

WELCOME

Welcome to Columbia St. Mary's. It is our privilege to care for you. This belief is embedded in every decision and everything we do for you. You'll find that our "Passion for Patient Care" isn't just a motto - it's the philosophy we take to heart and try to live every day.

Our goal is to provide care in a way that helps you understand your choices, make informed decisions and know that your voice is heard. This is the essence of what's known as "person-centered care." You are the most important member of your care team.

To help you make those decisions and familiarize yourself with our hospital, we've prepared this guide. If you have any questions or concerns, don't hesitate to ask a member of your healthcare team. Again, thank you for choosing Columbia St. Mary's and trusting us with your healthcare.

Sincerely



Travis Andersen

President & CEO

Columbia St. Mary's

ABOUT COLUMBIA ST. MARY'S / OUR MISSION

Columbia St. Mary's Mission Statement

Columbia St. Mary's, a health care provider founded in response to identified community needs, is sponsored by Ascension Health, a Catholic national health system, and Columbia Health System, a nonsectarian community health system. Columbia St. Mary's exists to make a positive difference in the health status and lives of individuals and our community, with special concern for those who are vulnerable. At Columbia St. Mary's we are committed to providing high quality, accessible, value-driven programs and services with equal attention to the physical, spiritual and emotional dimensions of health.

About Columbia St. Mary's

Columbia St. Mary's is an integrated health system which includes Columbia St. Mary's Hospital Milwaukee, the CSM Women's Hospital, Columbia St. Mary's Hospital Ozaukee, Sacred Heart Rehabilitation Institute, River Woods Outpatient Center and Urgent Care, and a partnership with the Orthopaedic Hospital of Wisconsin; 65 primary and specialty care clinics with 360 providers in the CSM Community Physician and Madison Medical

Affiliates practices; and the Columbia College of Nursing. The system serves Milwaukee, Ozaukee, Washington and Sheboygan counties. For more information, visit www.columbia-stmarys.org.

Our Three Hospitals are:

- Columbia St. Mary's Hospital Milwaukee — 414-291-1000
- Columbia St. Mary's Hospital Ozaukee — 262-243-7300
- Sacred Heart Rehabilitation Institute — 414-298-6700

Core Values

Central to our Mission and Vision are Columbia St. Mary's Core Values of:

Respect - A high regard for the worth, dignity and uniqueness of each person.

Integrity - Honesty, openness and sincerity.

Commitment to Excellence - A commitment to the highest standards delivered with competence and pride.

Creativity - Actions that are marked by innovation, flexibility, openness to change and imagination.

Service - Connecting with another person through an act of assistance or benefit.

Heritage

Columbia St. Mary's is a Catholic health ministry with a distinguished tradition of providing quality, compassionate healthcare to southeastern Wisconsin for more than 165 years.

At Columbia St. Mary's, we have always placed the needs of those we serve as our highest priority and as such, have earned a reputation for providing state-of-the-art medical care in a person-centered, healing environment. With our Mission and Core Values guiding our efforts, we will fulfill our promise to those we serve by delivering *Healthcare That Works, Healthcare That Is Safe, and Healthcare That Leaves No One Behind, for life.*

YOUR ACCOMMODATIONS

Your Room and Bed

All rooms at Columbia St. Mary's are private. A member of the health care team will familiarize you with your room and bed upon your arrival. Your beds are electrically operated. For your safety, bedside rails may be raised at night or during the day if you are resting, recovering from surgery, or taking certain medications. Be aware that your bed is specially designed to constantly adjust to changes in pressure with your movement. This may feel like the bed is moving under you. This is to protect you from getting bed sores. If you are having problems, please inform your nurse.

Call Button

A button to call for assistance is located at your bedside. When you press the button, a staff member will answer your call and ask how he or she may help you.

Staff Communication

Many areas of the hospital use a wireless communication device, which allows staff to communicate hands free with each other. Staff protect the confidentiality of patient information by using headsets or speaking in non-public areas.



Valuables or Lost Items

Columbia St. Mary's has a safe for the storage of money and valuables. **We assume no liability for loss or damage to money, jewelry, eyeglasses, dentures, cell phones, laptops, iPads or other articles unless they are deposited in the safe.** If you've lost a personal item, please contact Security.

Important Information to know when you are in the Hospital

Your physician will make the decision to place you in a hospital bed for Observation Services or Inpatient Admission. The decision for an Inpatient Hospital Admission is a complex medical decision based on your doctor's judgment and your need for medically necessary hospital care. An inpatient admission is generally appropriate when you're expected to need 2 or more midnights of medically necessary hospital care, but your doctor must order such admission and the hospital must formally admit you in order for you to become an inpatient.

Your doctor may decide to have you in an Observation status. This means that you need to be evaluated through hospital outpatient services, such as Lab tests, x-rays or other hospital services. In this status you are an Outpatient even if you stay in the hospital overnight.

Your hospital status (whether the doctor has you in the hospital for Inpatient or Observation services), affects how much you pay for hospital services (like X-rays, drugs and lab tests) and may also affect whether Medicare will cover care you get in a skilled nursing facility (SNF) following your hospital stay. If you have a Medicare HMO plan, your costs and coverage may be different. Please contact your plan with questions.

If you have any questions please call the Case Management Department and ask to speak with your case manager.

FOOD AND NUTRITION

Room Service

Columbia St. Mary's offers Room Service Dining for our patients. This service allows you to select meals from our extensive menu and tell us when you want them served. Once you have made your selections for each meal, please place your order by dialing 6325 between the hours of 6:30 am to 7:30 pm. Meals are prepared fresh and delivered within 45 minutes of your request.

Some of your meals may need to be coordinated with your medications. If you need assistance with your meals, please notify your nurse.

Kosher meals are available upon request.

Special Diets

If your doctor has ordered a special diet, some items may not be available or may be substituted. If you would like more information about your diet, please ask your nurse to have a Dietitian stop by to answer your questions.

Guest Meals

Guests are welcome to visit the Garden Café for their dining needs; however, if they prefer to have a meal delivered to your room, they may do so by dialing 6325. This is a cost that is not covered by insurance and payment in the exact amount is due upon delivery. Guest meals will include one entree, two side dishes, dessert and a beverage.

Garden Café & Vending Machines

A selection of hot entrees, fresh salads, ethnic foods and deli-style sandwiches are available at the Garden Café. Hours of operation vary by location. Please see the list below for specific hours of operation.

Garden Café Locations and Hours:

CSM Hospital Milwaukee - Garden Level (G)

Hours: Monday-Friday:

6:30-10:00 am, 11:00 am-2:00 pm, 4:00-6:30 pm

Weekends:

6:30-10:00 am, 11:00 am-2:00 pm, 4:00-6:30 pm

CSM Hospital Ozaukee - Pilger Atrium, Garden-Level (G)

Hours: Monday-Friday:

6:30-10:00 am, 11:00 am-2:00 pm, 4:00-6:30 pm

Weekends:

6:30-10:00 am, 11:00 am-2:00 pm

Vending machines are located throughout the hospital and available 24 hours a day.

Snack Bars

We feature Colectivo® coffee, beverages, sandwiches and snacks at our snack bars. Please see the list below for location and specific hours of operation:

Locations and Hours:

CSM Women's Hospital - Located on the first floor by the main entrance.

Hours: Monday-Friday: 6:30 am-1:30 pm

CSM Hospital Ozaukee - Located on the first floor by the outpatient waiting area.

Hours: Monday-Friday: 6:30 am-11:00 am

PAIN MANAGEMENT

All Patients Have a Right to Pain Relief

If you are having problems with pain management, talk with your doctor or nurse. Pain management minimizes suffering, helps you heal faster and promotes your return to normal activity sooner!

Are You in Pain?

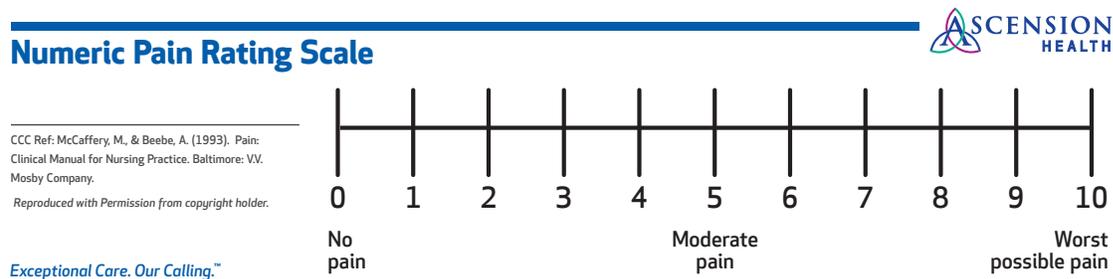
There is no one best way to treat all pain. As a patient at Columbia St. Mary's, you can expect:

- Information about pain and pain relief measures.
- Concerned staff committed to pain prevention and management who respond quickly.

What Can You Do to Help Us Manage Your Pain?

As a patient, we ask you to:

- Work with your doctor or nurse to establish a Comfort Goal.
- Report your pain to us using such words as achy, throbbing, burning, stabbing or pressure. Also, tell the nurse if the pain is constant or if it comes and goes. This information will help your doctors and nurses decide which medicines are best for you.
- Rate your pain on a scale of 0 to 10. You will be asked to rate your pain using the chart below:



When patients are unable to use a pain scale, nurses will monitor for signs and symptoms of pain such as restlessness, changes in facial expressions or moaning. Family and friends are encouraged to assist the nurses in determining changes from the patient's usual behavior patterns that may indicate pain or discomfort.

What Is the Best Way to Treat Pain?

There is no one best way to treat all pain. It is important for you to know that pain can be reasonably managed in most cases. In addition to pain medicine, we may recommend different treatments such as relaxation, ice, heat, music and massage.

Facts You Should Know

- It is easier to manage pain when it is mild rather than severe. More pain medicine is required to manage the pain when you are in severe pain, so please let us know as soon as you feel pain.
- Studies show that getting "hooked" or "addicted" to pain medicine is very rare. The need for pain medicine goes away as the pain does.

Words to Know:

Analgesic: Pain medicine or drug used to relieve pain.

Breakthrough Pain: Pain that comes before your next scheduled dose of medicine.

Comfort Goal: Your goal for pain management. This can be a number on the pain scale. It may also be a change in your ability to do something important to you. Each person may not be able to achieve total pain relief.

Dose: Amount of medicine.

Duration of Action: How long the medicine works.

Frequency: How often the medicine is given.

Long Acting Medications: Medicines that move slowly into your system over 8 to 24 hours. These are often used when constant pain is present.

Onset of Action: Time it takes for a medicine to work.

Pain Relief: A feeling of minimal discomfort or a manageable pain level.

Short Acting Medicine: Medicines that act quickly and last for about 3 to 4 hours.

YOUR HOSPITAL TEAM

Medical Staff

Your attending physician is responsible for directing your care while you are in the hospital. You may be cared for by a hospitalist. A hospitalist is a physician who specializes in the care of the hospitalized patient. We encourage you to talk to your physician if you have questions about your medical care.

Nursing Staff

A team of professional registered nurses, licensed practical nurses and patient care assistants provides 24-hour nursing care. Your nurse will plan, coordinate and evaluate the nursing services you need. Your nurse will work with you and your family to help you achieve your care goals. Please talk to your nurse if you have questions or concerns.

Dietitians

A staff of Clinical Dietitians will assess, plan, and monitor your nutritional needs while you are in the hospital. They will also provide nutrition consults if requested by your physician. You may contact your Dietitian with any questions about your meals or diet.

Case Management

A Nurse Case Manager and/or Social Work Case Manager may help coordinate your care and plan for discharge from the hospital. Nurse Case Managers are assigned to each patient care area to facilitate your in-hospital care. In addition, the Case Manager focuses on community resources, information about home care, rehabilitation needs and hospice care to facilitate your transition back to the community. The Nurse Case Manager also communicates with your insurance company to obtain authorization if required and provide clinical information during your hospital stay. Social Work Case Managers are assigned to each patient care area and work collaboratively with you and your health care team to address financial, social, and emotional problems that relate to illness or hospitalization. He or she may also support a discharge to a community facility. The Social Work Case

Manager can assist you with questions, revisions, etc. to your Advance Directives (see Special Services in the Patient Handbook) while you are in the hospital. Your Case Manager may assist in linking you to appropriate resources or agencies as part of the discharge planning process.

Pharmacists

Pharmacists work with nurses and doctors to make sure all the medications you take during your stay are safe and effective. Pharmacists continually review your medications during the hospital stay and review medication lists before you are discharged. They counsel patients at discharge on any new medications that are filled prior to discharge from the hospital. They are also available to answer any questions you or your family may have about your medications.

Columbia St. Mary's also offers discharge prescription services so that patients have any newly prescribed

medications before they leave the hospital. A member of our pharmacy team will visit you during your hospital stay to discuss your discharge medication needs if you choose to fill your prescription prior to discharge.

Spiritual Services

We believe that our patients deserve to be cared for holistically - physically, emotionally and spiritually. Our board-certified chaplains are available to support the spiritual and emotional needs of you and your family, whatever your religious beliefs. If you do participate in a particular religious community, your personal spiritual leader or guide is always welcome to visit you here, and our caregivers are happy to facilitate such visits at your request. Your nurse can assist you in contacting a chaplain at any time.

Housekeeping (Environmental Services)

A member of the environmental services team will clean your room daily. During your stay, Housekeeping will provide the following services once a day:

- High-touch areas cleaned
 - Phone
 - Over-bed table
 - Doorknobs
 - Light Switches
 - Bed rails
- Bathroom sink and mirrors cleaned
- Trash removed 3x per day
- Supplies (paper products/soap) restocked
- Floor dusted and wet mopped

If there is a housekeeping need in your room, tell your nurse, and it will be taken care of as soon as possible. At any time if you want to speak directly to the Housekeeping Director, please call 585-1062.

Other Healthcare Personnel

Many other health care professionals may provide care to you during your stay, including personnel from the Spiritual Care Department, Laboratory and Radiology Departments, respiratory therapists, and physical or occupational therapists.

Volunteer Services

Volunteers contribute many hours of service to the hospital. They supplement the services of the hospital staff in many ways and can be identified by their name tags.

FOR YOUR SAFETY AND SECURITY

Partnering With Our Patients

Assuring your safety and security is one of our main priorities. This includes actively participating in your health care through the “Speak Up” program.

To prevent health care errors, you are urged to:

Speak up if you have any questions or concerns.

Pay attention to the care you are receiving. Make sure you are receiving the right treatment. Don’t assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

Ask a trusted family member or friend to “SpeakUp” on your behalf if you cannot.

Know what medications you take and why you take them.

Use a hospital, clinic, surgery center or other type of health care organization that has undergone rigorous on-site evaluation.*

Participate in decisions about your treatment.

You are the center of your health care team.

*All Columbia St. Mary's facilities are fully accredited by The Joint Commission. This accreditation is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To earn and maintain The Joint Commission's Seal of Approval, an organization must undergo an on-site survey by The Joint Commission every three years.

Medications

Your medications will be prescribed by your doctor, reviewed and supplied by the hospital pharmacist, and given to you by your nurse or other trained health care professional.

It is very important that there are minimal distractions when you are receiving medications from a nurse or other health care professional. This is also true if you have an IV and the nurse is checking or changing your IV or IV pump settings. The nurse may hold up her hand to indicate that she or he needs to focus on the medications and will respond to any questions when finished. However, if you have concerns or questions about the medication that you are being given, you should "Speak Up" before the medication is administered.

Rapid Response Team

The Rapid Response Team is a group of nurses and respiratory therapists who are available at all times to provide care as a team with other clinical staff for patients having a medical emergency while in the hospital.

A patient, staff member, family member or visitor can call the Rapid Response Team whenever there is a change in a patient's condition, or you have a feeling that something is not quite right and the patient may need immediate, extra attention.

For the Rapid Response Team, dial 2222 on any hospital phone. The person answering the call will ask you where the patient is located (room number) and ask for a quick reason why you are calling. The Rapid Response Team is then sent to the patient's room.

Smoke-free Environment

Columbia St. Mary's is a smoke-free institution. Smoking or use of E-Cigarettes is not permitted in any facility or on hospital and clinic grounds. People who smoke or use tobacco on our premises, including outdoors, will be asked to stop or to leave our property.

Nicotine Replacement Therapy

If you are a smoker and wish for relief while you are hospitalized or here for testing, ask your health care provider or physician for nicotine replacement therapy such as the nicotine patch, gum or nicotine inhaler to assist you with the urge to smoke.

There is also smoking cessation counseling available while you are in the hospital. Ask your physician or nurse if you wish to talk to someone about quitting smoking. Columbia St. Mary's also offers smoking cessation classes (for a fee) for the community.

Call 414-963-WELL (9355) for more information.

Fire Drill

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is a fire-resistant building and the staff are trained in fire protection.

Weapons-free Environment

All Columbia St. Mary's facilities are weapons-free environments. Weapons are not permitted in any facility or on hospital and clinic grounds. We reserve the right to request that any individual on the premises clarify suspicions or allegations regarding the possession of weapons.

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Non-hospital supplied electrically-operated equipment and aerosol products are not permitted in these areas.

Identification Bands

Upon admission, you will receive an identification bracelet or band with your name, patient identification number, date of birth and doctor's name. Please leave this band in place. As part of our hospital safety goals, we will be referring to your ID bracelet when providing care, treatment or services. For your safety, you may be frequently asked your name and date of birth.

Infection Control & Handwashing

We are committed to controlling the infection risks associated with hospitalization. We comply with the requirements of all local, state and federal regulatory and accrediting agencies.

Everyone should wash his or her hands before entering and leaving your hospital room. Alcohol-based hand rub products or soap and water are available in all our patient-care and public areas. All visitors are expected to comply with all posted isolation precautions.

SPECIAL SERVICES

Advance Directives (Living Wills and Health Care Power of Attorney)

An Advance Directive is a set of instructions about the health care you want, in the event you lose the ability to make decisions for yourself. It is the policy of Columbia St. Mary's to respect and honor your Advance Directives whenever possible. Our commitment to high quality, compassionate care will not change regardless of your decision about Advance Directives. For more information or to obtain the appropriate forms, please ask your nurse.

Ethics Consultation Service

Ethics consultation can be requested 24 hours/7 days a week throughout the Columbia St. Mary's system. In response to such a request, our Healthcare Ethicist will bring together an interdisciplinary team to address your concerns in less than 24 hours.

Who can request a consultation?

Any patient, physician, staff member, or family member directly involved in the care of the patient may request a consultation.

Interpreters

Interpreters are available at no charge to patients and families through our Language Services Program if: You have limited English-speaking skills or are not comfortable with English in a medical setting. You are deaf or hard of hearing. You are blind or partially blind. Ask your nurse or patient care assistant to contact Language Services for an interpreter.

Si usted necesita un interprete

Por favor pidale a su enfermera u otro proveedor de cuidado medico que se comuniqué con el programa de Servicios Lingüísticos para que le consiga un interprete.

Переводческие

Переводческие услуги, предоставляемые в больнице Columbia St. Mary's, для пациентов и их родных - бесплатные и конфиденциальные. Существует несколько способов обеспечения переводческих услуг: перевод по телефону, видеоперевод и перевод непосредственно в присутствии переводчика. Просьба вежливо сообщить медперсоналу о том, что вы отдаете предпочтение получать всю необходимую медицинскую информацию по поводу вашего лечения на русском языке. Переводческий отдел предоставит вам услуги в соответствии с вашими личными нуждами и отвечающие составленному плану лечения.

For the Hearing Impaired

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 to have a person who uses sign language help a hearing-impaired or deaf patient. Please contact your nurse if you need these services.

Mail

Volunteers deliver letters and packages to your room. Letters and packages that arrive after you have been discharged will be forwarded to your home. Stamps and stationery may be purchased in the Gift Shop. Outgoing mail may be left at the nurses' station or given to a volunteer.

Flowers and Balloons

Volunteers deliver flowers to your room. For infection control reasons, there may be restrictions to flowers, plants, and fruit. Please keep in mind that large plants and flowers are difficult to deliver and remove upon discharge. For your safety and the safety of other patients, we do not allow latex balloons within the hospital.

Newspapers and Reading Material

Newspapers may be purchased at the main entrance of the hospital or requested through Volunteer Services. Other reading materials are also available by contacting the Volunteer Services Department at each campus. For Columbia St. Mary's Milwaukee, dial 4808. For Columbia St. Mary's Ozaukee, dial 5171.

FAMILY AND FRIENDS / GENERAL INFORMATION

Family and Friends

Support of family and friends is very important to health and healing. Family members and friends are welcome. However, the health and well-being of all our patients is our primary concern. We ask that family and friends be mindful of the following guidelines:

- Please note that special policies apply for intensive care and other select units. Please check with the specific unit or the information desk.
- If any family member or friend has a cold, flu, runny nose, cough, fever, diarrhea, rash or contagious disease, please ask that person not to visit.
- Children must be supervised by an adult (18 years or older and not the patient) at all times during the visit.
- Noise levels should be kept to a minimum in order to promote health and healing and as a courtesy to others.
- Under special circumstances or in the case of extended stays, a patient's pet may be allowed to visit during his or her hospital stay. Visits must be arranged in advance. Please discuss your request with the patient's nurse prior to the pet's visit.

Waiting Areas

There are specially-designated lounge areas for family and friends on each patient floor and on the main floor in the lobby. Specific waiting areas have been designated for families of patients in the Critical Care units, Emergency Department and Surgery.

Automated Teller Machines (ATMs)

Locations:

CSM Hospital Milwaukee - Ground floor near the Garden Café.

CSM Hospital Ozaukee - Pilger Atrium, Garden Level near the café seating area.

CSM Women's Hospital - First floor.

Chapel

All are welcome to visit for worship, prayer and quiet reflection. Bibles and Prayer Books are available upon request.

Locations:

CSM Hospital Milwaukee - Two Chapels are available: one on the first floor of the hospital and one on the second floor of the Heritage Center. **CSM Women's Hospital** - A Chapel is located on the first floor.

CSM Hospital Ozaukee - The Chapel is on the second floor.

Gifts for Patients

Family and friends should check with the nurse before bringing gifts of food or drink to patients. Please check with the nurse to make sure your gift is appropriate. On the intensive care unit, please check with the unit regarding any gifts for patients.

Gift Shop

Gift Shops are available at each of the three hospitals. The selection includes jewelry, gifts, greeting cards, magazines, candy and flowers.

Locations:

CSM Hospital Milwaukee - Located on the first floor.

CSM Hospital Ozaukee - Located on the first floor, across from the Pilger Atrium elevators.

Patient and Family Internet Access

We offer free wireless internet access for patients, families and friends. In most cases, you will not need to change the settings on your computer to connect. Simply choose the "CSMWIFI" wireless connection and launch the web browser.

Parking and Valet Services

Free parking is available 24 hours a day, seven days a week.

Complimentary valet parking is also available at the main entrances.

Pharmacy

For your convenience, two full-service community pharmacies are available. All locations accept most pharmacy insurance plans.

Locations and Hours:

CSM Hospital Milwaukee - Located on the first floor.

Hours: Monday-Friday: 8:30 am-6:00 pm, Saturday: 9:00 am-5:00 pm

CSM Hospital Ozaukee - CSM Ozaukee, Pharmacy, located in the Seton Professional Building, Suite G-01.

Hours: Monday-Friday: 9:00 am-5:30 pm

CaringBridge

We offer CaringBridge®, a web service that connects family and friends during a critical illness, treatment or recovery. It is private, FREE and available 24/7.

It helps ease the burden of keeping family and friends informed. In return, family and friends can give patient and caregiver support through guestbook messages. Go to www.caringbridge.org to create a CaringBridge site.

Columbia St. Mary's Foundation

For more than 165 years, Columbia St. Mary's (CSM) has kept a focus on providing care that is driven by our call to care.

At CSM we are called to provide exceptional care of body, mind and spirit - improving the health and lives of our loved ones, our neighbors and our entire community, with a living commitment to those who are poor and vulnerable.

Our ability to provide the highest-quality service for our patients is directly impacted by donor support. Since our very beginnings, generous donors have partnered with our expert team of healers to ensure:

- State-of-the-art treatment and technologies are available for our patients, close to home;
- Programs help care for each person in body, mind and spirit;
- And, that all in our community have access to compassionate care through CSM's free health clinics and community benefit programs.

Whether it's the unexpected diagnosis...the inability to afford a necessary treatment...or the battle to beat the odds...some of life's circumstances call for the help of others.

And there is nothing more powerful than the opportunity to respond.

Please join us, and answer your own call to care.

To make a gift or learn more, call 414-585-4900 or visit www.supportcsm.org.

TELEPHONES AND TELEVISION (CSM-M & SHRI)

Telephones

Telephones are provided in every patient room.

You may place a local call by dialing “9” and the number you are calling. If you wish to place a long-distance call, dial “9-0” + area code + number you are calling. When the operator (the long distance operator) comes on the line, you may bill the call to your home phone, call collect, or use a calling card.

If you have any problems placing calls, dial “0” for the hospital operator who will assist you.

Cellular Phone Use

Cellular phone use is restricted in some areas. Please check with your nurse regarding cellular phone use. When using your cell phone please be considerate of others.

Television

Television with limited cable access is provided in all inpatient and most outpatient rooms. Please see list for television channels.

Network	Channel
HD ABC WISN-12	12
HD CBS WDJT-58	58.1
HD FOX WITI-6	6
HD NBC WTJM-4	4
HDF PBS WMVS-10	10
HD WB WVTV-18	18.1
HD WVCY Religious	30.1
Animal Planet	31
AZA WBWT (Spanish)	5
C.A.R.E Channel (Relaxation)	7
CNBC	36
CNN	18
CNN Headline News	32
ESPN	40
ESPN2	42
ESPN Classic	43
EWTN Religious	46
Food Network	35
FOX News Network	21
FOX Sport WI Milw Brewers	47
FX	30

Network	Channel
Home and Garden TV	34
ION WPXE	15
ME TV WYCY-30	14
MSNBC	33
NFL Network	39
Nick Jr	38
PBS WMVT-36	3
TBS	26
TFT WXFT (Spanish)	16
The Cartoon Network	23
The Discovery Channel	27
The Learning Channel	28
The Patient Channel (Patient Eduation)	45
The Travel Channel	29
The Weather Channel	25
TNT	22
TV Land	37
Univision (Spanish)	17
UPN WCGV-24	9
USA Network	24

TELEPHONES AND TELEVISION (CSM-WH)

Telephones

Telephones are provided in every patient room.

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Cellular phone use is restricted in some areas. Please check with your nurse regarding cellular phone use. When using your cell phone please be considerate of others.

Television

Television with limited cable access is provided in all inpatient and most outpatient rooms. Please see list for television channels.

Network	Channel
ABC WISN-12	12
American Movie Classics	30
Animal Planet	31
Bloomberg Financial	32
C.A.R.E Relaxation	7
CBS WDJT-58	11
Channel Guide/Info/Music Light 97	13
Chapel/Religious Programming	8
CNN	18
ESPN	42
ESPN2	43
ESPN Classics	44
ESPN News	46
EWTN Religious	16
Food Network	35
FOX WITI-6	6
FOX News Network	21
Hallmark Channel	38
Home and Garden TV	34
Investigative Discovery	47
Lifetime Movie Network	39

Network	Channel
Milwaukee Brewer’s Baseball	33
National Geographic	45
NBC WTMJ-4	4
Patient Education Channel	41
PBS WMVS-10	10
TBS	26
Telemundo	17
The Cartoon Network	23
The Discovery Channel	27
The Family Channel	29
The Learning Channel	28
The Health Network	19
The Weather Channel	25
TNT	22
TV Land	37
UPN WCGV-24	9
USA Network	24
WB WVTU-18	2
WGN Chicago	36
WVCY-30 Religious	5

TELEPHONES AND TELEVISION (CSM-WH)

Telephones

Telephones are provided in every patient room.

You may place a local call by dialing “9” and the number you are calling. If you wish to place a long-distance call, dial “9-0” + area code + number you are calling. When the operator (the long distance operator) comes on the line, you may bill the call to your home phone, call collect, or use a calling card.

If you have any problems placing calls, dial “0” for the hospital operator who will assist you.

Cellular Phone Use

Cellular phone use is restricted in some areas. Please check with your nurse regarding cellular phone use. When using your cell phone please be considerate of others.

Television

Television with limited cable access is provided in all inpatient and most outpatient rooms. Please see list for television channels.

Network	Channel
ABC	12
ABC Family	24
AMC	25
Animal Planet	26
Big Ten Network	39
Bloomberg Stock Report	15
C.A.R.E Channel	42
Cartoon Network	18
CBS 58	11
Chapel	27
CNN	14
CW 18	8
Discovery	22
ESPN	35
ESPN2	36
ESP Classic	38
ESPN News	37
EWTN	3
Food Network	30
FOX	6

Network	Channel
FOX News	16
FOX Sports Net	28
GE	40
HGTV	29
Hospital Info/Radio 620	2
Lifetime	33
Lifetime Movie Network	34
MPTV 10/36 (PBS)	10
My 24	13
NFL Network	9
NBC	4
Patient Care Channel	41
Sportsman Channel	31
TBS	21
TLC	23
TNT	17
TV Land	32
USA	19
Weather	20

GOING HOME / HOSPITAL BILLS AND INSURANCE

Going Home

When you and your doctor decide you are ready to leave the hospital, a discharge order will be written. You may want to make arrangements with a family member or friend to help you when it's time to go home.

Personal Belongings

Collect all of your belongings and double-check closets and drawers. If you have anything stored in the hospital safe, please call Security.

Discharge Appointment

Within a day or two of your expected discharge, your nurse may speak with you about a planned discharge time or follow-up appointment. This allows you and your family to better plan for the day of discharge and allows the hospital staff to coordinate all the activities that need to occur before you leave the hospital.

Discharge Instructions

Prior to discharge, your doctor, nurse and other hospital staff will give you instructions for your care. If you have questions, please ask.

Ready for Discharge

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

Outpatient Services

We provide follow-up care as an outpatient for Lab, Testing, Infusion, Pain Management, Respiratory Therapy, GI Lab, Rehabilitation Services and Medical Imaging as ordered by your physician.

Patient Survey

Our passion is to deliver the highest level of care and service possible. Within a few weeks of your stay you may receive a phone call from Professional Research Consultants (PRC). We ask that you take a few minutes to answer questions about your hospital stay. Your confidential responses are important to us and will help us improve the care and service we provide.

Health Education Classes/Programs

We offer several classes, events and tours every month. Topics for classes and programs include prevention, diagnosis and treatment of various conditions, nutrition, physical activity and prenatal information. These classes are designed to provide reliable health information to the public.

For details on specific classes, events or tours, please visit www.columbia-stmarys.org or call 414-963-WELL (9355).

Support Groups

We recognize that finding a support network can be a valuable part of your healing process. For information on a specific group, please visit www.columbia-stmarys.org or call 414-963-WELL (9355).

Your Financial Responsibilities

We accept responsibility for providing you with the best value in medical services. We ask that you accept responsibility for paying for those services in a timely manner. You will be required to sign Consent for Treatment and Responsibility for Payment forms regardless of any insurance coverage you have.

We do understand that billing and collection for health care services can be confusing. To assist you in understanding these billing services and to answer any questions you may have in advance, please review the following information.

Co-pays, deductibles, co-insurance and prior balances will be your responsibility and may be required prior to receiving services or at point of service.

Financial Counselors

For patients requesting financial assistance, Columbia St. Mary's has trained Financial Counselors available at each hospital. The Financial Counselor will be able to discuss with you what other financial assistance programs you may qualify for, including the Columbia St. Mary's charity care program. Please be advised that not all services and/or programs qualify for the charity care program.

If You Have Health Insurance

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

If You Have No Insurance

If you have no health insurance coverage, a Financial Counselor will contact you, or you may contact them to determine what payment or care options may be available. We have several payment options.

Other Bills You May Receive

Depending on the services you receive at Columbia St. Mary's, you may get more than one bill for the same service. In addition to the hospital's bill, you may receive a statement from one or more physician specialists who were involved in your care. You may even receive bills from doctors who you did not see, but were also involved in your care. Commonly, these are doctors who read tests such as X-rays, EKGs, and pathology specimens. These bills will come directly to you from physician offices; please contact them directly for their billing and payment policies.

Patient Financial Services

The Patient Customer Service Department is available to assist you with any questions concerning your hospital bill.

Office Phone: (414) 326-2277

Office Hours: Monday-Friday: 8:00 am-6:00 pm

STANDARDS FOR PRIVACY / PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

Believing the patient to be an integral member of the health care team, Columbia St. Mary's wants all patients and their families to know about the following Patient Rights and Responsibilities.

These rights and responsibilities are designed to help assure safe and effective delivery of health care at all Columbia St. Mary's hospitals and facilities.

You Have the Right:

1. To be informed of the organization's policy regarding patient rights and responsibilities.
2. To access available treatment which values you without regard to your race, creed, color, national origin, ancestry, religion, gender, gender identity, marital status, sexual orientation, age, newborn status, disability or source of payment.
3. To be treated with consideration, respect and recognition of your individuality and personal needs.
4. To recognition of your personal dignity and the psychosocial, spiritual and cultural variables that influence the perceptions of illness.
5. To access available pastoral care and other spiritual services.
6. To an environment that respects your need for confidentiality, privacy and security.
7. To expect safe surroundings, free from all forms of abuse or harassment.
8. To know who is treating you, as well as why they are treating you.
9. To privacy and confidentiality of your medical information.
10. To know your diagnosis and what to expect regarding your health care choices.
11. To be involved in decisions about your care, treatment, services, and care provider(s) with the exception of requests which result in discrimination against employees based on race/ ethnicity, national origin, religion, gender, sexual orientation, age or disability.
12. To provide consent before treatment is administered or procedures are performed.
13. To be informed of the risks, side effects and expected results of the recommended treatment or procedures.
14. To be informed about the outcomes of your care, treatment, and services, including unanticipated outcomes.
15. To refuse, withdraw and/or withhold treatment, and be informed of the medical consequences of your decision.
16. To be involved in your pain management, which includes being able to express your pain, have your pain assessed, and have it managed using the most currently accepted methods.
17. To give consent or refuse to participate in clinical trials.
18. To request discharge and be discharged against medical advice.
19. To be free from physical or chemical restraint and/or seclusion that is not medically necessary.
20. To know what your medical record says, to request changes where appropriate, and to receive an accounting of disclosures regarding your personal health information.
21. To request information regarding transfer to, or treatment in another health care location and, except in emergencies, to be given a full explanation for a transfer if it is initiated by Columbia St. Mary's.
22. To refuse transfer, except in emergencies, in circumstances where provision has not been made for continuing care and/or the receiving facility has not accepted the transfer.
23. To information regarding Advance Directives and to have assistance in formulating an Advance Directives document.
24. To have someone represent you in making health care decisions.
25. To request an Ethics Committee consultation.
26. To express a concern and/or initiate Columbia St. Mary's patient grievance process.
27. To consent, limit, stop, and/or deny use of a recording or filming related to your care.
28. To receive visitors, phone calls and mail.
29. To receive information in a manner you understand, including interpreter assistance when English is not your primary language or if visual, hearing or cognitive impairments prevent effective communication during your hospital stay and/or clinic visit.
30. To access protective, legal and advocacy services.

Patient Responsibilities

You Have the Responsibility:

1. To provide accurate and complete information about your health, to the best of your ability.
2. To notify staff if you do not understand your health care plan and what is expected of you.
3. To mention concerns about your care and report changes in your condition.
4. To be considerate of the rights of other patients, hospital and/or clinic personnel and hospital property, as well as to follow the rules and regulations pertaining to patients and families.
5. To provide the hospital and/or clinic with information concerning your sources of payment and your ability to meet these obligations.
6. To cooperate with the advice, treatment plan and prescription(s) you are given.
7. To discuss with your doctor or nurse any questions or intention not to follow your treatment plan and accept the outcomes of your decision(s).

If You Have a Question or Concern

Patients who have a question or concern should contact the Nurse Director and/or Patient Representative on duty. The Nurse Director and/or Patient Representative will direct the concern to the appropriate individual who will, in turn, act to resolve the matter to the patient's satisfaction. Should the patient wish to pursue the matter further, they may address the concern to the Administration of the respective hospital or clinic. If the patient's concern remains unresolved, the concern can be addressed to:

State of Wisconsin
Office of Quality Assurance
P.O. Box 2969 Madison, WI 53701-2969
Phone: (608) 266-8481

or

The Joint Commission Office of Quality Monitoring
Phone: 1-800-994-6610
email: complaint@jointcommission.org

Important Message from Medicare

Your Rights as a Hospital Patient

- You have a right to receive necessary hospital services covered by Medicare, or covered by your Medicare Health Plan ("your Plan") if you are a Plan enrollee.
- You have the right to be involved in any decisions

that the hospital, your doctor, your Plan or anyone else makes about your hospital stay and who will pay for it.

- Your doctor, your Plan or the hospital should arrange for services you will need after you leave the hospital. Medicare or your Plan may cover some care in your home (home health care) and other kinds of care, if ordered by your doctor or by your Plan. You have a right to know about these services, who will pay for them and where you can get them. If you have any questions, talk to your doctor or Plan, or talk to other hospital personnel.

Your Hospital Discharge and Medicare Appeal Rights

Date of Discharge: When your doctor or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon.

If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.

Your Right to an Immediate Appeal without

Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as a QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll-free, 24 hours a day, at 1-800-MEDI-CARE (1-800-633-4227), or TTY/TTD: 1-877-486-2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive a non-coverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or of your Plan). OMB Approval No. 0938-0692. Form No. CMS-R-193 (January 2003).

Important Phone Numbers

Following is a list of phone numbers that may be useful during your stay. Please dial “9” before the number listed below to place your call.

Service	CSM Milwaukee	CSM Ozaukee	Sacred Heart Rehabilitation
Main Hospital/Operator	(414) 585-1000	(262) 243-7300	(414) 585-6700
Information Desk	(414) 585-1001	(262) 243-7346	
Case Management/ Social Workers	(414) 585-1225	(262) 243-7349	(414) 585-1225
On-call Chaplain	(414) 585-1000	(262) 243-7300	(414) 585-6700
Education/Support Groups	(414) 963-WELL (9355)	(414) 963-WELL (9355)	(414) 963-WELL (9355)
Financial Counselor	(414) 585-1097, (414) 585-1098	(262) 243-7440	(414) 585-1097, (414) 585-1098
Food Services (Room Service)	Dial 6325	Dial 6325	Dial 6325
Language Services	(414) 585-4884	(414) 585-4884	(414) 585-4884
Rapid Response Team	Dial 2222	Dial 2222	Dial 2222
Security (Lost & Found)	(414) 585-1081	(262) 243-7418	(414) 585-1081
Volunteer Services	(414) 585-4808	(262) 243-7355	(414) 585-4808

Your Patient Experience

Your care and comfort is our concern. To best serve you during your stay, we have provided the following information for quick reference:



Room Service

Columbia St. Mary's offers Room Service Dining for our patients. This allows you to select meals from our extensive menu and tell us when you want them served. Once you have made your selections for each meal, please place your order by dialing 6325 between the hours of 6:30 am to 7:00 pm. Meals are prepared fresh and delivered within 45 minutes of your request.



Interpreters

Interpreters are available to patients and families through our Language Services Department. If you are in need of our services, ask your nurse or hospital staff to contact Language Services to best serve you during your hospital stay.

Keeping You Safe

We are committed to a culture of safety and quality care. Because of this guiding principle, we will:



Wash Our Hands...

with sanitizer or soap and water before and after we care for you. If you notice that we or your visitors have not washed our hands, please ask us to do so.



Verify Your Identification...

by checking with you and also by checking your wristband for name and date of birth. We will do this when providing care, treatment, or services.



Confirm Your Medications

by performing the "5 Rights." We will deliver medication to the right patient, with the right drug, at the right time, with the right dose, and use the right route.



Quickly Respond...

if you, your family or visitor feel there is a change in your condition, or if you have a feeling that something is not quite right and need immediate, extra attention. Dial "2222" from any hospital phone to have the Rapid Response Team sent to your room. The Rapid Response Team is a nurse and respiratory therapist available at all times to provide care as a team with our clinical staff for patients having a medical emergency.



Listen...

to you, your family or friends if you have any safety concerns. Please ask to speak with the Nurse Manager or Supervisor to share your concerns.