if there has been a change in how you are feeling. If you or your family members are concerned, we are too!
Make sure to ask your doctor or nurse when you can get out of bed. Find out if your doctor plans to give you compression boots, stockings and/or blood thinners to prevent DVT during your stay.

Tell your doctor or nurse if you have any of the following DVT warning signs:

- A worsening leg cramp or charley horse
- 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
- Light-headedness or blacking out

**Preventing Pressure Ulcers**

Pressure ulcers (commonly known as bed sores) are injuries caused by unrelieved pressure, friction or skin that remains wet. Bedridden or wheelchair-bound patients are at risk for these sores, which affect the skin and the tissue beneath it. Pressure ulcers are a serious problem and can lead to a slower recovery and potential complications, such as infections.

To prevent pressure ulcers when confined to bed:

- Change your position at least every two hours.
- Raise the head of your bed as little and for as short a time as possible.
- Reduce friction by lifting rather than dragging your body when changing positions.
- Avoid lying directly on your hip bone when lying on your side.
- Use pillows to keep your knees or ankles from touching or to help you stay on your side. Never place pillows behind your knees, though.
- A special mattress that contains air, gel or water can help prevent or treat pressure ulcers.

When in a wheelchair:

- Shift your position every 15 – 30 minutes.
- Use a foam, gel or air cushion to redistribute pressure while in the chair.
- Avoid donut-shaped cushions—they can actually cause pressure ulcers.

General preventatives:

- Eat a balanced diet.
- Check your skin daily and notify your health care provider if any abnormalities are seen.
- Use a good lotion to prevent/treat dry skin.
- Use warm (not hot) water and a mild soap to bathe. Don’t massage your skin over bony parts of your body.
- Clean your skin as soon as possible if you soil it.
- Protect your skin by using a barrier cream in your private area after cleaning.

**Using Personal Electrical Items**

Personal electrical items (electric shavers, hair care appliances, radios, cell phone or tablet chargers, etc.) are not allowed, as they may interfere with hospital equipment. Please consult your nurse before using any of these items.

**Smoking**

In keeping with Advocate’s mission to promote health and wellness, smoking is not allowed anywhere on any hospital campuses or parking lots. This policy pertains to patients and visitors, as well as physicians, employees and volunteers.

**Fire Safety**

Fire drills are conducted periodically to ensure your safety. If you hear an alarm, please stay where you are. In the event of an actual emergency, hospital staff will notify and assist you.

**Infection Control**

For your protection and the protection of all patients, employees of Eureka Hospital consistently take precautions to prevent the spread of infection. Your health care providers may wear masks, gloves or other protective clothing when caring for you and other patients. In certain situations, they may also ask you or your family, friends and visitors to wear protective clothing. Specific types of precautions include:

- Contact isolation – is used for germs that can be spread by hands, clothes, or touching.
- Droplet isolation – is used for germs that can be spread through the air (influenza).
- Airborne isolation – is used for patients that may have germs or suspected to have germs like TB.

Ask your nurse about any of these precautions and why they are being taken, if you are unclear.
Preventing Post-Surgical Infections
A surgical site infection is an infection that occurs after surgery in the part of the body where the surgery took place. Symptoms may include redness, pain or drainage at the surgical site. Notify your health care provider immediately if you notice these symptoms.

To avoid infections after surgery:
- Make sure that your health care providers clean their hands; either with soap and water or an alcohol-based hand sanitizer, before they examine you. If you do not see your providers clean their hands, please ask them to do so.
- Family and friends who visit you should not touch the surgical wound or dressings.
- Family and friends should clean their hands before and after visiting you.
- Visitors should not enter your room if they have a cold or infection.
- After you go home, be sure to clean your own hands before and after tending to your wound.

Hand Hygiene
The single best way to prevent infections is washing hands. Always remember to wash your hands with soap and water after using the restroom. Additional tips in hand hygiene include:
- When washing your hands, say your “ABC’s” or sing “Happy Birthday” twice. That is approximately the amount of time required to properly wash hands.
- Wash your hands with soap and water when they are visibly dirty. Alcohol-based hand sanitizers can be used when hands are not visibly dirty.
- All visitors should wash their hands when they come and go from your room.
- All doctors and nurses will wash their hands when they come and go from your room. Do not hesitate to remind them!

Videotaping, Audio Recording and Photography
Check with your doctor or nurse before taking any pictures or making any recordings in your room. Absolutely no pictures or recording is allowed in the hospital, aside from your room.

Your Money and Valuables
We know your valuables are precious to you and strongly recommend that you leave them at home or send them home with family members. If you do have valuable items with you, please tell your nurse, who will ask the Admitting Department to put your items in the hospital safe until you can make other arrangements. Eureka Hospital is not responsible for lost or stolen items or any personal property kept in patients’ rooms.
Patient Advocacy
As much as we would like to think that we always achieve our goal providing superior care, sometimes we miss the mark. It is exactly those times when we want to hear from you. Feel free to report problems with any aspect of your stay to your nurse, to the unit manager, or you can call extension 49.5053 or 309.268.5053 to leave a message.

If you still do not feel that your concerns have been fully addressed, you may call our accrediting organization, DNV Healthcare, at 1.866.523.6842 or the Illinois Department of Public Health at 1.800.252.4343 or 1.800.547.0466.

Medicare beneficiaries with concerns about quality of care can contact KEPRO, the Beneficiary and Family Centered Care Quality Improvement Organization for Medicare in Illinois, toll-free at 1.855.408.8557, or call the National Medicare Information Hot Line at 1.800.MEDICARE (1.800.633.4227).

Admission
Whether your hospital stay was planned or the result of an emergency, you should have signed a number of forms during the admission process that help us provide the best care and service. These forms include waivers for the release of information and a form that releases Eureka Hospital of all responsibility for your valuables.

Preparing for Your Stay
During your hospital stay, you will only need a few personal items, such as toiletries, bathrobe, slippers and a nightgown or pajamas. We do provide hospital attire which is often more practical during your first few days. After that, you may prefer to wear your own clothing.

Health Care Consent
Part of the admission process included signing a Health Care Consent Form that covered important information regarding your stay. If you did not read this form in its entirety, we recommend you do so. In particular, it addresses:

- Consent to treat
- Responsibility for payment
- Assignment of benefits
- Medicare payment and assignment of benefits
- Release of medical information
- Responsibility for personal belongings
- Independent physician services

Ask your nurse to provide a copy of the Health Care Consent Form if you do not have one.
Insurance
You should also have been asked for insurance information so that your insurance company can be billed accurately. If you were not asked for insurance verification, please call extension 48.2165. You also signed a guarantor form, which identifies who is responsible for paying costs not covered by insurance.

Help Us Care For You
During your stay at the hospital, discuss your medical treatment plan with your physician. If you have more than one physician, make sure you understand what role each physician plays in your care. If you are having surgery, talk to your physician and surgeon to make sure that everyone agrees on what will be done during the operation and make sure you know who will take care of you after surgery.

Important questions to ask include:

• What tests or procedures are ordered for me?
• What will happen when I have these tests or procedures?
• When will I get the results of the tests or procedures?
• What are the results of the tests or procedures and what do the results mean?
• What is the correct amount of medicine?
• How should this medicine be taken?
• How often should I take the medicine at home?
• What are the side effects of this medicine ordered for me?
• What should I do or not do to continue my care at home?

Talk to your nurse, doctor or other caregiver about any medicine, test or procedure that you were not expecting.

What To Expect During Your Stay
Staying at the hospital can be stressful. We’ve tried to make it a bit easier with some helpful information about what to expect. If your stay doesn’t match what we’ve outlined here, be sure to talk to your nurse or the unit manager. Our goal is to create a safe space for you to heal.

Your Room
Your room assignment at Eureka Hospital is based upon your admitting diagnosis and the bed availability on the day of your admission.

Your Hospital Bed
Hospital beds are electrically operated, and your nurse will show you how to work your bed properly. Bedside rails are for your protection. They may be raised when you’re sleeping, recovering from surgery or taking certain medications.

Patient ID Band
For your safety, you must wear your ID wrist band at all times during your hospital stay. Your wrist band identifies who you are and helps us ensure that you are receiving the correct treatment. Before you receive any medications or undergo any tests, our staff will check your wrist band to make sure that your name and birth date match the information on their paperwork.

Room Cleaning
Your room is cleaned daily. If there is a concern regarding the cleaning of your room, please call extension 48.2019. Someone will resolve the issue immediately.

Patient Meal Service
Patient meal times are as follows:
Breakfast – 7:30 am
Lunch – 11:30 am
Dinner – 5:30 pm

If you are on a special diet, staff from Food and Nutrition Services will assist you with your meal selection and answer any questions. For information, call extension 48.2019.

Room Temperature
All rooms in the hospital are centrally heated and air-conditioned. If your room temperature is not comfortable, please notify the nursing staff.
Calling Your Nurse
A button to call your nurse is clipped to the side of your bed. When you press the button, the nursing station is alerted that you need assistance. A staff member will respond as soon as possible.

Pain Management
Keeping your pain under control is important to your well being. To help speed your recovery, pay attention to your level of pain and use the pain scale to report your pain.

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No pain/No dolor</td>
</tr>
<tr>
<td>1-2</td>
<td>Hurts a little bit/Un poco dolor</td>
</tr>
<tr>
<td>3-4</td>
<td>Hurts a little more/Un poquito mas dolor</td>
</tr>
<tr>
<td>5-6</td>
<td>Hurts even more/Dolor severo</td>
</tr>
<tr>
<td>7-8</td>
<td>Hurts a whole lot/Dolor muy severo/suelta</td>
</tr>
<tr>
<td>9-10</td>
<td>Hurts worst/Dolor maximo</td>
</tr>
</tbody>
</table>

Our goal is to help you control your pain promptly and effectively. If your pain is not relieved by medicine or if you are having side effects, please tell your doctor or nurse.

Telephone Services
Patients may receive calls in their rooms. Your room phone number is posted in the room. Local calls may be made at any time from the room by dialing 9 and the number. Long distance calls can be made at any time by dialing 9-0- and the number. Long distance calls cannot be charged to your room, so the call must be placed with a calling card, pre-paid phone card or by calling collect.

Cell Phones
Cell phones can be used in most areas of the facility, except where signs are posted prohibiting their use.

Television
Televsions are provided in each patient room with closed captioning for the hearing impaired. Please be considerate of others and keep the TV volume down. A channel guide insert is included in this guide.

Wireless Internet
Eureka Hospital is pleased to offer our guests free wireless Internet access (WiFi) throughout our facility. Simply use the “ahcpub” wireless connection from your laptop computer or other wireless device. You will be asked to “Accept” our conditions of use in order to connect, but no log-in or password is necessary. If you are unable to connect or if you experience difficulties accessing the Internet or a website, please consult the device’s owner’s manual or technical support service; hospital staff are unable to assist with these issues.

Please note that inappropriate web sites will be blocked and unavailable from the “ahcpub” wireless connection. Anyone using our wireless network is forewarned that there can be no expectation of security or privacy during use, and your device should have up-to-date virus protection.

A computer with free Internet access is available for patient or visitor use in the Family Waiting Room.

Simply use the “ahcpub” wireless connection from your laptop computer or other wireless device.
Patient Rights and Responsibilities

As an Advocate patient, it is your right:

1. To receive health care that addresses your physical, emotional, and spiritual needs.
2. To receive care that respects your values and beliefs and promotes your dignity, personal privacy and safety.
3. To receive care that is free from all forms of discrimination, abuse or neglect.
4. To receive support for your religious and spiritual practices.
5. To have us communicate with you in a way that you understand.
6. To know the names of the person in charge of your care and all those on your care team.
7. To receive the information you need to make informed choices about treatment, to be involved in planning your care, and to request, accept or refuse treatment.
8. To involve persons of your choice in your care.
9. To receive honest and clear information about the outcomes of your care, including those that are unexpected.
10. To receive help with advance care planning so that we can respect your wishes about treatment if you cannot tell us yourself.
11. To have personal and medical information protected as described in Advocate’s Notice of Privacy Practices.
12. To know when information about you must be shared with others.
13. To have your doctor and a person of your choice promptly told if you are hospitalized.
14. To have your pain assessed and help develop a plan to manage the pain you may have.
15. To have a person of your choice (including, but not limited to, a spouse, a domestic partner of the opposite or same sex, another family member or a friend) with you during your stay; to have visitors of your choice unless this interferes with the well-being, rights or safety of others, or is not medically indicated in your care; and to have access to others outside the hospital.
16. To help develop the plan for your discharge from the hospital.
17. To receive information about patient and family protective services if needed.
18. To be free from restraint or seclusion unless it is needed for your safety or the safety of others.
19. To access financial services to explain your charges, your bill and your options for financial help if needed.
20. To share concerns or complaints about your care and receive a prompt response.
   • Please contact the hospital operator and ask for Patient Advocacy to share a concern or complaint.
   • You may contact the Illinois Department of Public Health at 1.800.252.4343 or 1.800.547.0466 (TTY).
   • DNV Healthcare can be reached at hospitalcomplaint@dnv.com or call 1.866.523.6842.
21. To be fully informed of, and accept or refuse, any research or trial treatments used in your care.
As an Advocate patient, it is your responsibility:

1. To provide correct personal and family health information.
2. To follow the plan for your care.
3. To ask questions if you do not understand what we tell you.
4. To be respectful of others’ dignity, privacy and safety.
5. To tell us if you want to use another doctor, care giver or facility.
6. To pay for your health care services or the portion of your bill that you owe, tell us if you need help with your bill, and work with the hospital to seek financial help when needed. Please ask for the brochure Understanding Billing and Financial Assistance.

If you would like additional information on your rights and responsibilities as a patient of Advocate Health Care, please ask your care provider for a copy of Understanding your Rights and Responsibilities: For Those who want to Know More.
Advance Directives and Your Health Care

Documents that allow you to speak for yourself include a Living Will, Power of Attorney for Health Care, Mental Health Treatment Declaration and the Uniform DNR Advance Directive-Physician Orders for Life-Sustaining Treatment.

Advance Directives

Advance Directives are instructions you provide ahead of time concerning the medical treatment you wish to receive, should you lose the ability to make your own decisions. At Eureka Hospital, we can provide you with written forms which meet the requirements of the State of Illinois, which will assist you in documenting your wishes.

Assessing Your Values

Before you can communicate with anyone else about your wishes for health care, you must first clarify what you value and want for yourself.

After you reflect upon what you consider priorities for life, you can more effectively make decisions about what type of medical interventions you would or would not want if you become unable to speak for yourself. Some considerations might include whether you wish to be placed on a breathing machine, whether you wish to be fed through a tube, or whether you would want resuscitation attempted if your heart stopped.

Who Decides?

No one likes to think about a time when they may not be able to make health care decisions. On the other hand, no one wants those decisions made without their wishes being considered. Completing an Advance Directive ensures that your health care wishes are clearly documented in the event that you are unable to make those decisions yourself.

This is Your Health Care

Health care is changing each day. There are many new procedures, machines and medications that offer new treatment options. These medical advances help people live longer and healthier lives. Medical advances also present us with more medical decisions to make. Whenever possible, it is you, the patient, who decides what choices are best for you. The law gives you the right to be informed about your medical condition and the treatment that the physician would recommend. You also have the right to be informed about other health care options. Then, when a medical decision needs to be made, you can do so with informed consent.

Speaking for Yourself

There are four kinds of written Advance Directives recognized in Illinois. They are:

Power of Attorney for Health Care

This document allows you to name someone to act as your agent for health care choices in the event you are unable to speak for yourself. This person is normally a relative or close friend whom you trust to carry out your choices in conjunction with the medical staff. You decide how much decision power this person has. The Power of Attorney for Health Care document also allows you to state your wishes with regard to organ and tissue donation. While, this may not be an easy conversation to have, you may want to discuss this issue with your family so that you can communicate clearly about your values. Your spiritual leader may also be helpful in this discussion and decision-making process.

Living Will (Illinois Declaration)

This document becomes effective only after your attending physician has determined that you have a terminal condition or are in an irreversible state of decline. Typically this document states that you do not want measures taken that prolong the dying process, and you wish to be given comfort care.

Whenever possible, it is you the patient, who decides what choices are best for you.
Mental Health Treatment Declaration
This document is effective for only three years and is used to appoint another person to act as your agent to make mental health treatment decisions.

This advance directive can be used to create a physician order that reflects your wishes about receiving cardiopulmonary resuscitation (CPR) and other life-sustaining treatments. For example, the form allows you, in consultation with your physician, to make advance decisions about whether CPR should be administered if your heartbeat and breathing stop, or to limit treatment for other serious illness according to your wishes. The POLST form replaces the commonly known, but less comprehensive, Do Not Resuscitate (DNR) order. The completed POLST form is intended to be honored across various settings, including hospitals, nursing homes, and by emergency medical services personnel in your residence or en route to a health care facility.

Other Steps You Should Take
Communication is the key. Take your time as you share your feelings and wishes with those people who are significant to you.

Talk to Family and Other Important People
It may be helpful to speak with your spiritual leader for guidance and support. As you talk with family and friends, remember that they may need time to understand your wishes.

Communicate Your Wishes to Your Primary Care Physician
It is essential that you also communicate your specific wishes to your primary care physician. It is a good idea to give your physician an updated copy of your Advance Directive whenever you make a change to your document.

Have Copies of Your Advance Directive Document Available
We often place important papers in lock boxes or a home safe. This is not the case with an Advance Directive. Hospitals and physicians can act on your wishes only when they have a copy of your signed document on your patient chart. Make extra copies for family or friends who can access them for you.

Limitation of Emergency Treatment Orders
When you are a patient at Eureka Hospital, you (or your decision-maker) may ask your physician to write a Limitation of Emergency Treatment Order. This order instructs the medical team to withhold resuscitation during cardiac arrest, and limit treatment during pre-arrest emergencies, according to your wishes. The Limitation of Emergency Treatment Order replaces the commonly known, but less comprehensive Do Not Resuscitate (DNR) order. When you are released from the hospital, your physician may also write an IDPH Uniform DNR Advance Directive order stating that you do not want to be resuscitated by emergency medical personnel.

Organ and Tissue Donation
Another decision that you may want to discuss with your family is your wishes regarding organ and tissue donation. Again, this may not be an easy conversation, but is another way to communicate clearly what you value. Your spiritual leader may also be helpful in this discussion and decision making process.

For More Information
If you have any questions or for further assistance, contact the Social Work Department at extension 48.2449.

If you have a question regarding an ethical concern, or would like to consult the Ethics Committee, please contact the Administration Office at extension 48.2004. After regular office hours, please contact the Charge Nurse for assistance.
Commonly Asked Questions

Do I need both kinds of Advance Directives?
A Living Will and a Power of Attorney for Health Care serve different, though related purposes. The first expresses your wishes and instructions concerning care near the end of life; the second empowers someone else to act for you on a broader range of health care matters, if the need should arise.

How will decisions be made for me if I haven’t completed a Living Will or appointed a health care representative?
If you become incapacitated and do not have a Living Will or a Power of Attorney for Health Care, your doctor and other health care providers will ask a family member, friend, or guardian to make decisions for you. In Illinois a law directs which of these people will be consulted. In that law each of these people is called a “surrogate.” Without an Advance Directive, you face two risks; first, the person/people listed by this law may not be who you would want to make decisions for you; and second, a course of treatment may be selected that you would not personally have approved.

If I sign an Advance Directive and later change my mind, can I revoke it?
You may revoke an Advance Directive at any time by destroying the document; dating and signing a statement of revocation, or verbally expressing your intent to cancel.

What are “life sustaining measures?”
In your Living Will and/or Power of Attorney for Health Care, you may state whether you wish certain forms of medical intervention to be used to keep you alive. These measures include cardiopulmonary resuscitation (CPR), a ventilator (breathing machine), kidney dialysis, intravenous and tube feeding, and medications.

Do I need to see a lawyer to complete an Advance Directive?
No. You may be more comfortable consulting a lawyer, or you may have special needs or wishes that can best be handled with the assistance of a lawyer. However, these documents are readily available as pre-printed forms.

Will my health care provider honor my preferences as expressed in my Living Will?
Generally, the answer is yes. Occasionally, however, a health care provider may be reluctant to comply on moral or ethical grounds. In that case, it is the provider’s responsibility to arrange for another provider who is comfortable with your wishes.

Does my religious tradition say anything about Living Wills or the kinds of medical treatment I should request?
Most religious traditions approve of individual choice in health care decision making, especially in the context of artificially prolonging life. If you have religious questions about making an Advance Directive, consult with your spiritual leader.
For Families and Visitors

Just as important as peaceful rest is the uplifting feeling you get from family and friend visits. We encourage visiting for your recovery and overall health outlook, and we have outlined some important information for visitors that will ensure enough rest for you and contribute to their experience here at Eureka Hospital.

Visiting Hours
Family members and friends are welcome to visit. Visitors may enter through the main entrance between 7 am and 8 pm. Before and after these hours, all visitors must enter through the Emergency Department entrance. Please use good judgment when choosing a time to visit a patient and remember that their rest is important.

Visitor Guidelines
• Eureka Hospital is a smoke-free environment, inside and out.
• Visitors must wear a shirt and shoes.
• People with colds, sore throats or any contagious diseases should not visit patients.
• Visitors are expected to help stop the spread of germs, by covering their mouths and noses with a tissue when coughing or sneezing.
• Visitors should wash hands before and after each visit. Instant hand sanitizer dispensers are also located throughout the hospital.
• Visits should be kept short.
• Visitors should maintain a quiet environment and avoid unnecessary noise.
• Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.

Food and Vending
Meals are available for any guest. Notify the Nursing staff to order. Meals are $5 each payable at the Front Desk of the hospital.

Vending machines for snacks and beverages are available in the dining room on the lower level.

Community Resources
Accommodations for relatives and visitors from out-of-town are available at nearby hotels and motels. The nearest lodgings are:

- **Sleep Inn & Suites (9.77 mi.)**
  1101 N Cummings Lane
  Washington, IL
  309.481.0450

- **Super 8 Motel of El Paso (12.3 mi.)**
  25 Linco Drive
  El Paso, IL
  309.527.4949

- **Super 8 Motel of Washington (12.7 mi.)**
  1884 Washington Road
  Washington, IL
  309.444.8881

There are other lodging options in the Morton and East Peoria vicinities, slightly farther away. Consult the internet and local yellow pages for other lodging options. Some hotels may offer discounts for guests who are here because a loved one is in the hospital, so inquire directly with the hotel to learn of any special offers.

Parking
Visitor parking is provided in the lots south and west of the hospital. Patients and visitors are cautioned not to park in reserved areas.

Gifts for Patients
Visitors should check with the nurse before bringing gifts of food or drink to patients to make sure your gift is appropriate. Balloons should be made from Mylar, not latex, due to potential allergies.

Chapel
Those looking for a quiet place to pray or meditate are welcome to visit our chapel. The chapel is open 24 hours a day and is located on the first floor, across from Same Day Services.
Mail and Flowers
Letters and packages for patients are delivered each morning by volunteers. Letters and parcels that arrive after you have been discharged are forwarded to your home. Outgoing mail may be left at the nurses’ station or given to a volunteer.

While you are a patient, you may receive “Cheer Cards” sent to you from your friends and loved ones through the Eureka Hospital website, advocatehealth.com/eureka. These cards are printed for you and delivered Monday through Friday (excluding major holidays). Cheer Cards sent late Friday or on the weekend will not be delivered until Monday. Cheer Cards cannot be forwarded after you leave the hospital.

Flowers are delivered to your room by volunteers.

Rapid Response Team
No one knows your loved one like you do. If you think he or she is getting worse, ask your nurse to call the Rapid Response Team. Eureka Hospital’s Rapid Response Team consists of a specially-trained nurse and a respiratory therapist who will respond within minutes of being called. Their role is to help examine the patient and determine if he or she needs more advanced care. Warning signs that the patient may be getting worse include:

- Increased difficulty breathing
- Increased restlessness
- Increased confusion

Other Services and Resources
LifeLine
If you live or spend much of your day alone, you may wish to consider Advocate at Home’s Lifeline Program. Lifeline is an easy-to-use personal response service that ensures quick assistance whenever it is needed—24 hours a day, 365 days a year. When help is needed, you can press the waterproof Personal Help Button that is worn as a pendant or wristband. Within seconds, a certified Lifeline monitor responds and establishes two-way voice communication. The monitor assesses the situation and summons appropriate help, whether it is a neighbor, relative or ambulance. For more information, contact Advocate at Home at 309.268.5930, or call 1.800.213.0421.

Lost and Found
If you lose something, please notify your nurse immediately, and we will make every effort to help you find it. Unclaimed articles are turned in to the Charge Nurse, who keeps them for 30 days. To inquire about lost articles, please call the Nursing Unit at 309.304.2200 for additional assistance.

Notary Public
The services of a notary are available for patients free of charge Monday – Friday, 8 am – 4 pm. For information, please call extension 48.2004.

Prayer Line
The Prayer Line is a three- to five-minute recorded meditation service, offered by the Mission and Spiritual Services Department at Advocate BroMenn Medical Center. The line can be accessed at Eureka Hospital by calling extension 49.2210 or from outside the hospital by calling 309.268.2210. A new non-denominational meditation is recorded daily.

Interpreter Services
The hospital has access to a free interpreter phone/video service for those who speak a language other than English or who are deaf or hearing impaired. For information, please consult your nurse.

Auxiliary Aids
A telecommunications device is available to help hearing impaired patients or patients who want to communicate with a hearing impaired relative or friend. Arrangements can also be made for help from a person who uses sign language. For information, please check with your nurse.

How to Access Protective Services
If you or your child is in an abusive or neglectful environment and would like assistance, please request to see a social worker. You may also call the National Domestic Violence Hotline at 1.800.799SAFE.

The Diabetes Program
The Diabetes Program at Eureka Hospital has been recognized by the American Diabetes Association for Quality Self-Management Education. The program consists of a Diabetes Self-Education model in which participants work closely with a team of diabetes educators, including a Registered Nurse and a Registered Dietitian. These educators assess each participant’s specific education needs, then assist with identifying specific diabetes self-management goals,
participant’s specific education needs, then assist with identifying specific diabetes self-management goals, along with the education and behavior intervention tactics to achieve them.

Participation in the program requires referral by a physician. Costs for the program are covered by Medicare and most insurance companies.

You can reach Eureka Hospital’s diabetes educators by calling 309.304.2017.

**Leaving the Hospital**

The time of admission is the time to begin planning for your discharge, a social worker is available to help you and your family plan your return home. Our goal is for you to have a safe trip home.

**Preparing For Discharge**

When it is time to be released from the hospital, your physician will authorize a hospital discharge. 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 health care 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.
3. A prescription for any medications you need.
4. Follow-up care instructions.

**Discharge Medications**

If you require discharge medications, your nurse can phone your chosen pharmacy for you.

**Patient Pick-Up Area**

When you are ready to leave, a member of the hospital staff can escort you to the front entrance and help you into the car.

**Interim Care**

The Interim Care program at Eureka Hospital makes it easier for patients to receive skilled rehabilitative care when they are well enough to leave the acute care level but not well enough to return home. For these individuals, this program serves as an important bridge; providing essential medical care, while improving their physical, emotional and social functioning. Our team of doctors, nurses, social workers and rehabilitation therapists work together to maximize a patient’s level of independence wherever they go after discharge. The program is patient-specific, with levels of care and services based upon individual needs.

To find out more about the Interim Care program at Advocate Eureka Hospital, speak with our Social Worker or Case Manager, or call extension 48.2112.

**Advocate at Home**

At Advocate Health Care, we understand that patients who require additional services at home after a hospital stay still want to maintain their independence. Advocate at Home, our comprehensive home health services keeps you connected with your health care provider and maintains the quality and continuity of care you expect from Advocate Health Care. Whether you need skilled nursing, physical therapy or home medical equipment, we can assist you. Count on Advocate at Home to bring high quality care home. For more information, speak with our Social Worker or call 309.268.5930.

**Hospice**

An interdisciplinary team of health care professionals, clergy and volunteers bring compassionate care to those who need it most. We help patients and their families cope with symptom management, pain control, bereavement and many issues common to those with a terminal illness. For more information, speak with our Social Worker or call 309.268.5930.

---

**Advocate Eureka Hospital is committed to serving patients who have disabilities.**
Returning Home
Our commitment to your health and well-being extends beyond the walls of our hospital. We strive to ensure that you have access to the services and information you need to continue in your healing process after discharge.

Community Education
Eureka Hospital offers a variety of community education classes and screenings regularly to help you stay healthy. To learn what’s coming up, call toll-free: 1.800.323.8622.

Smoking Cessation Assistance
If you would like to quit smoking, there are several resources available to you. Quitting smoking will greatly improve your overall health and decrease your chance of disease. If you’re ready to quit, contact one of the following:

1. Illinois Tobacco Quitline: 1.866.QUIT-YES or www.quityes.org
2. American Cancer Society: 1.800.227.2345 or www.cancer.org
3. American Lung Association: 1.800.LUNGUSA or www.lungusa.org

Chemical Dependency Issues
There are nearby treatment centers available for individuals and families who suffer from alcoholism and drug dependency. Ask your social worker if you would like information about a treatment center.

Specialty Clinics at Eureka Hospital
If you need to see a physician specialist after you return home, you may want to be aware that Eureka Hospital hosts regular clinics from providers specializing in gastroenterology, oncology, cardiology, neurosurgery, orthopedics, OB/GYN, podiatry, pulmonary/sleep medicine, physical medicine and rehabilitation, general surgery, audiology and urology.

For more information, call Scheduling at 309.304.2021.
Medical Records
Each patient's health information is confidential and is not released without patient authorization, except for payment, treatment, or operations. To obtain copies of your health information for insurance reimbursement or other purposes, the hospital requires written authorization from the patient or legal representative.

Authorization forms are available by contacting the medical records department; call extension 49.4021 between 8 am and 4:30 pm, Monday through Friday, except holidays. Copies of your health information can be picked up at the hospital or can be mailed to the patient. When possible, please give a 24 hour advance notice to pick up your records.

Patient Portal
Portions of your medical record are available to you through MyAdvocateEureka, a free, password-protected, web-based service that allows you access to information about your hospital visits, procedures and tests. Enrollment must occur here at the hospital (either during or after your current stay), but after your initial sign-up, you’ll have access on any computer or internet-connected device. For more information, visit advocatehealth.com/eureka/patient-portal or to enroll while here at the hospital, call the Medical Records department at 48.2021.

Billing and Insurance
To help patients meet their financial obligations, Eureka Hospital will file an insurance claim with your primary carrier (as well as most secondary insurances) as a courtesy to you. To do this efficiently, you must present accurate and complete insurance information at the time of registration. We will need a copy of your insurance identification card(s). At registration, you will be asked to assign benefits from the insurance company directly to the hospital. All patients should familiarize themselves with the terms of their insurance coverage, as your plan may have special requirements. It is your responsibility to make sure the requirements of your plan have been met. If your plan’s requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan and their services may not be covered.

If You Are Covered by Medicare
We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. The Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles, co-insurance and co-payments also are the responsibility of the patient.

If You Are Covered by Medicaid
We will need a copy of a current Medicaid card. Medicaid also has payment limitations on a number of services and items.

Charity Care
Charity care for medically necessary hospital care is available to persons who meet the financial and documentation criteria. Each situation is reviewed independently, and allowances are made for extenuating circumstances. Contact extension 48.2449 or 48.2050 for further clarification.

Our commitment to your health and well-being extends beyond the walls of our hospital.
Your Hospital Bill
The hospital will submit bills to your insurance company and will do everything possible to expedite your claim. Your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. We have payment options available to assist you in paying your bill. Your bill reflects all of the services you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television; and charges for special services which include items your physician orders for you, such as x-rays or laboratory tests.

For your convenience, you can choose to pay the hospital portion of your bill online, through our secure system, using VISA, MasterCard or Discover. Simply go to advocatehealth.com/eureka/billpay and follow the instructions.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.

If you receive notice that we need additional billing information, a response is requested within two weeks to avoid further collection efforts.

Patient Billing Representative
This person can answer questions about your hospital bill, accept co-payments, and help you interpret financial policies and billing procedures at the hospital. She can also help you apply for financial assistance or Medicaid, if necessary. For assistance, call extension 48.2050 Monday through Friday from 8 am to 4:30 pm. If you have questions about your bill after you leave the hospital, call 309.268.5717.


Expressing Gratitude for Exceptional Care

Often patients and their families want to know how they can show their appreciation to caregivers who went above and beyond. At such moments, making a charitable gift to Eureka Hospital can be a rewarding way to both honor and benefit those who changed your life.

As a not-for-profit organization, the hospital relies on philanthropy to enhance our patients’ experience. Patient fees cover basic services, but donations help us do so much more. There is no more rewarding way to express gratitude for exceptional care than to help provide caregivers with the resources they need to do their very best work. And 100 percent of your gift goes directly to the area of care you specify.

If you or a family member would like to honor a caregiver, please ask your nurse for a “Beyond Thank You” brochure, or pick one up at various locations around the hospital. You can also give online at advocatehealth.com/giving. To learn more about the important role philanthropy plays at our hospital, please call 309.268.2090 or visit advocatehealth.com/givingateurekahospital.