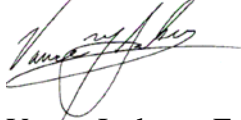


Welcome

Welcome to Hancock County Memorial Hospital (HCMH). We appreciate the trust you have placed in our organization, providers and staff by choosing us for your health care needs. Our entire staff strives to provide you with exceptional quality care during your stay at HCMH. Please inform us of any suggestions for improvement you may have concerning your stay by calling Administration at extension 5151. It is our privilege to be your health care provider. Thank you for choosing HCMH.

Sincerely,



Vance Jackson, FACHE
President/ CEO

Your Accommodations

Your Room

Your room assignment at HCMH is based on your condition and the bed availability when you arrive. On occasion your room assignment may change as your health changes.

For your privacy and comfort, terry cloth bath robes and pajama pants are available in addition to typical hospital gowns. Contact your nurse if you are interested in any of these options.

For your safety, you were given a wrist identification band that will be used by staff to ensure that you are receiving the care ordered for you. Please wear the band at all times while you are a patient. Your nurse will show you the important safety features in your room, including the nurse call light and how to operate your hospital bed.

Patient Satisfaction Survey

At HCMH, we are interested in the quality of care that you and your family received while under our care. Periodically, we mail satisfaction surveys to obtain information from our patients that will help us to evaluate what we can improve. You may receive such a survey to ask about the care you were given while a patient at our facility. Your opinions are very important and valuable to us. If you receive a survey, we encourage you to complete it and provide us with your honest opinion. If at any time during your stay you feel you could not score us a “5” (very good) for your care, please let us know immediately so that we can address your concerns promptly.

Telephones and Television

Telephones

For local calls, dial 9 and the number. Long distance calls can be made from your room but cannot be charged to a room phone. For long distance calls, dial 9, then 00, and the operator will assist you in placing the call and charging it to your home phone or your credit card.

Each patient bed is assigned a telephone number for family and friends to call directly to the patient bed. For more information and a list of phone numbers, please see the television/ telephone services in this guide or located in your bedside table.

Patient Room Number	Direct Dial Phone Number
201, Bed 1 (door)	641-843-2011
201, Bed 2 (window)	641-843-2012
202, Bed 1 (door)	641-843-2021
203, Bed 1 (door)	641-843-2031
204, Bed 1 (door)	641-843-2041
204, Bed 2 (window)	641-843-2042
205, Bed 1 (door)	641-843-2051
205, Bed 2 (window)	641-843-2052
206, Bed 1 (door)	641-843-2061
206, Bed 2 (window)	641-843-2062
207, Bed 1 (door)	641-843-2071
207, Bed 2 (window)	641-843-2072
208, Bed 1 (door)	641-843-2081
209, Bed 1 (door)	641-843-2091
209, Bed 2 (window)	641-843-2092
210, Bed 1 (door)	641-843-2101
210, Bed 2 (window)	641-843-2102
211, Bed 1 (door)	641-843-2111
211, Bed 2 (window)	641-843-2112
212, Bed 1 (door)	641-843-2121
212, Bed 2 (sleep lab)	641-843-2122
213, Bed 1 (door)	641-843-2131
213, Bed 2 (window)	641-843-2132
214, Bed 1 (door)	641-843-2141
214, Bed 2 (window)	641-843-2142

Television

Your television set is controlled by the TV button on your bed handrail and includes cable channels free of charge. For more information and a list of channels, please see the television/ telephone services in this guide or located in your bedside table.

TV CHANNELS

2 – KIMT (CBS) MASON CITY, IA
3 – LOCAL ACCESS
4 – WB
6 – KAAL (ABC) AUSTIN, MN
8 – KXLT (FOX 47) ROCHESTER MN
9 – QVC
10 – KTTC (NBC) ROCHESTER MN
11 – KYIN (PBS) MASON CITY, IA
12 – C-SPAN
13 – GOVERNMENT ACCESS
16 – C-SPAN 2
17 – WGN CHICAGO
18 – CNN HEADLINE NEWS
19 – CNBC
21 – CMT
22 – TBS – ATLANTA
23 – TNN
24 – NICKELODEON
25 – USA NETWORK
26 – AMERICAN MOVIE CLASSICS
27 – TNT
28 – ARTS & ENTERTAINMENT (A&E)
29 – ABC FAMILY CHANNEL
30 – MOVIE PLEX
31 – THE CARTOON NETWORK
32 – FX
33 – CNN
34 – ESPN
36 – TV LAND
37 – LIFETIME
38 – ANIMAL PLANET

TV CHANNELS

39- COMEDY CENTRAL
40 – THE GOLF CHANNEL
41 – THE HISTORY CHANNEL
42 – ESPN 2
43 – TRAVEL CHANNEL
44 – TV GUIDE CHANNEL
45 – SCI – FI CHANNEL
46 – THE DISCOVERY CHANNEL
47 – THE HALLMARK CHANNEL
48 – BRAVO
49 – E! ENTERTAINMENT
50 – HOME & GARDEN TELEVISION
51 – THE LEARNING CHANNEL
52 – HOME SHOPPING NETWORK
53 – FOX SPORTS NORTH
54 – MSNBC
55 – FOX NEWS CHANNEL
56- DISNEY CHANNEL
57 – INSPIRIATIONAL CHANNEL
58 – PAX NETWORK
59 – VH - 1
60 – OXYGEN
61 – MTV
65 – THE WEATHER CHANNEL
66 – TBN
67 – EWTN
68 – TURNER CLASSIC MOVIES
69 – COURT TV
70 – THE FOOD NETWORK
73 – THE SPEED CHANNEL
78 – WE: WOMEN'S ENTERTAINMENT

Food and Nutrition

Food Service

Your diet, like your medication, tests and treatment, is prescribed by your provider. If you would like to speak to a Registered Dietitian or the Director of Nutrition Services about your meals, please ask your nurse to arrange a visit. Your suggestions and comments are cordially invited by our dietary department.

Our Nutritional Services staff provides nourishing food that is essential to your health. Our goal is to serve you with food you enjoy, so you'll receive a card on your first tray to make your food preferences known to us. If you are on a special diet prescribed by your provider, you will receive menus tailored to your specific needs.

Patients are served breakfast between 6 and 8 a.m.; lunch between 11 a.m. and 12:30 p.m. and dinner between 5 and 6 p.m. A guest tray can be delivered to a patient room by notifying a nurse by 10:30 a.m. for lunch and by 4:30 p.m. for supper.

Please check with your nurse before eating any food brought in by family or friends. Occasionally you may have a test or treatment that prohibits you from eating or drinking for certain periods of time. You will be served as soon as possible after your examination, test or treatment.

Cafeteria

Visitor dining is available in the HCMH Cafeteria, located on the first floor of the hospital. Hot meals are served in the cafeteria at the following times: Breakfast, 7:30 – 8:30 a.m.; Lunch, 11:45 – 12:45 p.m.; Dinner*, 5:30 – 6:30 p.m. *Dinner selections may be limited. Please ask the nurse to notify the cafeteria by 4:30 p.m. if you are planning on staying for an evening meal.

Snack Bar/Vending Machines

A Snack Bar with a selection of self-serve food, candy and beverage items is available for purchase 24 hours a day in the cafeteria. The Snack Bar offers food and beverage coolers, coffee and cappuccino, pastries and other microwaveable snacks that change daily.

Pain Management

Are You in Pain?

As a patient at this hospital, you can expect:

- Information about pain and pain relief measures.
- Concerned staff committed to pain prevention.
- Health professionals who believe and respond quickly to your reports of pain.

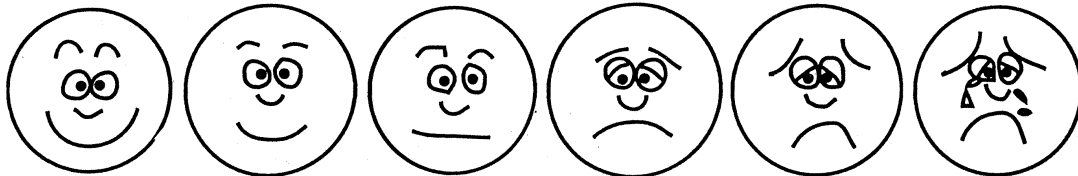
Patient Responsibilities

As a patient at this hospital, we want you to:

- Ask your provider or nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your providers and nurses.
- Ask for pain relief when pain first begins.
- Help your provider and nurse assess your pain.
- Tell your provider or nurse if your pain is not relieved, and
- Tell your provider or nurse about any worries you have about taking pain medication.

Choose the face that best describes how you feel:

Visual Pain Scale: Ask patients to rate their pain



0

1

2

3

4

5

6

7

8

9

10

No Pain

Mild Pain

Discomfort

Distress

Horrible

Worst Pain

For Your Safety and Security

Partnering with Our Patients

Many hospitals across the country are working to make health care safety a priority. We encourage our patients to be active participants in their health care through the use of the “Speak Up” program.

Speak up if you have questions or concerns and if you don’t understand, ask again.

Pay attention to the care you are receiving. Ask questions when you don’t understand.

Educate yourself about your diagnosis, medical tests, and your plan of care.

Ask a trusted family member or friend to be with you if you are unable to ask questions for yourself.

Know what medications you take.

Use a health care organization that has undergone rigorous on-site evaluations.

Participate in decisions about your treatment. You are the center of your health care team.

Smoking Policy

HCMH is a Tobacco Free facility. Smoking is not allowed inside the building or outside on the grounds. If you have smoking related concerns, please speak with your provider or nurse.

Wheelchairs

Wheelchairs are available throughout the hospital. For your safety, please ask for help from a member of the hospital staff.

Fire Drills

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 we will direct you. The hospital is a fire resistant building, and the staff is trained in fire protection.

Medications

All medications, including over-the-counter products, you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. Patients are not permitted to administer their own drugs or keep personal medications at their bedsides. If you have medications that were brought from home, please give them to your nurse so they may be kept for you until you go home.

Personal Belongings

The bedside table in your room provides a place to store personal items and toiletries. If you have personal items you do not need during your hospital stay, please send them home with your family. Valuables and large sums of money should be sent home with your family. If this is not possible, your valuables may be deposited for safe keeping in the Business Office. You will be given a written receipt for all items, which must be shown when you withdraw them. The hospital does not accept responsibility for personal items unless they are deposited in the Business Office. Please limit the number of

electrical grooming products brought from home. In compliance with regulations from the State Department of Health, the Maintenance department must check all electrical appliances brought from home before being used.

Your Hospital Team

The Medical Staff

The provider who admits you is responsible for directing your care while you are in the hospital. Your provider, as the coordinator for your treatment program, should be consulted if you have questions about your illness.

The Nursing Staff

A team of professional registered nurses, licensed practical nurses and nurse assistants provides Twenty-four hour nursing care. A nurse manager is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the nurse manager if you have questions or concerns.

Pastoral Services

We believe that total patient care demands attention to the spiritual, as well as the physical and emotional, needs of each patient. Your priest, minister or rabbi is always welcome to visit you while you are here. If you would like assistance in contacting a member of the clergy to visit you during your inpatient stay, please ask your nurse for assistance.

Social Services

Our social services nurse works with our nursing department to offer individual, confidential counseling to assist you with problems which may arise as a result of your illness or disability and is involved in discharge planning. The social services nurse can acquaint you with community resources to help you after you leave the hospital. Ask your nurse for more information on these services.

Our hospital team of caregivers meets weekly to develop a plan of care for each patient to meet the patient's needs during and after the hospital stay. Patients, family members and caregivers are encouraged to attend. Ask your nurse for more information on Care Conferences.

Housekeepers

A member of the housekeeping staff cleans your room daily. If there is a housekeeping problem in your room, tell your nurse, and it will be taken care of as soon as possible.

Other Personnel

During your stay many other health care professionals, including personnel from the Laboratory and Radiology Departments and physical or occupational therapists, may visit you. In addition, the HCMH family includes many behind-the-scenes workers, such as secretaries, medical records, maintenance, financial services, food service workers and others who contribute greatly toward your well-being while you are here.

Special Services

Living Wills and Health Care Power of Attorney

If you are 18 or older and mentally competent, you have the right to make decisions about your medical treatment. If you want to control decisions about your health care, even if you are unable to make or express them yourself, you will need an Advance Directive. An Advance Directive is a set of instructions you give about the health care you want, in the event you lose the ability to make decisions for yourself. There are three kinds of Advance Directives: a Living Will, a Health Care Power of Attorney, and Advance Instructions for Mental Health Treatment. If you have any questions on Advanced Directives, you may ask your attorney or provider to counsel you. Your nurse can also supply you with Advance Directive forms.

Interpreters

The hospital has access to interpreters for a number of foreign languages should a patient require it. These services are free to the patient.

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.

Mail and Flowers

Mail and flowers will be delivered directly to your room. Mail received after you leave will be forwarded to your home address. If you have letters to send, postage stamps can be purchased from the Business Office and the nursing staff will arrange for mailing.

Friends and family may e-mail a patient by following the link on the hospital's web site at www.hancockmemhospital.com.

Notary Public

The services of a notary are available for patients through the Business Office. If you need notary services, please contact your nurse.

Family and Friends

Visiting Hours

Visitors can be good medicine for patients, yet rest is a part of the treatment you receive at the hospital. As a patient, you have the right to restrict your visitors. Your nurse can make special arrangements if your caregiver wishes to stay.

Visiting hours are open. An adult must accompany visiting children under the age of 12. All visitors must wear shoes/shirts. We request that you not visit if you are ill or immunosuppressed. During disease outbreaks, restricted visitation may be posted.

Parking

Parking in front of the hospital atrium entrance is reserved for the convenience of our patients and visitors. Additional parking is available near the entrance to the Britt Medical Clinic. Wheelchairs are available at all entrances. Please ask the front desk personnel if you need assistance with someone you are bringing to the hospital.

Hospital Bills and Insurance

All patients should familiarize themselves with the terms of their insurance coverage. This will help you understand the hospital's billing procedures and charges. If there is a question about your insurance coverage, a member of the Patient Financial Services Department will contact you or a member of your family while you are here. Information is needed in order to process your claims.

If You Have Health Insurance

We will need a copy of your identification card. We also may need the insurance forms, which are supplied by your employer or the insurance company. You will be asked to assign benefits from the insurance company directly to the hospital.

If You Are a Member of an HMO or PPO

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain tests or procedures. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. Some provider specialists may not participate in your health care plan and their services may not be covered.

If You Are Covered by Medicare/Medicaid

We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments also are the responsibility of the patient. We will need a copy of your Medicaid card. Medicaid also has payment limitations on a number of services and items. Medicaid does not pay for the cost of a private room unless medically necessary.

If You Have No Insurance

A representative from the Patient Financial Services Department will discuss financial arrangements with you. A hospital representative is also available to assist you in applying for Medicaid or other government assistance programs.

Your Hospital Bill

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. But you should remember that your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bill.

Your bill reflects all of the services you receive during your stay. Charges fall into two categories: a basic daily rate, which includes your room, meals, nursing care, housekeeping, telephone and television; and charges for special services which include items your provider orders for you, such as X-rays or laboratory tests. If you have certain tests or treatments in the hospital, you may receive bills from providers you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, cardiologists, anesthesiologists and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from them.

Going Home

Once your provider has given the discharge order, your health care team will begin to make the arrangements for a safe and comfortable transition home. A little time may be required to coordinate services with other community providers if you require nursing care at home or medical equipment or supplies. Please be assured you will not be charged for another day unless your stay extends beyond midnight. If you will require special medical equipment for your recuperation, the nursing and social services staff will work with you to find available resources. Some important things to remember concerning:

Personal Belongings

Collect all of your belongings and double-check closets and drawers. If you have anything stored in the hospital safe, let your nurse know and she will get it for you before you leave.

Discharge Instructions

Please ask your nurse any remaining questions you may have on care needed at home, medication and follow-up appointments.

Medications

If your provider gives you a prescription, it can be called to the pharmacy of your choice. If you brought medication from home that is being held for you, please remind your nurse to get it for you.

Transportation Service

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.

Skilled Nursing/Swing Bed Care

There are occasions when patients need additional treatment or care after they are discharged from the hospital. Skilled Nursing/Swing Bed Care is designed for patients who no longer require acute care in a hospital but who need additional short-term care before discharge. Rehabilitation and specialized nursing care are emphasized.

Standards for Privacy / Patient Rights and Responsibilities

Standards for Privacy of Protected Health Information

According to the federal law named the “Health Insurance Portability and Accountability Act” (HIPAA), you have rights concerning the use of individually identifiable health information. Only individuals with a legitimate “need to know” may access, use or disclose patient information. Protected health information may be released to other covered health care providers without patient authorization if used for treatment, payment, health care operations, or for public good purposes as permitted by state and federal laws. Disclosures of protected health information for uses and disclosures outside treatment, payment and health care operations require patient authorization.

While receiving care in the hospital, you may ask for your name to not be included in the hospital directory, which means that people asking for you will be told “I have no information about this patient.” If you want to receive deliveries of cards and flowers, then you want your name included in the hospital directory. If you would like assistance in contacting a member of the clergy to visit you during your inpatient stay, please ask your nurse for assistance. For a listing of other HIPAA privacy rights, please refer to the Notice of Privacy Practices that was given to you at registration time.

If You Have a Question or Concern

The medical staff and the employees of HCMH seek to treat our patients with fairness and concern, recognizing their needs and satisfying them to the extent possible. If you have any questions or problems that have not been answered to your satisfaction or if you have a special need, contact Administration at extension 5151.

Patient Rights

You are entitled to certain patient rights and protections that insure your comfort, your privacy, your need for information about your medical condition, and your participation in decisions that affect both your health and access to health services. To explain these rights, you have a copy of “A Patient’s Bill of Rights,” your rights and responsibilities as a patient. If you are an inpatient and Medicare eligible, you have received a copy of “Important Message from Medicare”.