You have certain responsibilities to:

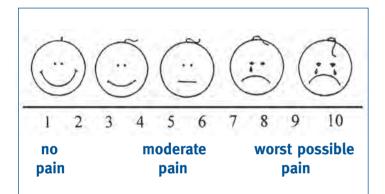
- Talk to your doctor or nurse about:
- what to expect
- different kinds of pain relief choices
- a pain relief plan
- any pain that won't go away
- Ask for pain relief as soon as the pain begins.
- Help doctors and nurses measure your pain.
- Stay in your assigned patient unit so as not to impede on your care.

How to talk about your pain

When you talk about pain, answer the following questions:

- Where is the pain located?
- Does the pain come and go or is it continuous?
- Would you describe the pain as sharp, dull, aching, throbbing, needles, etc.?
- What makes the pain better?
- What makes the pain worse?
- Does the pain stop you from doing certain things like bathing, dressing, tying your shoes, eating, etc.?

Pain Intensity Scale



Special Precautions

Wishard is committed to the prevention, reduction and, if clinically possible, elimination of the use of restraints. However, their occasional use may be necessary to prevent a patient from inflicting self harm or interfering with medical care. All preventive measures and non-physical interventions will be exhausted prior to using physical restraints, which will be used for the shortest possible duration.

Medical Ethics

Modern medicine helps us provide patients with the most advanced care available today. Still, sometimes it may be difficult to make decisions about your care. You may be faced with choices and responsibilities that you have never thought about before. You may wish to speak with an ethics consultant or a member of the Ethics Committee. If so, please ask a member of your healthcare team to page the ethics consultant on call. You may also ask your nurse or the hospital operator to page the chaplain or house supervisor on call to help you contact the right person to assist you.

Advance Directives

It is your right to accept or refuse medical care, but there may come a time when you are unable to make your own decisions due to an injury or illness. Advance Directives can protect your right to make decisions



about future medical care if you ever become unable to communicate your wishes. Advance Directives are instructions that you give in advance about what type of medical care you want or whom you want to make medical decisions for you if you are unable to communicate your wishes.

In Indiana, eight types of Advance Directives are recognized by law:

- Talking with your Physician and/or Family
- Appointment of Healthcare Representative
- Organ/Tissue Donor
- Power of Attorney
- Living Will Declaration
- Life Prolonging Procedures Declaration
- Out of Hospital Do Not Resuscitate Declaration and Order
- Psychiatric Advance Directive

A brochure is available to all patients describing the different types of Advance Directives that are recognized by law.

Please remembers

- You have the right to control what medical treatment you will receive.
- No one can discriminate against you for signing or not signing an Advance Directive
- Using an Advance Directive is, however, your way to control your future medical treatment

If you would like additional information on Advance Directives, Wishard's Chaplaincy or Social Work staff members are available to provide you with this information. They may be reached at 630-7000 (Chaplaincy) or 630-7086 (Social Work).

Billing

Wishard will bill your insurance company for services you have received. If a balance remains after the insurance company has paid, you will be billed for the balance. If you do not have insurance, you will also receive a bill. You will receive an additional bill for physician fees for services such as anesthesiology, radiology, pathology, etc. Services provided by physicians are not included in your hospital bill. Please direct all inquires to these physicians. If you have questions regarding payment of your hospital bill, please call Wishard's Patient Inquiry Center at 630-7416 or 1-800-621-9602.

Financial Counseling and Patient Responsibility

Wishard is committed to offering high-quality healthcare at little or no cost to Marion County residents who are unable to pay for their care. We ensure that payment for services is made within the ability of the individual patient

If you do not have health insurance of any kind or cannot pay for your care, you will be asked to talk with a financial counselor. (Patients needing emergency care will always receive care right away, before discussing payment.) The financial counselor will explain the help available and see if you qualify for a program such as Medicare, Medicaid, HIP (Healthy Indiana Program) or Wishard Advantage. The counselor will assist you in signing up for these programs and will answer any questions that you may have.

If you or your family would like to talk with a financial counselor, please call 630-6574.

For More Information

Important Phone Numbers

To reach an outside line:	9 + number
Operator:	639-6671
Chaplaincy:	630-7000
Gift Shop:	630-6584
Health Connection:	655-2255
Information Desk:	630-7144
Palliative Care:	630-6357
Patient Relations:	630-6676
Pharmacy, Primary Care Center:	656-3993
Release of Information:	630-6322
Security:	630-6071
Social Work/Medical Management:	630-7086
TDD for Hearing Impaired:	630-2616
Television Service:	630-7657
Volunteer Services:	630-7552





1001 W. Tenth Street Indianapolis, IN 46202 (317) 639-6671 • www.Wishard.edu





Welcome to Wishard!

We're glad you chose us for your healthcare. The mission of Wishard Health Services is to advocate, care, teach and serve with special emphasis on the vulnerable populations of Marion County. Staffed by physicians of the IU School of Medicine, Wishard is proud to be one of the leading providers of healthcare in our city. With a Level I Trauma Center and nationally-recognized services such as Midtown Community Mental Health Center, IU National Center of Excellence in Women's Health and a regional burn center, we are well equipped to handle every medical emergency, and we hope to be your provider of choice for all of your family's healthcare needs.

At Wishard, you are the most important member of the healthcare team

As a member of this team, you are encouraged to ask questions and participate in decisions about your care. This brochure will provide you with information that is important for you to know in order for you to be well informed about your care and your rights. If you are an inpatient, the television in your room can also provide more information about the services available to inpatients at Wishard Memorial Hospital.

If you ever have questions or concerns about your visit to Wishard that cannot be resolved promptly by the staff who are assisting you, please feel free to contact a member of the Patient Relations Department by calling 630-6676. Patient Relations staff members are available Monday through Friday from 8 a.m. to 5 p.m. After hours, please inform the charge nurse of your nursing unit or clinic of any concerns needing immediate attention. Written concerns regarding your care or treatment can be forwarded to the Quality and Risk Management Department. If your concern cannot be resolved with the Patient Relations staff, you may also contact the Indiana State Department of Health by calling 233-1325 (TDD 233-5577) at 2 North Meridian Street, Indianapolis, Indiana 46204 or The Joint Commission at 1-800-994-6610. You may also e-mail complaint@jointcommission.org, fax (630) 792-5636 or mail to Office of Quality Monitoring, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, Illinois 60181.

Your Rights as a Patient

As a patient of Wishard, you have the right to:

- Access to Compassionate Care

 Be treated with dignity, compassion, care and respect.
- Exercise your cultural, spiritual and personal beliefs.
- Receive appropriate care within the scope of Wishard's mission.

Advance Directives

- Receive help in understanding, preparing or revising an advance directive.
- Have your advance directive honored within the limits of the law and be informed if we cannot honor it for any reason.

Communication

- Have visitors, mail, telephone calls or other forms of communication.
- Participate in any decisions to limit these forms of communication.

Confidentiality and Privacy

- Confidentiality and privacy regarding all aspects of your care and medical information.
- Be informed of the laws protecting your medical information.

Consent

- Receive clear and understandable information about your care and services before agreeing to them.
- Actively participate in all decisions about your care.
- Have your family participate in your care if you desire.
- Appoint an alternate decision maker, as allowed by law, to make decisions about your care should you become unable to do so.
- Choose whether or not to participate in any recording, filming or media events.
- Participate in organ donation only if you desire.

Grievance Procedure

- Expect a thorough review and assistance in resolving any complaints you might have.
- Receive information on how to voice a complaint to hospital or state authorities. All complaints can be voiced to Patient Relations at 630-6676.

Hospital Charges

- Expect care that is appropriate, regardless of your financial status.
- Be informed about charges for which you will be responsible.
- Receive counseling to support you in meeting your financial obligations.

Hospital Rules and Regulations

- Expect ethical behavior in our services and business practices.
- Expect us to identify and resolve conflicts of interest.

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- Know who your caregivers are.
- Be informed of business relationships that may influence your care.

Information

- Receive information about your care and rights in a manner you
 can understand
- Be informed and understand any changes in the staff responsible for your care.
- Be informed of all unanticipated outcomes of care.
- Understand your options to participate in clinical research.

Personal Safety and Comfort

- Be cared for in a safe environment and receive protection for your personal belongings.
- Have your rights protected and respected under the Americans with Disabilities Act.
- Be free from any form of mental, physical, sexual or verbal abuse.
- Receive protective and/or advocacy services.
- Be free from restraints of any form that are not medically necessary.
- Receive assistance in managing your pain.
- Have a person of your own sex present during your exam if you request it.

Refusal of Care

 Refuse treatment to the extent permitted by law and be informed of consequences and possible alternatives.

Patient Responsibilities

Wishard has the right to expect you, as a patient, to:

- Provide information about your present health, past illnesses, hospitalizations, medications and other matters relating to your health.
- Report perceived risks in your care and unexpected changes in your health.
- Provide us with feedback you might have about your needs and expectations.
- Ask questions when you do not understand your care or instructions.
- Follow the care plans developed or communicate your concerns about them. We will make every effort to honor your suggestions about care plans.
- Understand that there may be negative consequences of your choice not to follow care plans.
- Follow the hospital's rules and regulations in order to provide safety and security for all patients and caregivers.
- Show respect and consideration for other patients, families and hospital employees.
- \bullet Meet agreed-upon financial obligations to Wishard.
- \bullet Stay in your assigned patient unit so as not to impede your care.



Privacy

Your privacy is very important to us at Wishard. When you were admitted to the hospital or were registered for outpatient services, you were offered a copy of the Wishard Health Services Notice of Privacy Practices. If you would like to receive a copy of our Privacy Practices brochure now, please ask your nurse or a staff member where you signed in for your appointment. It is also available on the Wishard Web site: www.Wishard. edu. The brochure has complete information about your privacy rights and how to obtain more information about your rights as designated by the Health Insurance Portability and Accountability Act (HIPAA).

Important Message from Medicare

Your rights as a hospital patient:

- You have the 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 know about 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 healthcare) 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, your Plan or other hospital personnel.

Your Hospital Discharge & 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 possible that your charges for additional days in the hospital will not be covered by Medicare, Medicaid 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, Health Care Excel, is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Health Care Excel toll-free, 24 hours a day at 1-800-288-1499 for more information on asking your QIO for a second opinion. If you want to appeal, you must contact the QIO no later than before you leave the hospital on your planned discharge date. 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, except for charges such as co-pays and deductibles. The QIO will decide within one day after it receives the necessary information. To talk to someone at Wishard about this, please call 630-7086.

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).

Consent

With the exception of emergency treatment, each patient or guardian must provide informed consent for surgical and certain other procedures. State law prohibits Wishard from treating minors without the proper consent of the minor patient's legally-qualified representative, except in emergency cases. A minor is a person under the age of 18.

Interpreters

Interpreter services can be provided to you during your hospital stay. Please tell the staff assisting you if you need an interpreter. There may be an interpreter available in the hospital. If one is not available, the staff can access a telephone interpretation service, via the Wishard operator. Interpreter services for hearing-impaired patients are also available, and special equipment is available at no additional charge. Please ask your nursing staff for assistance.

Pain Management

There are many ways that your patient care team can help to effectively control your pain. Please speak with your doctor or nurse about your pain at any time and ask questions about pain and pain relief.

You have a right to:

- Information and answers to your questions about pain and pain relief
- Feel that the staff cares and takes your complaints seriously
- A guick response when you report pain
- The best available pain relief treatment
- The services of a pain specialist if needed