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WELCOME

At The Nebraska Medical Center, a dedicated team of professionals are committed to providing you with the highest quality of care. This team includes physicians, residents, nurses, pharmacists, therapists, social workers, chaplains, students, patient relations representatives, volunteers and support staff. Each team member knows how important it is to make your stay as comfortable as possible.

During your stay with us, you may have questions. We hope you find this guest information guide helpful. If you have other questions, please talk with members of your health-care team or a patient relations representative.

Sincerely,
The Nebraska Medical Center
Leadership Team



ABOUT THE NEBRASKA MEDICAL CENTER

The Nebraska Medical Center is one of the region's premier health systems serving more than 25 percent of the Omaha-area market with its 624-bed facility. The Nebraska Medical Center is comprised of the former Clarkson Hospital, the first hospital in Nebraska, and the former University Hospital, the primary teaching facility for the University of Nebraska Medical Center. The facility has a world-class reputation for excellence and innovation.

The Nebraska Medical Center is constantly improving the standard of care in the communities it serves. Its physicians operate more than 300 outpatient clinics in 100 communities in six states and maintain affiliations with Shenandoah Memorial Hospital in southwest Iowa and Community Hospital in Fairfax, Mo. The hospital opened a new cancer center at Village Pointe location in 2008, and in 2010, Bellevue Medical Center to serve our community to the south.

PATIENT RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

As a patient, you should expect to receive the following:

Respect

You should expect to be given the correct treatment for your problem by competent staff. They will honor your values and beliefs while you are being cared for. You can expect to be free of any type of abuse or exploitation while in the hospital.

Privacy and Confidentiality

All information about you will be kept confidential, including the privacy of your health information. The Notice of Privacy Practices explains how your health information may be used.

Information about your treatment

Your health-care team will tell you:

- Why you do not feel well.
- How the treatment can help you and how it could hurt you.
- Other treatments available and how they work.
- What you can do to help yourself feel better.
- How you can be part of your care.
- What your health could be in the future.
- How long it will take to get better.
- What could happen after treatment.
- If your care is part of a research program so you can decide if you want to take part or not.
- We need to be able to talk and understand one another. Let us know if you need an interpreter or help with hearing.

WE SUPPORT YOUR RIGHT TO TAKE PART IN DECISIONS ABOUT YOUR CARE

- You will be told all about your illness and treatment before you agree to it. Other possible treatments will be discussed. This will be done before you give your approval.
- You may refuse any treatment, test, or procedure. We agree to tell you what could happen if it is not done. It is your choice.
- You can choose whether to be involved in research.
- If you are a minor, the person legally responsible for you will take part in all treatment decisions.
- When you are unable to take part in your care decisions, we will go to your next of kin or the person you identified to make decisions for you. That person will be given the same rights as you would.
- Emergency situations may not allow you to take part in care decisions. When life saving treatment is needed, your physician will decide or follow your advance directive if available.
- You have the right to receive help when making difficult decisions. Call the operator (dial 0) to ask for an ethics consultant.
- You have a right to be free from restraints that are not medically necessary.
- For public health and safety, hospitals are required to provide information regarding communicable disease to federal and local agencies.

ADVANCE DIRECTIVES

You can state in writing who can make decisions about your healthcare (power of attorney for healthcare). You can also state in writing specific health choices you have made. This is called an advance directive.

PAIN CONTROL

Pain control is an important part of your treatment. You and your caregivers will set a goal for pain control. We want you to be as comfortable as possible.

MEETING YOUR NEEDS

It is important you receive the right care for your condition. We will tell you if the hospital cannot provide you with that care. We will help you find and transfer to another facility that can help you.

ACCESS TO YOUR HEALTH INFORMATION

You have the right to review your health record and your hospital bill. You can have this information explained to you if needed. We would be happy to answer any questions you may have.

MAKING COMPLAINTS

You have the right to make complaints when you are not happy with the care you received from The Nebraska Medical Center. We would like you to first speak with the staff involved. You may also speak with the manager of the area. If you are not satisfied, please contact the Patient Relations department at 402-559-8158.

You have the right to make an additional complaint if further help is needed. The following groups will hear your concerns.

Nebraska Consumer Protection Line at 800-727-6432
The Joint Commission at 800-994-6610
Quality Improvement Organization, CIMRO of Nebraska at 800-458-4262

MEDICATION ADMINISTRATION

The Nebraska Medical Center takes patient safety seriously. We want to ensure that the five patient rights of medication safety are protected: right patient, right medication, right dose, right time and right route.

When a patient is admitted to the hospital, a bar-coded wristband is placed on their wrist. It includes the patient's name, medical record number and date of birth. Before a clinician gives any medication, they will review the medication order via a mobile computing device, scan the bar code printed on the medication package and scan the bar code on the patient's wristband. After the computer verifies the medications are correct, the clinician will administer the medications, which adds a level of safety.

While most medications have a large margin of safety, a small number of drugs have a high risk of causing injury if a mistake were to occur. We call these drugs "high-alert medications" to ensure they are treated with the necessary care and respect. "High-alert medications" require two clinicians to separately verify each step of the process before the medication is administered to the patient.

NEHII



At the time of registration, you will be informed about participation in the Nebraska Health Information Initiative or NeHII. NeHII is the state-wide, secured Internet-based, health information exchange that allows physicians and other providers to share important medical information.

Benefits of participation may include:

- Improved coordination of care with increased availability of health records
- Safer prescribing of medications
- Reduction in duplicate medical tests and procedures
- Easier verification of insurance coverage and enrollment status with participating insurers

Participation in NeHII is voluntary. Patients concerned about sharing their health information can choose not to participate by "opting out" at the time of registration or by filling out a form at www.NeHII.org.

YOUR RESPONSIBILITIES

Provide Complete Health Information

The hospital staff needs to know your health history to care for you. It is important that you give exact facts about your current health. We also need to know your complete past health history. This would include how you currently feel. What illnesses have you had? Have you been in any hospitals before and for what? What medications do you take? What do we need to know to take better care of you?

Understand Your Treatment Plan

It is important for you to know your treatment plan. It should be clear as to why you are receiving this care. It is your responsibility to speak with your caregivers if you have any questions.

Knowing Your Care Before Making Decisions

You are responsible for the decisions you make about your care. We want you to have as many facts about your condition and care before you

PATIENT RELATIONS

Dial 402.559.8158

NEBRASKA CONSUMER PROTECTION LINE

Dial 800.727.6432

THE JOINT COMMISSION

Dial 800.994.6610

QUALITY IMPROVEMENT ORGANIZATION – CIMRO OF NEBRASKA

Dial 800.458.4262



decide on your treatment. Be sure to tell your doctor if you are unable to go through with the treatment plan.

You may be asked to agree in writing to certain tests, procedures, or surgery. Ask as many questions as you need. It is important to know what you are agreeing to before signing each form.

Make Sure Your Hospital Bills are Paid

It is your responsibility to give us current insurance information. We will bill insurance first. You are responsible for paying any remaining balance in a timely manner.

Report Changes

Tell your doctor about any changes in your health.

Respect Others

You may have a roommate. They have the right to privacy, too. Consider the number of visitors you have in the room. Speak quietly. Noise levels and lights should not disturb other patients. No recordings or photographs of anyone are allowed in the hospital without consent.

Hospital Policies and Rules

Patients have the right to know the hospital policies and rules. It is the patient's responsibility to follow the rules. These rules are found in this Guest Guide. Visitors also need to follow the rules. Please let your visitors know the hospital rules can be found in this booklet.

YOUR HOSPITAL STAY

DURING YOUR STAY

While you are here, we want you to feel safe and confident with the care and services you receive. Each shift, a nurse will be assigned to you. They will guide and provide your care. Your nurse will complete your assessment, administer your medications, review your doctor's orders with you and answer your questions. They will also discuss your treatment plan for the day with you.

You may also have a nurse tech assigned to you each shift. The role of the tech is to assist the nurse with taking vital signs, bathing, toileting, helping you in and out of bed and walking with you.

During your stay, you may have a number of tests and/or procedures performed. We are here to help you and keep you informed. Before any procedure, you should understand the purpose, any risks, discomforts and the expected benefits of the procedure.

You will likely receive medications and fluids during your hospital stay. These may be given through an intravenous (IV) line or orally. You may ask at any time for information about the medications you are taking, what the medication is for and what the side effects might be.

REQUESTING ASSISTANCE

When you push your orange or red call light button, a staff member will ask how they can help you.

PREVENTING FALLS

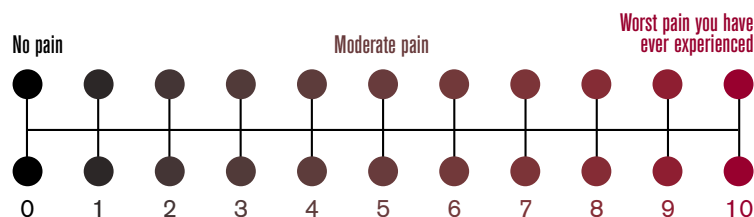
Your safety is very important to us. Please ask for assistance if you need it. Preventing patient falls is something we take very seriously.

It is very common to feel a bit unsteady after surgery and even more so with pain medication. Please allow your nurse or care tech to help you to the bathroom or to get out of bed, at least the first few times. Falls can happen at any time. Do not hesitate to ask for assistance.

PAIN MANAGEMENT

Your comfort is one of our top priorities. Remember that while we want you to be as comfortable as possible, we may not be able to make you 100 percent pain free. By working together with your nurses, physicians and other care team members, we will alleviate as much pain as possible. Please follow these steps to achieve optimal pain control during your recovery.

- 1) Set realistic expectations. After a major surgery, you will most likely experience some discomfort, but it is our goal to keep you as comfortable as possible.
- 2) When asked to rate your pain, use the **0–10 pain scale**. Be honest about your pain. You are the only one who can say how little or how much you are hurting. Scale shown below.



- 3) **“How is your pain now?”** You can expect to hear this question over and over during your hospitalization. This question provides your caregiver with a measurement to determine your response to pain control and if changes in pain management are needed.
- 4) Make a plan with your nurse at the beginning of his/her shift. Do you want your nurse to wake you to give you pain meds? If you have “as needed” pain medicine that is ordered every four to six hours, do you want to be offered it every four hours or every six hours? (If your nurse doesn’t ask you about a plan, be sure to mention it.)
- 5) If you have had trouble with a certain pain medication in the past, please be sure to discuss this with your doctor or nurse so a different medication can be ordered if necessary.
- 6) Don’t expect immediate results. You must allow time for the medicine to work and time for your body to heal.
- 7) If you should begin to experience pain that is suddenly different from what you have been experiencing (i.e., your pain becomes unbearable), call your nurse immediately.
- 8) **MOST IMPORTANTLY, if you have questions or concerns, do not hesitate to ask your doctor, nurse or care team member for help at any time.**

- Discuss with the physician or nurse what you will need for home care, such as medications, equipment or supplies so that prescriptions can be written for items you will need at home.

Your discharge:

- Your doctor and/or nurse will remind you how to take care of yourself (or an infant/child) at home.
- If necessary, you will be given information about making an appointment to come back to see your doctor or an appointment will be made for you.
- Hospital staff will take you to the main entrance when your transportation arrives.
- If you are given any prescriptions upon discharge, they can be filled at the pharmacy of your choice.



After you get home:

- You will be sent home with a discharge instruction sheet. Your nurse will go over this with you to make sure you and your family understand what you can and cannot do when you are home.
- You may be sent home with a medication list. This list will include medications you were taking prior to your hospitalization and should continue taking, as well as any new medications that have been prescribed for you. We will send information sheets home with you about any new medications you may be taking (for example, antibiotics, pain medication, etc.).
- If you were given a number to call to make an appointment, call as soon as you can.
- You may also receive a phone call or satisfaction survey after your discharge to provide an opportunity to ask questions or give feedback.
- Allow yourself time to heal and recover. It is normal to experience some discomfort during the healing process. If, however, you should feel pain that is different or becomes more severe as compared to that in the hospital, please call your doctor’s office.

DISCHARGE

Preparing for your discharge:

As part of your health-care team, it is our goal to make your discharge from the hospital as efficient as possible for you and your family. Our goal is to have you discharged by 11 a.m.

While you are in the hospital:

- Ask questions about what you will need to know to take care of yourself (or an infant/child) at home.
- If a family member is going to help you at home, ask that person to come to the hospital so the nurses can show him or her what to do.
- Tell your nurse about any special things you might need at home to take care of yourself, infant, child or family members.
- Learn about your medications.

The day before you go home:

- After discussions with your care team, make transportation arrangements for the day of your discharge. Tell your nurse what arrangements have been made.
- Ask questions you or your family might still have about taking care of yourself (or an infant/child) at home.
- Ask your family or a friend to start taking some of your personal items home such as extra clothes, flowers and cards. This will give you less to worry about on the day you go home.

YOUR ACCOMMODATIONS

ACCOMMODATIONS

The Nebraska Medical Center has both semi-private and private rooms. Room assignment depends on medical condition, room availability and type of treatment required. Personal requests for private rooms can be made and will be accommodated based on availability. As most insurance policies do not pay for patient requested private rooms, you are responsible for the difference in cost, unless you were placed in a private room as the only available accommodation. Check with your insurance carrier if you are unsure.

CALL BUTTON

When you need help, push the call button near your bed and a member of the nursing team will respond as soon as possible.

TELEPHONE SERVICES

To place a call from inside your room, follow these instructions:

Cell Phone Use

Cellular phone use is permitted throughout the campus of The Nebraska Medical Center *except within three feet of a Sensor-Medic Oscillator Ventilator*. Warning signs are placed on the ventilators and at the entrances to the areas they are used.

Hospital Department or Campus Number

Dial the last five digits of the telephone number.

Local Calls



Dial *9. At the dial tone, dial the local number with the area code.

Long Distance Calls

Dial *90 and the operator will help you.

Note: You are not charged for local phone calls. Collect calls cannot be accepted at the hospital. Calling cards and pay phones are located in various public areas throughout the hospital.

FOOD AND NUTRITION SERVICES

ROOM SERVICE
Dial 2.FOOD (3663)

The Nebraska Medical Center Food and Nutrition Services offer a variety of food and nutrition services to patients and their guests.

“At Your Request” Room Service Dining

As a patient of The Nebraska Medical Center, you may select your meals from our “At Your Request” 24-hour room service dining menu, which is located at your bedside. Menu items are prepared to order and meals are assembled and delivered to your room within 45 minutes. Patients may place their orders at any time by dialing 2-FOOD (2-3663).

If you need assistance, your nurse or a Food and Nutrition Services staff member are available to help order meals. Please note that meal choices may be restricted by dietary guidelines established by your physician.

Guest Dining

Your guests may dine in any of the following areas or they may also order from the “At Your Request” menu 24 hours a day and pay for their selection with the ordering attendant by credit card. A restaurant menu is available at each of the following locations.

Nebraska Café, University Tower, level three, daily **Clarkson Café, Clarkson Tower, main level, daily**

Breakfast	6:30 to 10 a.m.
Continental Breakfast	10 to 11 a.m.
Lunch	11 a.m. to 2 p.m.
Limited Menu	2 to 5 p.m.
Dinner	5 to 7 p.m.

Storz Pavilion, Clarkson Tower, main level

Monday – Friday, Coffee Bar	6:30 a.m. to 4:30 p.m.
Monday – Friday, Deli	11 a.m. to 3 p.m.

Coffee Bars, Monday – Friday

Clarkson Doctors Building North, level three	7 a.m. to 2 p.m.
University Tower, level two	6:30 a.m. to 4:30 p.m.

Crossroads Express Convenience Store, University Tower, level three

Monday – Friday	6 to 2:30 a.m.
Weekends and Holidays	11 to 2:30 a.m.

Available for take out are sundries, hot and cold beverages, snacks and a selection of soups and sandwiches.

Vending machines with assorted beverages, candies and snacks are located in various locations throughout the hospital.

HOSPITAL RESOURCES

PASTORAL CARE

Through the Pastoral Care Department, staff chaplains and volunteers from a variety of faith traditions are available to offer spiritual and emotional support to patients and families 24 hours a day, every day. Or if you prefer, we will assist you in contacting representatives of your own faith community. We can be reached by calling our office at 402-552-3219 or through the hospital operator. Any of the hospital staff can also help you contact us. Please feel free to call anytime.

The Pastoral Care office is located on the first floor of Clarkson Tower, room 1872. St. Luke's Chapel is located on the first floor of Clarkson Tower near the main entrance and is open 24 hours a day for prayer and contemplation. A variety of worship services are offered in St. Luke's Chapel and are televised on Channel 2. Please call our office for a current schedule of services.

PATIENT RELATIONS

We encourage you to partner with your care team members to answer any questions or concerns. This will ensure you have the best possible experience. You may also contact the Patient Relations office directly for additional assistance. If, at any time, you believe that any of the rights afforded to patients have not been fulfilled, contact Patient Relations at 402-559-8158. Sharing a concern will not affect your access to care now or in the future.

RAPID RESPONSE TEAM (RRT)

The Nebraska Medical Center's Rapid Response Team provides rapid and early intervention for patients whose condition may be deteriorating in order to promote better outcomes. The patient and/or family can activate the RRT, but should seek assistance from a nurse if the need for activation arises.

Activating the RRT:

- A caregiver feels that a patient needs immediate or emergency intervention and dials 9-5555 stating, "Activate RRT to room ____."
- The primary attending physician is to be notified by the patient's nurse also when the RRT is activated.

SOCIAL WORK

Illness can cause major changes in your life and the lives of your family members. The Nebraska Medical Center social workers are trained to help you and your family to adjust to such changes, which may include emotional, physical, social or financial. The social workers also assist in making plans for after your discharge from the hospital, which includes placement to nursing facilities, home health services or meals to be delivered at home. They can also assist with completing your Advance directive.

Social Work services are available to all patients and families at The Nebraska Medical Center at no charge. If you would like to talk with a social worker, ask your nurse to call 402-559-4420.

NURSE CASE MANAGERS

Patients who are admitted to the hospital often receive complex and highly technical care. Nurse case managers screen every patient admitted to The Nebraska Medical Center to assist in coordinating care for patients who will have needs after discharge.

The nurse case managers will then work collaboratively with physicians and other professionals (Dietary, Occupational Therapy, Physical Therapy, Respiratory Therapy and Social Work) to ensure that any complex needs are addressed and planned for prior to dismissal or transfer to a skilled health care facility. In addition, case managers identify patient educational needs and ensure follow-up appointments are made with the patient's primary physician to optimize the continuum of care when returning home.

VOLUNTEER SERVICES

The Nebraska Medical Center has a diverse group of individuals who generously share their time and talents with you as hospital volunteers. The Nebraska Medical Center volunteers can be identified by their red jackets or polo shirts and volunteer name tags. For more information about these services, please call Volunteer Services at 402-559-4197.

PASTORAL CARE

Dial 402.552.3219

PATIENT RELATIONS

Dial 402.559.8158

RRT

Dial 9.5555

SOCIAL WORK

Dial 402.559.4420

VOLUNTEER SERVICES

Dial 402.559.4197

SECURITY

Dial 402.559.5111



FOR YOUR SAFETY AND SECURITY

PERSONAL BELONGINGS

We encourage you to send all non-essential belongings home. Any valuables should be checked in with security at the time of your admission. The Nebraska Medical Center assumes responsibility for these items only when they are properly deposited in the hospital Security office safe. You are responsible for these items if they remain in your room. This service is available 24 hours a day, seven days a week.

SMOKING POLICY

The Nebraska Medical Center provides a smoke free and tobacco free environment to all patients, whose health and welfare is our primary concern. Smoking and other use of tobacco is not permitted on The Nebraska Medical Center property. Your doctor can provide information about the use of alternative therapies, medications, nicotine patches and counseling.

HAND HYGIENE

Good hand hygiene is the single most effective method of preventing the spread of germs. Germs can cause infections. Each patient and visitor plays an important role in preventing the spread of

germs. Working together, we can prevent the spread of infection.

You can help prevent the spread of infection by:

- Washing your hands or using hand sanitizer
- Telling visitors not to visit you if they are ill (cold, flu, gastroenteritis, etc.)
- Asking visitors and staff to wash their hands or use the hand sanitizer before and after visits
- Covering your cough or sneeze with a tissue

ISOLATION PRECAUTIONS

Your health-care provider may tell you that you need isolation precautions. Isolation precautions are used to decrease the risk of spreading a contagious illness. If you are placed under isolation precautions, you should not leave your hospital room unless there is a medical reason and you have been given instructions. It is important to follow the isolation precautions as explained by your health-care provider. Health-care providers and family may need to wear a gown, gloves or mask before entering your room. Good hand washing is important to prevent the spread of infection. Everyone should wash their hands before entering and leaving the room. Information on your specific type of isolation is available upon request.

FOR YOUR FAMILY AND FRIENDS

VISITING INFORMATION

Visits from family and friends are important to the health and recovery of our patients. The Nebraska Medical Center also considers issues such as adequate rest, privacy, security, infection control and confidentiality important to any hospitalization. Child visitation is welcomed when appropriate. Children must be accompanied by an adult at all times. Our goal is to create a calm, quiet and healing environment. Headphones and earplugs are available upon request. If you have a concern about the noise level in your area, please contact a member of your care team.

- Keep visits short. Be sensitive to patient discomfort and the need for rest.
- Visitors may be asked to leave in order to honor the patient's privacy, provide medical care or to ensure safety.
- Persons with infectious illnesses are asked not to visit. If you are not sure if you have a contagious condition, please speak with the nursing staff. Visitation may be restricted during outbreaks of infectious illnesses.

PATIENT AND VISITOR GUIDELINES

- Only two visitors at a time. Be respectful of other patients if you are sharing a room.

HANDICAP ACCESSIBILITY

Handicapped visitors are provided parking and barrier-free access to all areas in the hospital. Restrooms designed to accommodate physically handicapped persons are located at various locations in the hospital.

VISITING HOURS

General

8:30 a.m. to 8:30 p.m. daily

Surgery

Visits are allowed outside regular visiting hours on the day of surgery. Special surgery waiting rooms are located on level two of both Clarkson Tower and University Tower.

Pediatrics

Parents may visit any time, including overnight stays. Other visitors may visit during regular visiting hours. Grandparents and siblings may visit during regular visiting hours. Younger siblings may visit by special arrangement. Visitors under age 14 will be screened for illness.

Maternity

Fathers may visit at any time. Others may visit from 8:30 a.m. to 8:30 p.m. daily. Siblings may visit by special arrangement with the nurse.

Access to The Birth Place (level four, Clarkson Tower), The Baby Place, 4 West (level four, University Tower), and the Newborn Intensive Care Unit (level four, Hixson-Lied Center) is restricted as part of The Nebraska Medical Center's Newborn Infant Security System. Visitors may be limited during the patient's hospital stay and will be required to sign in upon entrance to the units.

Intensive Care/Special Care Units

Visiting hours are unit specific. Visitors should discuss visiting guidelines and appropriate visiting hours with the nursing staff.

After 8:30 p.m., visitors may enter the Clarkson Tower Intensive Care Unit (ICU) through the Clarkson Tower main entrance; visitors may enter the University Tower Adult ICU through the Durham Outpatient Center. Upon security clearance, visitors will be issued a nametag at the security check-point. Families are asked to designate one family member to communicate with the nurse by phone to allow the nurse more time with the patient. Clergy may visit any time at the discretion of the patient's nurse. Critical Care waiting areas are provided outside each intensive care unit.

PARKING

Parking is available in the following visitor/patient parking areas:

Clarkson Tower

Near the main entrance to the hospital at 42nd Street and Dewey Avenue. Special parking areas are available for those patients receiving treatment in Radiation/Oncology. Access to this area is via the entrance at 44th Street, one-half block south of Farnam Street.

University Tower

In the parking structure at 45th and Emile streets. To enter the main lobby of University Tower and the Durham Outpatient Center, take the parking structure elevators to level one.

Visitors also are welcome to utilize the complimentary valet parking available at the main entrances of the Durham Outpatient Center/University Tower, Clarkson Tower and The Lied Transplant Center.

SPECIAL SERVICES

WAYFINDING KIOSKS

Wayfinding kiosks, complete with flat screen monitors and printers, are located throughout the hospital. They allow guests to enter their destination point and receive a printed map and directions of how to get there. The kiosks also feature a directory for visitors to use.

1ST IMPRESSION GREETERS



The Nebraska Medical Center is committed to putting its patients first. To better serve patients and visitors, greeters are in place at the entrances of Clarkson Tower, located at 42nd Street and Dewey Avenue, and the Durham Outpatient Center, located at 44th and Emile streets, from 6:30 a.m. to 5 p.m. Monday–

Friday. They can answer questions and provide directions on how to navigate the hospital.

NEWSPAPERS

Daily newspapers may be purchased from vending machines near the main entrance of each hospital tower, at CornerStone Gifts and at the main elevators of Clarkson Tower.

NOTARY PUBLIC

Notary public service for health-care related documents is available Monday through Friday at no cost to patients and families. Weekend service is available by special request. Call the operator by dialing "0" for help with this service.



OUTDOOR REST AREAS

Those undergoing lengthy treatment for serious illnesses often need a place away from the clinical environment of their treatment. The Healing Gardens, adjacent to The Lied Transplant Center, provides patients and families a tranquil environment in a beautifully landscaped, peaceful outdoor setting for relaxation, quiet reflection and conversation. You may access The Healing Gardens from The Lied Transplant Center.

Additional outdoor respite areas include two areas accessible from the Hixson-Lied Center: the Rooftop Garden (use elevator C to level four) and the Caregiver's Plaza, which is accessible from the main level. Finally, the Durham Outpatient Center Plaza is an area just west of the Durham Outpatient Center. Visitors and patients can access this area using the northwest door on level one.

INTERPRETIVE SERVICES

Dial 402.559.8697

NEBRASKA HOUSE

Dial 402.559.5599

INTERPRETIVE SERVICES/ HEARING IMPAIRED

In compliance with the American with Disabilities Act of 1990, our Interpretive Services program can provide qualified language interpreters as well as sign language interpreters 24 hours a day, seven days a week for Limited English Proficient (LEP)

or hearing impaired patients and employees of The Nebraska Medical Center. If a specific language or dialect is not represented in the community, The Nebraska Medical Center has instant access to a telephonic medical language line. All interpreters have proven proficiency in their target language as well as medical interpreter training. We have staff Spanish interpreters on site and available 24 hours a day, seven days a week. If you require a language or sign language interpreter or have other language needs, please have your nurse or hospital staff contact our Interpretive Services department at 402-559-8697.

For hearing impaired patients, we also have access to Video Remote sign language interpretation as well as other assistive devices such as a TTY phone and Pocketalkers. If you have a need for these devices, have your nurse or hospital staff contact Interpretive Services. Equipment must be returned to Interpretive Services upon discharge by hospital staff. Your television is also equipped with closed captioning.

MAIL DELIVERY

Your mail will be delivered Monday through Friday by volunteers.

Mail should be addressed as follows:

(Patient Name)
Patient Mail
Hospital Room #
P.O. Box 6159
Omaha, NE 68106-0159

Mail received after your discharge will be forwarded to your home unless you notify the Volunteer Department of another location to which you wish to have it sent.

POSTAGE STAMPS

Postage stamps may be purchased at CornerStone Gifts or the Clarkson Gift Shop.

WELLWISHERS PROGRAM

Friends and family can send their thoughts to our patients with an e-card through our WellWishers program. On the home page of our website, www.NebraskaMed.com, the public can click on the "WellWishers E-cards" icon. After typing a message and sending it, our team of volunteers will print the card in color and deliver it to the patient. There is no charge for this service.

LODGING

Extended inpatient and outpatient treatment may create a variety of needs for housing. Nebraska House in The Lied Transplant Center offers accommodations for patients and family or friends who may have accompanied you here. If the Nebraska House is full, referrals to nearby hotels are available. Internet access is available at this facility. See the Internet Access section for rules and regulations. For more information contact the Nebraska House hospitality desk at 402-559-5599 or visit level two of the Lied Transplant Center. The Ronald McDonald House, for families of pediatric patients, is located close to The Nebraska Medical Center campus and is also available by special arrangement.

ATM

Automated teller machines (ATMs) are located on University Tower, level two near CornerStone Gifts and on level three near the Nebraska Café exit. At Clarkson Tower, ATMs are located on level one near the gift shop and inside the Clarkson Café.

FITNESS FACILITIES

The Nebraska Medical Center patients and family members who are staying at Nebraska House or Ronald McDonald House may use the UNMC Center for Healthy Living at 39th and Jones streets free of charge. Contact staff at these locations for further details.

FLOWERS AND BALLOONS

Live or dried flowers are not allowed in some patient care areas of the hospital. The nursing staff and the gift shop staff can help you make appropriate selections. While mylar balloons are acceptable, latex balloons are prohibited because of the potential hazards they pose for our patients, care providers and guests.

GIFT SHOPS

CornerStone Gifts

The University Hospital Auxiliary gift shop, CornerStone Gifts, is located on level two of the Durham Outpatient Center. CornerStone Gifts offers fresh flowers, jewelry, greeting cards, candy, magazines, books, toys, mylar balloons, seasonal gifts and personal items. Store hours are from 9 a.m. to 7:45 p.m., Monday through Friday; noon to 4 p.m., Saturday and Sunday. Call 402-559-4198 to arrange for floral and gift delivery. Most major credit cards are accepted.

Clarkson Gift Shop

The Clarkson Service League gift shop is located on level one near the Clarkson Tower main entrance and is open from 9 a.m. to 8:30 p.m., Monday through Friday; Saturday and Sunday from 11 a.m. to 4:30 p.m. The gift shop is closed holidays. A variety of sundry items, magazines, cards, candy, flowers, baby items, mylar balloons and unique gifts for every occasion are available. Call 402-552-3290 to arrange floral and gift delivery. Most major credit cards are accepted.

THE COMPANY STORE

The Company Store at The Nebraska Medical Center is located on level one of Clarkson Tower near the entrance to Clarkson Cafe by the main elevators. The Company Store offers apparel, accessories and gift items bearing The Nebraska Medical Center brand. Hours are 10 a.m. to 2 p.m. Monday through Friday, closed Saturdays, Sundays, holidays, and on some days without notice. Most major credit cards are accepted. You can also shop The Company Store online by visiting www.NebraskaMed.com/store. During business hours, you can reach us at 402-552-6409.

CORNERSTONE GIFTS

Dial 402.552.4198

CLARKSON GIFT SHOP

Dial 402.559.3290

THE COMPANY STORE

Dial 402.552.6409

HOSPITAL BILLS AND INSURANCE

UNDERSTANDING YOUR STATEMENT

The Nebraska Medical Center bills your insurance company(ies) and any responsible third parties before it sends you a bill. The balance due on your statement is your portion and it is your responsibility to pay it. If you are unable to pay the full balance, please contact Patient Financial Services at the Financial Counseling Office and we will help you make arrangements to resolve your balance.

HOSPITAL AND/OR DOCTOR BILLS

Although some or all of your services may have been received at The Nebraska Medical Center, each doctor's group is a separate business and therefore has its own billing procedures. You may receive a separate bill from physicians for their services. In some cases, you may receive a bill from a physician you did not visit for services such as radiology image review, pathology specimen analysis,

consultations or anesthesia during surgery. In addition, you may receive a bill from The Nebraska Medical Center even if you did not visit the hospital. In those cases, your physician may have sent a specimen to the hospital lab for analysis.

PAYMENT OPTIONS

In an effort to assist our patients and benefit the community, The Nebraska Medical Center has several financial options available for our patients. Financial assistance and payment programs are available to those who qualify.

Additional questions regarding financial options can be addressed by customer service at 402-559-3140 or by contacting a financial counselor directly at 402-559-5346. In addition, The Nebraska Medical Center offers several payment options for outstanding patient balances to assist you with resolution.

Payments may be made to your account using any of the following methods:

- Check
- MasterCard
- Money order
- Discover
- Debit card
- American Express
- Visa
- Online at www.NebraskaMed.com

If you are an employee of The Nebraska Medical Center you may make arrangements for payroll deduction by contacting a financial counselor or Patient Financial Services. Please return the top portion of your bill with your payment.

PATIENT FINANCIAL SERVICES

Dial 402.559.3140

FINANCIAL COUNSELOR

Dial 402.559.5346

POSTING OF PAYMENTS

Payments received will be applied to the oldest date of service unless you specify an account number and the service date payments should be applied. Indicate the account number and date of service you would like the payment to be applied to by writing them on your check or in the "Amount Paid" box on the payment stub.

FINANCIAL QUESTIONS

If you have any questions regarding your bill, need to make payment arrangements, or if your balance does not match your records, please call, visit our office or email us at PFSQuestions@NebraskaMed.com.



FINANCIAL COUNSELING

Financial counseling services are provided by a team of professional financial counselors trained in both general financial counseling and specialized financial counseling for transplant patients. The financial counseling team is responsible for assisting all patients, staff and physicians with insurance, billing and various program needs.

Cost estimations for procedures as well as point-of-service and/or co-payment estimates are routinely provided for many procedures and are also available upon request. This information is provided to assist in educating patients about their expected portion of the bill so they can make informed decisions. When calling a financial counselor for assistance, please be prepared to provide the following information:

- *Patient name*
- *Medical record number (if available)*
- *Insurance information (if available)*
- *Detailed explanation of patient's need*

If calling for cost estimates, please be prepared to provide the following information:

- *Patient name*
- *Medical record number*
- *Date of service*
- *Location of service*
- *Current Procedural Terminology (CPT) code*

INTERNET, TELEVISION AND RADIO

INTERNET ACCESS



The Nebraska Medical Center would like to assist you in keeping your lifestyle as normal as possible during your hospital stay. One of the ways we help achieve that is by providing patients with high-speed Internet access.

IT HELP DESK
Dial 402.559.7700

Computers are available for public use in Storz Pavilion. Wireless Internet connection is

available in several locations on campus, including patient areas. If you have technical questions, please contact the IT Help Desk at 402-559-7700.

Individuals using the wireless network are subject to having all of their activities monitored and recorded by systems personnel. The Nebraska Medical Center reserves the right to revoke and deny access, without warning, in the event that abuse of policy is detected.

Internet users have several responsibilities during their time online at The Nebraska Medical Center, including:

- Responsible use of resources
- Refraining from illegal or unethical Internet use
- Respect of copyright laws by making only authorized copies of copyrighted materials
- Refraining from altering hospital-owned equipment and software
- Accurately represent self by access code, password and/or signature as appropriate
- Acknowledgement that email is not confidential and may be read by others
- Acknowledgement that Internet use is a privilege
- Refraining from use of Peer-to-Peer (P2P) software products, which are restricted by the hospital.

In rare situations where problems occur, unlawful activities will be referred to the appropriate legal authorities. The hospital is not responsible for any damages - direct or indirect - or any liabilities that may arise from a customer's Internet use.

TELEVISION AND RADIO PROGRAMMING

Patient rooms equipped with a color television are able to receive network, satellite, video-on-demand, and radio programming on channels 2 through 51. On the right you will find a list of channels and stations. Special thanks to the University Hospital Auxiliary for making this programming possible.

Conversion devices can be attached to television sets in patient room for closed-captioned viewing for the hearing impaired. Please contact your nurse if you need this service.

FOLLOW US

The Nebraska Medical Center posts regular updates on hospital events, support groups and medical advances online.

Home page – www.NebraskaMed.com
Facebook – www.facebook.com/NebraskaMed
Twitter – www.twitter.com/NebraskaMed
YouTube – www.youtube.com/user/NebraskaMedCenter

TV CHANNELS

- 2** Chapel Channel
- 4** NBC WOWT
- 5** CBS KMTV
- 8** ABC KETV
- 9** WB
- 10** Public Television (PBS)
- 11** FOX
- 12** TNT
- 13** USA
- 14** TBS
- 15** Cartoon Network
- 16** American Movie Classics
- 17** WGN
- 18** Disney Channel
- 21** CNN (News)
- 22** ESPN1 (Sports)
- 23** Family Channel
- 24** Discovery Channel
- 26** Galavision Spanish Channel
- 27** Animal Planet
- 28** Learning Channel
- 30** CNN Headline News
- 31-47** Education Channels
- 48-51** RADIO Channels/
Hospital Information



P.S. WE CARE

PATIENT SAFETY

Whether you are in the hospital or at home, your medical and personal safety is a priority to us. We have many procedures and practices in place to assure your safety. Steps YOU can take to be an active participant in your care are listed below.

Write down the name, strength, dose, and directions for the medications you take and why you take them.

- Know what each medication does and any possible side effects.
- Know what your medication looks like and ask questions if it looks different.

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

- Gather information about your condition. Good sources include your doctor, the library, respected websites and support groups.
- Write down important facts your doctor tells you so you can get additional information at a later date.
- Make sure you are familiar with any equipment you will use in your home. If you will need oxygen, for example, do not smoke or allow anyone else to smoke near you while the oxygen is in use.

Communicate if you have questions or concerns.

- Your health is important. Don't worry about being embarrassed if you don't understand something that a health-care professional is telling you.
- Don't be shy, SPEAK UP!

Ask about the care you are receiving.

- Make sure you are getting the right treatments and medication. Don't assume anything. Tell your doctor or nurse if something doesn't seem quite right.
- Question the caregiver if they attempt to administer any medication or perform any type of procedure (ex. lab draw) if they haven't first checked your patient ID band or asked for your name.

- Call, don't fall. Remember you are not a burden, everyone is here to help.
- Ask your care team if they washed their hands prior to providing treatment. Everyone (including friends and family) should wash their hands prior to entering or exiting your room.

Remember to participate in all decisions about your treatment. You are the center of the health-care team.

- You and your doctor should agree exactly on what will be done during each step of your care.
- Know about your treatments, how long the treatment will last and how you should feel during and after the treatment.
- Make sure you read and understand any form before you sign it. If you don't understand any form before you sign it. If you don't understand, ask your doctor or nurse for an explanation.

Enlist a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of when you are under stress. They can also remember answers to questions you have asked and speak up for you if you cannot.
- The hospital's Rapid Response Team (RRT) is always available. This team is made up of a critical care registered nurse, respiratory care practitioner and resident physician. They will respond immediately to the patient's room when a patient is rapidly deteriorating. For more information please ask your nurse or physician.

