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

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 1.800.799.SAFE.
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.
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.