



MY HEALTH CARE PACKET



UnityPoint Health
Des Moines

TABLE OF CONTENTS

My Rights and Responsibilities 1

My Health Care Team 2

Communication 3

My Personal Items..... 4

My Stay..... 5

My Health Care Resources 7

My Notes 8



MY RIGHTS AND RESPONSIBILITIES

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. We respect each patient's personal preferences and values. We promote the rights, interests and well-being of our patients. It is our policy that these rights shall be respected, and no patient shall be required to waive these rights as a condition of treatment.

Patient Rights and Responsibilities are available in a separate brochure and offered at the time you are admitted. You can also access it by visiting unitypoint.org/patientrights.

If you have any questions about your rights and responsibilities or need more information, please ask your nurse or call Guest Relations at (515) 241-5000.

Visitor Rules and Responsibilities

We strive to provide for a patient- and family-focused environment. Support from families and friends is an important part of the healing environment. It is expected that our visitors ensure a safe and supportive healing environment for our patients. Please let your nurse know if you are not comfortable or have concerns with any visitors you may have in your room.

Aggression and Violence

Providing you outstanding health care is why we exist, but we need your help. We need your help to provide the best possible patient experience. Should you choose to verbally or physically abuse our team members or steal and/or damage our property, our staff may call public safety or law enforcement and pursue criminal charges. No member of our team should fear for their safety at work. Administration supports team members who file a complaint for any aggressive behavior they encounter while caring for our patients.

MY HEALTH CARE TEAM

You and your family's needs are important to us, and we encourage you to communicate any questions or concerns you may have with your care team.

Doctors

The doctor who admits you will direct your medical care throughout your stay. Your doctor will order medicine, diet, lab work and tests. He or she may also refer you to and consult with specialists. Hospitalists may also be involved in your care. Hospitalists are doctors who care for patients while in the hospital.

Your family doctor may ask a hospitalist or another provider to care for you while you are in the hospital.

Nursing Staff

Nursing care is provided by a team of registered nurses (RNs), patient care techs (PCTs) and nursing students 24 hours a day.

Resident Doctors and Medical Students

Teaching future health care professionals is an important part of our mission. Residents and medical students, supervised by a doctor, may be part of your health care team. Our hospitals provide fully-accredited training to resident doctors. We are a teaching facility and you may encounter students of various types on your care team.

Host/Hostess

A registered, licensed dietitian and a trained diet technician are available to provide expert nutrition education, counseling and recommendations to meet your dietary needs. A host/hostess is assigned to patient units to assist with room service, menu selections and delivery of meal trays or nourishments.

Pharmacists

A pharmacist will review your medication orders and work with your doctors and nurses to make sure you have safe and accurate medication.

Housekeeping

A member of the housekeeping team will clean your room daily. If there is a facility-related problem in your room, please tell a staff member, and it will be taken care of as soon as possible.

Chaplains

The hospital has a staff of professional chaplains who are available to assist you and your family, regardless of your religion. To request a chaplain, call (515) 241-6212. You may also ask a nurse to assist you.

Public Safety

Our hospitals are staffed 24 hours a day by professionally-trained officers who provide protective services, security, safety assurance and compliance, emergency preparedness and parking/traffic control. Other customer services include lost and found, escorts and jump-starting vehicles. If you need help, contact your nurse or call (515) 241-6476.

Depending on your individual needs, these are other members of the care team you may meet.

- Occupational Therapist
- Physical Therapist
- Respiratory Therapist
- Speech Therapist

If you would like to write down the names of your care team, there are blank pages for notes in the back of this folder.

COMMUNICATION

You are the most important part of your health care team. You owe it to yourself to establish and maintain good lines of communication. The single most important way you can help to prevent errors is to be an active member of your health care team.

Call Lights

Your caregiver will show you how to use your call light on the pillow speaker. Please use this if you need help, as it is the fastest way to contact our staff. We ask that you, your family or guests use the call light when you need help.

Cell Phone Use

Anyone receiving a cell phone call are asked to move outside of the room before answering the call, especially if your care team is in the room.

Communication Boards

Dry-erase boards are in patient rooms. The boards are used to communicate information between the patient, the family and the health care team. Please let your care team know what is important to you while in the hospital.

Please do not hesitate to ask questions about your medications, treatments and care. We encourage you to write your questions down in the "My Notes" section of this packet, so you do not forget to bring them up with your doctor, nurse or other caregivers.

Patient Concerns, Compliments and Feedback

Every department of the hospital strives to provide excellent care and service. We value the opportunity to address any issues while you are here, and you can help us be better. We also like to know when our staff has exceeded your expectations, so we can recognize them. We share both compliments and complaints with the appropriate staff in order for us to better serve you and others in the future.

If you are concerned with any aspect of the care and/or services you receive during your stay at our hospital or if you have ideas for improvement, please bring them to the attention of a hospital team member, or ask for the manager of the department where you are receiving care. During the evening, early morning and weekend hours, please ask to speak with the charge nurse or supervisor.

If after doing so, you are still not completely satisfied with the level of care or service you receive, or if you have concerns after you leave the hospital, please call Guest Relations at (515) 241-5000, Monday through Friday, 8 a.m. to 4:30 p.m.

Patient Satisfaction Surveys

Within a few days after leaving the hospital, you may receive a patient satisfaction survey. Please take a few minutes to complete the survey, and return it to us. Your responses are taken seriously. This is an important tool, as we pinpoint areas in need of improvement and recognize any caregiver who provides excellent care and service.

DAISY Award

UnityPoint Health® - Des Moines is proud to recognize our nurses with the DAISY Award for Extraordinary Nurses. This is a national program honoring the compassionate care and clinical excellence our nurses bring to their patients every day.

DAISY Awards are given monthly to deserving UnityPoint Health - Des Moines nurses. You can nominate an extraordinary nurse by visiting unitypoint.org/daisyaward or by speaking with the nurse manager or supervisor on your unit.

MY PERSONAL ITEMS

We know you have personal items that mean a lot to you. Most of the items should remain at home when you are in the hospital. We do not want you to lose these items. Below are ways to keep your items safe while you are here.

Valuables: Leave valuables such as jewelry at home. If you arrive with valuables, send them home with a loved one or store them with public safety.

Home Medicines: Leave medicines at home. If you arrive with medicines, send them home with a loved one or we will store them in a locked place for you.

Clothes: Closets are available for storage of clothes. We are not responsible for damage to clothes during medical care (e.g., if your clothing was cut off to provide rapid treatment).

Eyeglasses, Contact Lenses, Dentures, Mouth Appliances, Hearing Aids: Let us know if you need a storage cup. Always use the storage cup when placing items on the bedside table. Items in a tissue or a pocket might be accidentally thrown away. If you lose something, we will gladly help! Please let a team member know right away or call Public Safety at (515) 241-6476. We cannot be responsible to replace or pay for items unless they are locked with public safety.



MY STAY

We want to provide you with the highest quality of care. Our staff will strive to meet your personal needs to make your stay as comfortable as possible.

Patient Admissions

No program or activity administered by UnityPoint Health - Des Moines, or any other subsidiaries which receives federal assistance, shall exclude from participation, deny benefits to or subject any person to discrimination regarding inpatient admissions, room assignments and patient services for reasons of age, race, creed, national origin, color, sex, religion, sexual orientation, gender, gender identity or disability. These policies are designed to ensure compliance with Title VI of the Civil Rights Act of 1964.

Privacy

We are required by federal law, Health Insurance Portability and Accountability Act (HIPAA), to maintain the privacy of your medical information and offer you our Notice of Privacy Practices, describing our privacy practices, legal duties and your rights concerning your medical information. This notice is available in a separate brochure and is offered at the time you are admitted. You can also access it by visiting unitypoint.org/patientprivacy.

Photos, Videos and Social Media

Our staff is here to provide the best care for you. We understand social media outlets are important means of communication. Our staff are expected to follow strict privacy policies to protect your health information. Because of this, we discourage our staff from accepting friend requests from people they only know as patients. Also, we ask that you do not take photos or videos of our staff without asking their permission.

Confidentiality "Do Not Acknowledge" Status

Patients who wish to have complete privacy and avoid all outside contacts may sign a "Do Not Acknowledge" form. In this case, our staff will neither confirm nor deny a patient's presence at a hospital to anyone. Room and telephone numbers will not be provided, and other items, such as flowers, mail and other gifts or packages, will be returned to the sender. You may speak with your nurse if you would like more information about your status.

Non-Discrimination Accessibility Notice

UnityPoint Health - Des Moines will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, sex, national origin, age, religion, sexual orientation, gender identity or any other protected class in any manner prohibited by federal or state laws.

We provide the following for:

- Communication aids and services to people with disabilities, such as:
 - Sign language interpreters
 - Written information in other formats
 - Video phone via iPad
 - Closed caption TV
- Language services to people whose primary language is not English, such as:
 - Interpreters
 - Information written in other languages

If you need these services, contact the Call Center (515) 241-7000 or talk to a staff member of your health care team.

If you believe we have failed to provide these services or discriminated on the basis of race, color, national origin, age, disability or sex, please call Guest Relations at (515) 241-5000.

Room Service

Room service is available to patients. You will be given a menu based on your dietary needs. These meals are included as part of your hospital stay.

Meals may be ordered between 6:30 a.m. to 7 p.m. by calling (515) 241-7333. The meal is delivered about 45 minutes after the order is placed.

Breakfast: 6:30 a.m. to 7 p.m.

Lunch and Dinner: 10:30 a.m. to 7 p.m.

Cold food is available for patients who are admitted after 7 p.m.

Guest Trays

Family and friends may also order room service. If you need a regular diet menu, you may request one from the nurse. Credit cards may be used for payment when your meal is ordered.

Internet Access

We are pleased to provide wireless Internet service to you during your stay. Under the available wireless networks listed on your laptop or mobile device, select “**UnityPoint Guest WiFi.**” If you have trouble gaining access to the Internet, you may listen to a help message on our 24-hour phone support system: 1-877-374-0229.

Chapels

Our chapels are always open for visitors of all faiths for prayer and meditation. If you or a family member would like to visit the chapel, please ask a staff member to direct you.

My Hospital Bill

If you have any questions about the bill you receive, please call the patient account center at (515) 362-5111, toll free at 1-888-343-4165 or the number listed on your billing statement.

My Medical Decisions

We understand making medical decisions can be difficult. We have a booklet called “The Gift of Peace of Mind” that is a step-by-step guide to preparing advance directive documents (Durable Power of Attorney for Health Care and Living Wills). If you are interested in learning more, ask a staff member for a copy of the booklet.

If you need more information on Advance Directives or have questions about preparing your own Advance Directives, contact your nurse. We have people on our team who can help answer your questions, fill out a form and make copies for you.

Financial Advocate

We want you to be aware and understand the different financial assistance programs available to you. You may call a financial advocate at any time to learn more about these programs.

- Iowa Methodist Medical Center (515) 241-6277
- Iowa Lutheran Hospital (515) 263-5608
- Methodist West Hospital (515) 241-6277

The best way to meet with a financial advocate is to make an appointment.

Hours are Monday - Friday, 8 a.m. to 4:30 p.m.

MY HEALTH CARE RESOURCES

We are honored to be your choice for health care services. Every day, our staff, doctors and volunteers help us provide the kind of care we want for our loved ones or for ourselves. Please see the additional health care resources below that we are proud to offer you and your family.

My UnityPoint

MyUnityPoint is a secure patient website that allows you to conveniently manage your personal health online. Because MyUnityPoint is web-based, you can log in at any time, any place. From communicating with your UnityPoint Clinic® health care team to requesting appointments, MyUnityPoint allows you to take an active role in managing your health.



Website - unitypoint.org

Our website is always available to help you find more information about our hospitals and clinics or help answer your health questions. You can also find a list of the wide variety of classes and events we offer to connect you with different opportunities taking place within our hospitals and clinics around the community.

Virtual Care

Virtual care from UnityPoint Clinic offers another option for people to see a doctor for minor health conditions. Live appointments are available by phone or secure online video with board-certified doctors and advanced practitioners. For more information about virtual care and how to get started, visit unitypoint.org/virtualcare.

My UnityPoint Nurse

During normal clinic hours, your care team is available to speak with you. After hours, you will be connected to My UnityPoint Nurse, a health information service for UnityPoint Clinic patients staffed by registered nurses who will answer your questions and help coordinate the care you need. Call your clinic to connect to My UnityPoint Nurse after hours.

Committed to the LGBTQ Community

UnityPoint Health - Des Moines is committed to equality for our lesbian, gay, bisexual, transgender, queer and questioning (LGBTQ) patients. We aim to provide a safe and affirming environment to all.

UnityPoint Clinic offers dedicated health care services to the LGBTQ community. The clinic care team is comprised of Safe Zone trained team members and providers who strive to deliver quality affirming care with dignity and sensitivity.

Urgent Care Clinics

Conveniently placed throughout the metro, UnityPoint Clinic offers several urgent care and after-hours care for non-emergency situations (ear infections, strep throat, sprains, strains, etc.). Insurance co-payments are usually lower for clinic visits than for emergency room visits. You may view wait times at our clinics by visiting our website at unitypoint.org/urgentcare.

My Notes

[illegible]

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



UnityPoint Health
Des Moines

1200 Pleasant Street
Des Moines, IA 50309
(515) 241-6212
unitypoint.org/desmoines

Copyright © 2019 UnityPoint Health. All Rights Reserved. ® SM trademarks of UnityPoint Health.
000185-6 09/19 CS