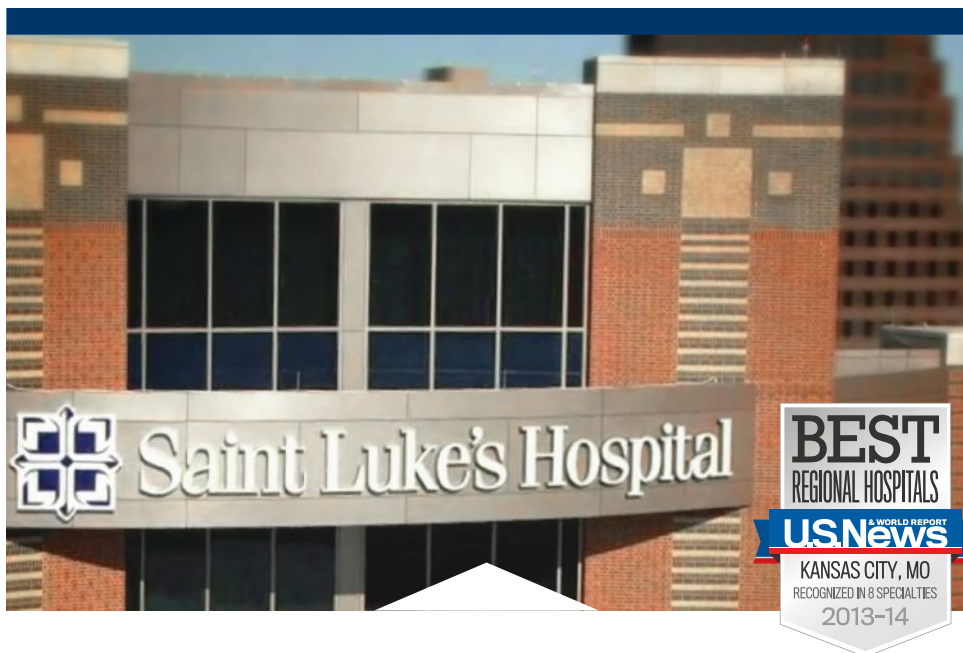
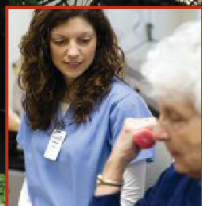
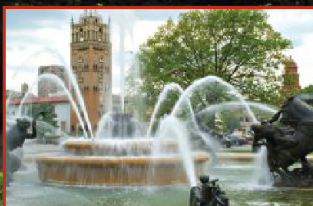


SAINT LUKE'S PATIENT INFORMATION & VISITOR GUIDE

➤ Saint Luke's Hospital





A CONNECTION YOU CAN RELY ON

*A*s a close affiliate of Saint Luke's Health System, you can trust Bishop Spencer Place to provide a quality continuum of care in our distinctive retirement living setting just off the Country Club Plaza. Just two blocks from Saint Luke's Hospital, we're in a unique position to understand your needs, maintain communications and coordinate care. What's more, our Medical Director – Dr. Peter Holt – is a board-certified geriatrician and member of the Saint Luke's medical staff.

Whether you or a loved one needs short-term rehab, long-term skilled nursing, assisted living or independent living, you'll feel confident that our faith-based, not-for-profit retirement community is well-connected to serve you. For more information, please call Mendi at (816) 595-5878 or visit us online.



Bishop Spencer Place

Our return-to-home success rate and hospital readmission rate consistently trend better than the national averages.



4301 Madison Ave. • Kansas City, MO 64111

www.BishopSpencerPlace.org



For information call (816) 595-5878

THE PLACE TO BE FOR RETIREMENT LIVING

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Stay Connected

www.saintlukeshealthsystem.org



saintlukeskc

Our Mission

Saint Luke's Hospital of Kansas City is a faith-based, not-for-profit tertiary care hospital committed to the highest levels of excellence in providing health care and health services within a caring environment. We emphasize health-related education and research. As a member of the Saint Luke's Health System, we are dedicated to enhancing the physical, mental, and spiritual health of the diverse communities we serve.

Our Vision

The best place to get care. The best place to give care.



It is the policy of Saint Luke's Health System not to discriminate on the basis of race, color, national origin, sex, age, religion, or disability in admissions or access to, treatment of employment in, its programs and activities, or in the provision of physician staff privileges. Responsible Employee: System Ethics and Compliance— 816-932-3053

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► Welcome to Saint Luke's Hospital of Kansas City



Julie L. Quirin
Chief Executive Officer

Dear patients and guests:

At Saint Luke's Hospital, our commitment to providing the very best care to our patients and their families began in 1882.

Today, more than 130 years later, that commitment is stronger than ever. Our state-of-the-art Saint Luke's Mid America Heart Institute and our new Saint Luke's Neuroscience Institute are two of the many ways we continue to demonstrate our dedication to being Kansas City's leader in health care for years to come.

Saint Luke's is proud of our rich history and faith-based heritage. We're honored to be recognized nationally for outstanding quality outcomes and achievements. But we are most proud of our employees, who are dedicated to providing the very best care to each patient we serve. We consider it an honor to care for you.

We understand that being in the hospital can be a particularly difficult time for you and your loved ones, and we want you to rest assured we will do everything we can to make your experience at Saint Luke's as comfortable as possible.

If we are not meeting your expectations, or if you have any concerns or questions, please contact our Patient Advocate Department at extension 22328.

On behalf of all of us at Saint Luke's Hospital, thank you for choosing us for your health care needs.

PATIENT INFORMATION

► Saint Luke's Hospital



➤ ABOUT SAINT LUKE'S HOSPITAL

Saint Luke's Hospital is one of the largest tertiary care hospitals in the region offering many specialized programs and services. Our network of more than 600 physicians represents more than 60 medical specialists.

As one of the leading research and academic institutions in the area, Saint Luke's offers the Mid America Heart Institute, the only heart transplant and adult ECMO center in the region; Saint Luke's Neuroscience Institute; Saint Luke's Cancer Institute; a Level I Trauma Center; and a Level IIIb Neonatal Intensive Care Unit.

Saint Luke's is an active center of medical education and serves as a primary teaching hospital for the University of Missouri–Kansas City School of Medicine, which includes a physician residency program.

Saint Luke's Hospital is part of the Saint Luke's Health System, an integrated health system consisting of 10 area hospitals and many physician and health provider offices. To learn more about Saint Luke's, visit saintlukeshealthsystem.org and like us on Facebook at www.facebook.com/saintlukeskc.

PARKING & TRANSPORTATION

Parking

Saint Luke's Hospital (Entrances 1, 2, and 4) provides free parking for hospital patients and visitors. Complimentary valet parking is also available at Entrance 4 (See Campus Map: P-1, P-2, P-4).

Medical Plaza Offices (Entrance 3) have a separate parking garage that issues a parking ticket. This ticket must be validated at point of service (participating medical suites/offices) or an hourly fee is charged (See campus map: P-3, see pages 17 and 18).

Hospital Parking: (free)

- Entrance 1 (P-1): Saint Luke's Hospital - Wornall Road - multilevel visitor's parking garage attached to the south end of the hospital

- Entrance 2 (P-2): Heart Institute – Broadway (underground parking garage)
- Entrance 4 (P-4): Women’s Center/Peet Center - 43rd Street (complimentary valet parking also available at this location)

Access to the hospital from P-1 and P-2 is on Level 1.

Access to the hospital from P-4 is on Level 1 and Level A.

For more information regarding parking at Saint Luke’s Hospital, call Security at 816-932-2911.

Medical Plaza (MP) Parking

- MP Buildings 1, 2, and 3: Validated ticket
- Entrance 3 (P-3)
- MP-1 – 4320 Wornall, MP-2-4330 Wornall, MP-3-4321 Washington
- Please remember to have your parking ticket validated at your appointment (participating medical suites/offices), or you will have to pay an hourly fee.
- Complimentary valet parking available

Community Transportation

Services:

Citywide Transportation	816-241-8822
Metro KCATA (Bus)	816-221-0660
Yellow (Cab)	816-471-5000
MTSI (Special Services)	816-471-4453
Metro Share Fare	816-842-9070

PATIENT INFORMATION

Your Accommodations

➤ Your Room

Your room assignment at Saint Luke’s is based upon your admitting diagnosis and room availability. The east tower has semi-private and private rooms. If you are a patient in a semi-private room, please be considerate of your roommate by asking your family and friends to observe visiting hours and by being respectful of the volume on your television. Please keep the volume as low as possible so others may rest.

Room and Phone Number

Your room number is posted outside your door. Each patient bed, except in the Intensive Care Units (ICU), has a private phone located at the bedside. Your room and phone number are located on the information board across from your bed.

Your Hospital Bed

Hospital beds are electronically operated, and your nurse will show you how to operate your bed properly. Your hospital bed is probably higher and narrower than your bed at home. Bedside rails are for your protection. Rails may be raised at night or during the day if you are resting, recovering from surgery, or taking certain medications.

Calling Your Nurse

A button to call your nurse is located on the remote control box at your bedside. When you press the nurse call button, the nursing station is alerted that you need assistance and a light will flash above your door. A staff member will respond to your signal as soon as possible.

Leaving the Inpatient Areas

There may be times when you want to leave your nursing unit for reasons other than testing or interventions. You may not be allowed to leave the nursing unit for medical reasons. For your safety, we ask that you check with your nurse before leaving.

Pain Management

As a patient, you can expect the best possible pain management. Our staff is committed to treating your pain with care and compassion. Our goal is to keep you as comfortable as possible.

It is important that you report your pain. *You* are the key to getting the best pain relief by reporting your pain to your physician and nursing staff. Don't wait until your pain becomes severe before reporting it to your nurse. It is easier to treat pain early. Since pain medication may not be given at set times, you need to ask for it when you need it.

The more you can tell us about your pain the better we can manage it. You will be

asked to rate the intensity of your pain, and to describe your pain using terms such as: shooting, burning, heavy, cramping, throbbing, stabbing, dull, or sharp.

Do not hesitate to report your pain or accept pain medication. Pain medication may be given to you as a pill, IV medication, or skin patch.

Please report any problems from the pain medication such as: nausea, constipation, drowsiness, dizziness, itching, or restlessness.

Ask your nurse if you have questions about your pain. Please tell the nurse what seems to be working best at decreasing your pain so it can be included in your care plan.

Patient Advocate

The Patient Advocate Department serves as a liaison between patients, their families or representative(s), and the hospital. The patient advocate transcends departmental lines and interacts with staff at all levels within the organization.

To reach the patient advocate while you are in the hospital, call extension 22328 or 816-932-2328 from outside the hospital. A patient advocate is available between the hours of 7 a.m. – 4:30 p.m., Monday through Friday. If you need help after hours, or on weekends and holidays, please call the hospital operator by dialing “0” while in the hospital or 816-932-2000 from outside the hospital and ask for the nursing supervisor. Once your concern is received, we will begin investigating the issue and respond within one business day.

Patient Grievance Process

A patient grievance is a formal written or verbal complaint that is filed when a patient issue cannot be resolved promptly by staff present. Exercising your right to the grievance process will not compromise your care. Confidentiality will be respected at all times. The expectation is that the facility will handle relatively minor concerns in a timely manner without the need for a written response. You may write the Patient Advocate Department at Saint Luke’s Hospital, 4401 Wornall Road, Kansas City, MO 64111. If a written response is necessary, you will receive a letter within seven days.

If you are a Medicare patient who believes you are being discharged too early, you may contact Primaris at 800-347-1016 to share your concern.

You have the right to lodge a grievance with any state agency regardless of whether you have first used the hospital’s grievance process. Advocacy agencies include:

Missouri Abuse and Neglect Hotline

800-392-0210

Missouri Health Net Division Participant Services Unit

800-392-2161

Primaris

200 North Keene Street

Columbia, MO 65201

800-347-1016

Center for Medicare Services

601 East 12th

Kansas City, MO 64106

800-633-4227

State Board of Healing Arts

P.O. Box 4

Jefferson City, MO 65102

866-289-5753

TJC (The Joint Commission)

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

800-994-6610



Missouri Department of Health and Senior Services

P.O. Box 570
Jefferson City, MO 65102-0570
573-751-6303

Spiritual Wellness

If you would like to see a chaplain or need assistance contacting your church, temple, synagogue, or mosque, please contact Spiritual Wellness at extension 22180.

The Chapel, located on the first floor in the 44th Street Hallway, is always open to all and is served by the Saint Luke’s Auxiliary.

Services

Sunday	10:30 a.m. * <i>Holy Eucharist</i>
Wednesday	11:00 a.m. * <i>Holy Communion and Healing Service</i>
Saturday	3:30 p.m. * <i>Roman Catholic Mass</i> (<i>Holy Days as announced</i>)
Daily	1:00 p.m. <i>Prayers for Healing</i> (<i>A brief service of prayer</i>)

Patient Meal Service

Saint Luke’s is pleased to offer room service to our patients. You may call and order food through the room service program developed by the Nutrition Services Department, which offers different foods that meet dietary restrictions. For information on visitor and guest meals, please see page 25.

Notary Public

Saint Luke’s provides a notary public service for patients. Ask your nurse to arrange for assistance.

Newspapers

The *Kansas City Star* and *USA Today* are available in several locations within the hospital. A volunteer can help you purchase the daily paper.

ATM

For your convenience, an ATM machine is located in the hospital lobby.

Mail and Flowers

Your mail and flowers will be delivered to you by our volunteers. Mail received after your discharge will be forwarded to your home address. The delivery florist will be responsible for redelivery after discharge.

Correspondence to a patient should be addressed to:

Patient’s Name
c/o Saint Luke’s Hospital
4401 Wornall Road
Kansas City, MO 64111

Stamps can be purchased by the sheet or book in our gift shop located across from Broadway Dining on the first floor. The gift shop is open:

Monday – Friday	9 a.m. – 7:30 p.m.
Saturday	10 a.m. – 5 p.m.
Sunday	1:30 – 5:30 p.m.

Recognizing a Caregiver

If you would like to recognize a member of your health care team, please ask your nurse for our Best Place cards. These cards can be filled out and submitted to the nurse station on your unit.

Telephone Directory

These phone numbers may be useful during your stay at Saint Luke’s. You only need to dial the five-digit extension within the hospital to reach a department. The main number for Saint Luke’s Hospital is 816-932-2000.

<i>Patient Accounting Customer Service</i>	<i>25678</i>
<i>Foundation</i>	<i>22252</i>
<i>Gift Shop</i>	<i>22050</i>
<i>Information Desk Heart Institute 1W</i>	<i>25851</i>

<i>Information Desk Main Lobby</i>	23226
<i>Information Desk Neuroscience Institute</i>	23676
<i>Lost and Found</i>	22911
<i>Operator & Patient Information</i>	0
<i>Patient Advocate</i>	22328
<i>Saint Luke’s Campus Directions</i>	5858
<i>Social Work Services</i>	22169
<i>Spiritual Wellness</i>	22180
<i>Volunteer Services</i>	22183

The area code for Saint Luke’s Hospital is 816. The prefix for Mid America Heart Institute is 960 and 932 for the main hospital extensions. To make outside calls, dial 9 and then dial the desired number.

To make long distance calls, please call the operator for assistance by dialing 0. Patients may make outgoing calls at any time, but incoming calls are not accepted from 10 p.m. – 6 a.m. You will need a calling card or will need to charge the call to your home phone number.

Internet

Complimentary wireless Internet access is available through your own personal laptop or device. To access, set your wireless connection to Guest Network.

YOUR HEALTH CARE TEAM

Physicians

At Saint Luke’s Hospital, you are likely to have a team of doctors involved in your care. Your attending physician will be in charge, plan your care throughout your stay, and may consult specialty physicians to help make decisions about your care. As a teaching facility, medical students and physicians completing their residencies may accompany physicians as part of their medical education program.

Hospitalists

A hospitalist is a physician who specializes in hospital-based care. The hospitalist partners with your primary care physician to coordinate care while you are in the hospital. Hospitalists oversee all aspects of your care from admission to discharge, update your primary care physicians of your progress, and even help arrange follow-up visits and rehabilitation services.

Nurses

A registered nurse is responsible for your direct nursing care. According to the physician's orders, your nurse will set up IVs, administer medications, and perform other nursing functions. You will have two nurses during a 24-hour period due to different shifts. Student nurses may assist in your care.

Nursing Assistants

A nursing assistant is accountable for meeting your physical care needs. The nursing assistant will assist you with activities of daily living, such as bathing, walking, feeding, and toileting.

Other Clinical Staff

Your physician may order tests or treatments for you that call on the experience and expertise of other health care professionals such as registered and certified physical therapists, occupational or speech therapists, respiratory care practitioners, radiation oncology staff, dietitians, pharmacists, and others. You may need tests from radiology or the laboratory. Staff will either provide treatment in your room or move you to specific treatment areas.

Chaplains

A chaplain is available 24/7 to provide you, your family, and hospital staff with spiritual and emotional support. To request a hospital chaplain, please contact your nurse. Clergy of all faiths are always welcome.

Case Managers

A nurse case manager is assigned to each patient care area to work with your health care team. Case managers provide clinical information to your insurance company, when needed, to obtain approval of your inpatient services. Case managers also monitor your plan of care and help remove barriers that prevent you from transitioning from the hospital to home, a nursing facility, or a rehabilitation facility.

Social Workers

A social worker is assigned to each patient care area and is trained to help you deal with financial, social, and emotional needs that relate to your illness or hospitalization. Social workers assist case managers in your discharge planning.

Patient Advocates

A patient advocate serves as a liaison for you, your family, and the hospital. The patient advocate transcends departmental lines and interacts with staff at all levels within the hospital to help solve any problems, concerns, or unmet needs that may occur while you are a patient.

Interpreters/Special Needs

Language interpreters are available 24/7 for patients who are not proficient in English, as are language line telephones. Arrangements will be made for rare language or sign language interpreters. Please notify your nurse of your specific needs.

Transporters

A transporter is available to quickly and safely take you to other departments for tests, therapy, and other procedures and return you to your room.

Environmental Services/ Housekeeping

An environmental services representative is responsible for cleaning your room. Our housekeepers visit each patient room twice a day. Every morning they will empty your trash, and then they will return later to do their 10-step daily cleaning, which includes sanitation of your room and bathroom. If you would like special attention focused on a specific area, please let us know.

Contact us with any questions, concerns, or feedback on our 24/7 hotline at 816-932-6646.

Volunteers

A volunteer may visit you, deliver reading material, and bring you flowers and mail. Volunteers are identified by their navy shirts or jackets.

Auxilians

An auxilian assists in the hospital waiting lounges, gift shop, and with the library cart. Auxilians are identified by their pink or red jackets.

TV Channel Guide - Main Hospital

3	KCPT - 19 (PBS)	24	Weather Channel
4	WDAF - 4 (FOX)	25	Cartoon Network
5	KCTV - 5 (CBS)	26	Headline News
6	Tip TV	27	Discovery Channel
7	The Patient Channel	28	Learning Channel
8	KYFC - 50	29	Fox News
9	KMBC - 9 (ABC)	30	AMC (American Movie Classics)
10	KSMO - 62	31	Animal Channel
11	KSHB - 41 (NBC)	32	ESPN
14	Patient Movie Channel - English	33	ESPN 2
15	The Newborn Channel (Spanish)	34	ESPN Classic
16	Patient Movie Channel - Spanish	35	CNN (Cable News)
17	The Newborn Channel (Mother-Baby Unit Only)	36	C-SPAN 2
18	The Chaplains Channel	37	Arts & Entertainment
19	Univision (Spanish)	38	Discovery Health
21	TBS (Superstation Atlanta)	39	The History Channel
22	USA (USA Network)	40	Turner Classic Movies
23	TNT (Turner Network)	41	CNN Financial News
		42	ESPN News

Saint Luke's Mid America Heart Institute, Neuroscience Institute 1

Labor and Delivery	34	ESPN 2
1 DVD Only	35	A & E Network
2 Government Access	36	VH1
3 KCTV (CBS)	37	Comedy Central
4 Leased Access	38	Spike TV
5 Around Town KC	39	USA Network
6 WDAF (FOX)	40	The Learning Channel
7 KCWE (CW)	41	CSPAN
8 KMCI	42	AMC
9 HSN	43	HLN (Headline News)
10 KSMO	44	Cable News Network
11 KCPT (PBS)	45	The Discovery Channel
12 KMBC (ABC)	46	Oprah Winfrey Network
13 KSHB (NBC)	47	Turner Classic Movies
14 TBS	48	ABC Family
15 WGN America	49	Nickelodeon
16 KPXEDT	50	Bravo
17 Educational Access	51	Lifetime
18 Educational Access	52	Food Network
20 Local Weather	53	E! Entertainment Television
21 WE tv	54	Home & Garden Television
22 QVC	55	Versus
23 Science	56	National Geographic Channel
24 MTV	57	Animal Planet
25 BET	58	Cartoon Network
26 KUKCLP	59	Fox Sports Midwest - KC
27 History	60	Fox News Channel
28 MSNBC	61	Hallmark Channel
29 CNBC	62	FX
30 Custom KC Metro Sports	63	Syfy
31 The Weather Channel	64	TV Land
32 Turner Network TV	65	The Golf Channel
33 ESPN	70	Disney Channel

CAMPUS MAP

➤ Saint Luke's Hospital

Campus Map
Saint Luke's Hospital of Kansas City

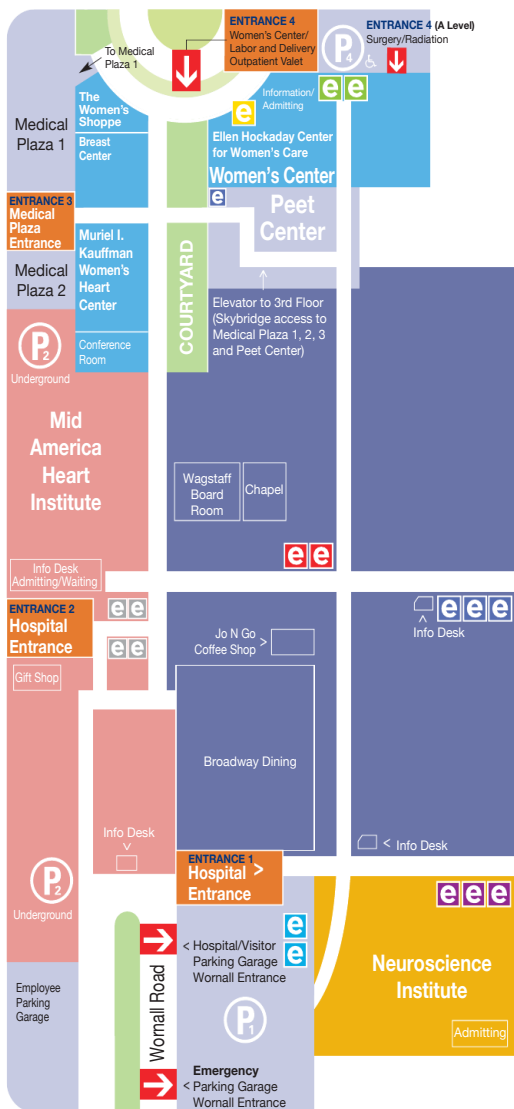


CAMPUS MAP

➤ Saint Luke's Hospital



1st Floor



Elevator Guide



Yellow Elevators

- ② Labor and Delivery

Green Elevators

- ⑤ Digestive Disease Center, Physician Wound Clinic
- ④ Communication Disorders, Hyperbaric, Outpatient Wound Clinic, Pulmonary Lab
- ③ Sleep Disorders Center, Urogynecology
- ① Admitting, Outpatient Admitting, Breast Screening, Coffee Corner, Maternal/Fetal Medicine, Neurodiagnostics, The Women's Shoppe
- (A) MRI/PET Scan, Radiation Therapy, Surgery Admitting/Waiting Room and Pre-operative Assessment

Red Elevators

- ⑤ Patient Rooms 5101—5134
- ④ Rehabilitation Services, Med/Surg/Trauma ICU Waiting Room, Outpatient Wound Clinic
- ③ Medical Education
- ② Mother/Baby and Patient Rooms 2402—2442, E215-E220 Neonatal Intensive Care Unit (NICU), Newborn Nursery
- ① Admitting/Waiting, ATM, Chapel, Information Desk
- (A) Radiology (X-Ray)
- (B) Conference Rooms, Pharmacy, Laboratory

Blue Elevators

- ⑨ Patient Rooms 9402—9442, Inpatient Dialysis
- ⑧ Patient Rooms 8403—8441, Rehab Unit
- ⑦ Patient Rooms 7402—7442
- ⑤ Patient Rooms 5403—5442, Outpatient Infusion Center
- ④ Patient Rooms 4402—4442
- ③ Patient Rooms 3402—3442
- ① Patient Rooms 1402—1442, Admissions Unit
- (A) Radiology (X-Ray)
- (B) Conference Rooms, Pharmacy, Laboratory

Silver Elevators

- ⑥ Patient Rooms 601—638
- ⑤ Patient Rooms 501—538
- ④ CICU Rooms 1-12, Waiting Rooms, Patient Rooms 401—426
- ③ CV International Lab, CV Surgery/CR, CVICU Rooms 1-12 CVPACU
- ① Information & Admitting, Heart Institute Outpatient Center, Gift Shop, Broadway Dining, Access to Main Hospital

Purple Elevators

- ⑤ MAHI Research
- ④ Patient Rooms NA01—NA20
- ③ NSICU Rooms 01—18
- ① Neurointerventional Radiology
- (A) Patient Rooms NA01—NA24
- (B) Patient Rooms NB01—NB24
- (C) Neurosurgical Pre Op/OR/PACU
- Visitor Parking Garage Elevator**
- ① Hospital Entrance, Information Desk
- (A) Emergency Department, Security

SAFETY & SECURITY

➤ Saint Luke's Hospital



Smoking

Saint Luke's is a tobacco-free environment. Tobacco use, as well as e-cigarettes, are prohibited in all buildings, parking garages, and all surrounding grounds of the campus.

Fire Prevention

Saint Luke's maintains a carefully planned fire prevention program in cooperation with the Kansas City Fire Department. Fire drills are conducted periodically, so please do not become alarmed if a fire drill takes place while you are here.

In the event of fire:

- Notify the nearest nursing personnel.
- Dial 23000.
- Pull the nearest fire alarm box.

Electrical Equipment

Electrical items brought from home cannot be used until checked. If you bring a radio, electric razor, hair dryer, or other small appliance, please give it to the nursing personnel for a safety check.

Staff Identification

All physicians, employees, and volunteers at Saint Luke's wear picture name badges. Anyone providing care to you should be properly identified. You have the right to know the name, title, and purpose of visit for each person who enters your room.

Preventing Infections

Saint Luke's is committed to providing a clean and safe hospital environment for you. Hand washing is an important measure in infection control. Health care workers clean their hands with alcohol-based sanitizers or wash with soap and water.

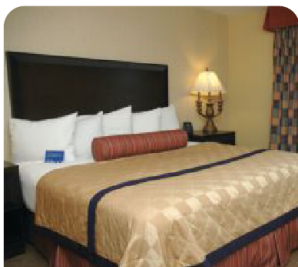
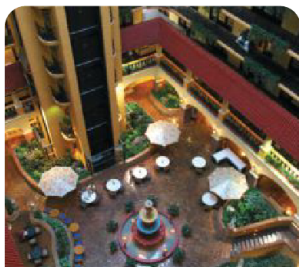
Hands are a major means for spreading germs. To help stop the spread of infection:

- Wash your hands often.
- Cover your mouth and nose when sneezing or coughing.
- Remind others to wash their hands.

- Visitors should wash hands before and after visits.
- Visitors should follow hospital rules for visiting. In some instances, isolation precautions are necessary to protect you and others from infectious diseases. If you are in “isolation,” understand what your isolation means and what you should expect from hospital staff or visitors. If protective garments, such as gloves, gowns, and masks must be worn, ask your staff for guidance.
- Visitors should avoid visiting after exposure to illness.
- If you do not see your caregivers cleaning their hands, ask them to do so.

Safe Patient Handling and Mobility Matters Program

Saint Luke’s Health System is committed to providing a safe, comfortable environment for patients and employees. As you are mobilized during your stay, lifting, repositioning, and/or transferring devices may be utilized. These devices help to protect you and those caring for you from injury by minimizing unnecessary manual lifting. Please feel free to ask your nurse for more information about our Safe Patient Handling and Movement Program and the rationale as to why devices may be used for your care.



Embassy Suites Kansas City - Plaza

Enjoy our spacious two-room suites, free cooked-to-order breakfast and complimentary cocktails at our evening Manager's Reception*.

MORE REASONS TO STAY®



EMBASSY SUITES®

Kansas City - Plaza
220 W 43rd St, Kansas City, MO 64111
816-756-1720

For reservations, call 816-756-1720 or visit kansascityplaza.embassysuites.com.

*Service of alcoholic beverages subject to state and local laws. Must be of legal drinking age. ™ indicates a trademark of Hilton Worldwide. ©2012 Hilton Worldwide.



Helpful Tips to Reduce Trips and Falls

- Use your call light to call for help.
- If you feel unsteady, lightheaded, or slightly dizzy after rising, always ask for help.
- Report spills or unsafe conditions immediately.
- Ask your health care providers to keep your bed in the low position.
- Move your joints and muscles as much as possible—you may be asked to work with a physical or occupational therapist to keep up your strength and endurance.
- Use helpful devices, such as a cane, walker, or wheelchair, to assist you as recommended.
- When up, walk close to the wall and use handrails to support yourself.
- Get up slowly, wear non-skid footwear, and keep necessary items within reach.

Preventing Violence

Saint Luke's is concerned about violence in our community. If you are being emotionally or physically hurt, we are here to help you. Staff has been educated to assist you if you are being abused. If you would like to talk with someone who can support you, please talk with your nurse or call the Rose Brooks Bridge Advocate at extension 23499 or 816-545-4700.

Condition Reports

Any information about your care and treatment should come from your physician or another health team member. The information will be shared only with those whom you designate to receive it.

Lost and Found

If you misplace or lose something while in the hospital, please notify your nurse at once. After discharge, patient rooms are carefully cleaned, and any articles found are marked and forwarded to Security. Call 816-932-2911 to inquire about lost items. Items are kept for a maximum of 60 days.

Valuables

Saint Luke's cannot take responsibility for personal property in your room. If you brought valuables with you or have not sent them home with a family member, please ask your nurse for a "valuables envelope." Your valuables will be taken to the vault in Security for safekeeping until your discharge. Please do not keep large amounts of cash, credit cards, jewelry, and other valuables in your room.

Dentures, Eyeglasses and Hearing Aids

If you wear dentures, please ask your nurse for a denture cup to protect them when you are not wearing them.

If you wear glasses, contact lenses, or a hearing aid, please place them in their protective cases and put them in your bedside table drawer. If you do not have a case, please ask for one. Do not place these valuable items in tissue, bedclothes, or anywhere other than their protective case. We will help you take every precaution to prevent loss or breakage, but we cannot be responsible for replacing your personal items.

Cellular Phones

Cellular phones are allowed in Saint Luke's except in designated areas, and those areas are clearly marked. Be quietly connected; please be respectful of your surroundings and the rights of others by putting your cellular device(s) on vibrate and speaking in a softer voice while visiting in the hospital.



PATIENT RIGHTS & RESPONSIBILITIES

► Saint Luke's Hospital



PATIENT RIGHTS & RESPONSIBILITIES

Patient Rights

Quality patient care is a primary concern of Saint Luke's Health System. The goal of patient rights and responsibilities is to improve care, treatment, services, and outcomes by protecting and promoting each patient's rights. The patient has the right to pain management, treatment in a dignified and respectful manner, effective communication, respect of the patient's cultural and personal values, beliefs, and preferences, religious and other spiritual services, and privacy. The hospital must inform each patient, or when appropriate, the patient's designated representative (as allowed under state law) of the patient's rights, in advance of furnishing or discontinuing patient care whenever possible. The hospital must establish a process for prompt resolution of patient grievances and must inform each patient whom to contact to file a grievance.

The Patient Rights are:

- The patient has the right to participate in the development and implementation of his or her plan of care.
- The patient or his or her representative (as allowed under state law) has the right to make informed decisions regarding his or her care. This right includes being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. The hospital must involve the patient's designated representative if the patient is unable to participate and must respect the representative's decision(s).
- The patient has the right to formulate a healthcare directive and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- The patient has the right to personal privacy.
- The patient has the right to receive care in a safe setting.
- The patient has the right to be free from all forms of abuse or harassment.
- The patient has the right to the confidentiality of his or her clinical records.

- The patient has the right to access information contained in his or her clinical records within a reasonable time frame.
- All patients have the right to be free from physical or mental abuse, and corporal punishment.
- All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraints or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.
- The patient has the right to safe implementation of restraint or seclusion by trained staff.
- The patient, or designated representative when appropriate, has the right to his or her visitation rights, including any clinical restriction or limitation on such rights, when he or she is informed of his or her other rights.
- The patient, or a designated representative or Support Person when appropriate, has the right, subject to his or her consent, to receive the visitors whom he/she designates, including but not limited to a spouse, a domestic partner including a same sex domestic partner, another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
- The patient has the right to know the hospital will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- The patient has the right that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Patient Responsibilities

- As a patient, you, your family or your representative(s) have the following responsibilities:
- The patient is responsible to provide information that facilitates his or her care, treatment, and services.
- The patient is responsible to ask questions or acknowledge when he/she does not understand the treatment course or care decision.
- The patient is responsible to follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.

- The patient is responsible to support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- The patient is responsible to meet financial commitments.

VISITOR INFORMATION

Visitation Guidelines

Saint Luke's Hospital shall not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. You, the patient, have the right to receive visitors whom you designate including, but not limited to, a spouse, a domestic partner or same sex domestic partner, another family member, or friend. You have the right to withdraw or deny visitation to anyone at any time.

You may verbally designate a Support Person to exercise your visitation rights should you be unable to do so. A Support Person can be a family member, friend, or other individual who is at the hospital to support you during your stay. Your Support Person has visitation privileges that are no more restrictive than those of immediate family. The Support Person does not have to be an individual who is legally responsible for making medical decisions on your behalf. Should you be unable to exercise your visitation rights, the hospital will recognize your support person's verbal directive as to who should or should not be admitted as your visitors.

Visitation guidelines have been established to promote a therapeutic environment, patient privacy, and patient safety. There may be clinical reasons to restrict or limit the visitation rights to provide safe care to our patients. Should limitations be imposed, the hospital will explain to you and/or your support person, if applicable, the reasons for the restrictions or limitations.



Serving 29 counties in Kansas and Missouri
Call **888-303-7576** any time, or visit us online
at saintlukeshalthsystem.org/homecare

Rest is a vital part of each patients’ care at Saint Luke’s Hospital. Visitors are encouraged to remain quiet at all times. Disruptive or noisy visitors will be asked to quiet and control their behavior or leave the patient care area. If you believe your patient visitation rights have been violated, you may file a grievance with the Patient Advocate Department at 816-932-2328.

Gift Shop

The Saint Luke’s Hospital Gift Shop is located on the first floor near Broadway Dining.

Hours:

Monday – Friday	9 a.m. – 7:30 p.m.
Saturday	10 a.m. – 5 p.m.
Sunday	1:30 – 5:30 p.m.

The Women’s Shoppe

The Women’s Shoppe is located in the Ellen Hockaday Women’s Center on the first floor near Entrance 4.

Hours:

Monday – Thursday	9:30 a.m. – 5 p.m.
Friday	9:30 a.m. – 4 p.m.

Send an eCard

Friends and family can send patients a free eCard. For more information, visit *saintlukeshealthsystem.org*.

Visitor Meals

In addition to room service, we also offer a variety of food and beverage options for our visitors.

Coffee Corner

(located in the Women’s Center, Level 1)

Coffee, tea, and other café drinks as well as limited grab-and-go items, salads, fruit, sandwiches, and fresh bakery items are available.

Hours: Monday - Friday 7 a.m. – 2:00 p.m. (hours may vary)

Closed major holidays.

Jo & Go

(located near Broadway Dining, Level 1)

Hours: Monday - Friday 6:30 a.m. – 6:00 p.m.

Saturday – Sunday 7:00 a.m. – 2:00 p.m. (hours may vary)

Coffee, tea and other café drinks as well as limited grab and go items, salads, fruit, sandwiches and a variety of fresh bakery items are available.

Convenience items – half gallon of milk, bread, eggs, and juice are also available.

Broadway Dining

(main cafeteria, Level 1)

Monday – Sunday 6 a.m. – 8 p.m.

Breakfast is served from 6 – 10 a.m.

Lunch/Dinner is served from 10:30 a.m. – 8 p.m.

Broadway Dining features:

Fresh healthy deli-open until 8 p.m. daily

Salad bar - open until 8 p.m. daily

The Grill - open until 8 p.m. daily

Continental Station - Monday-Friday, hours vary

Minsky’s Pizza - Monday-Friday, hours vary

BoLing’s Chinese - Monday-Friday, hours vary

Los Tules Mexican - Monday-Friday, hours vary

American Station - Monday-Friday, hours vary

Vending Machines

Vending machines are available 24/7 throughout the hospital, including across from the Gift Shop on Level 1 and near the conference rooms on Level B (take the red elevators to access these vending machines).

Guest Trays

Guest trays are available to purchase through room service daily from

7:00 a.m. - 6:30 p.m. Credit or debit card payment accepted at delivery. Vouchers can be purchased in the cafeteria.



Explanation of Your Patient's Representative and/or Support Person Designation

Saint Luke's Hospital must inform each patient, their Representative and/or Support Person of the patient's rights. Saint Luke's Hospital will take reasonable steps to determine the patient's wishes concerning designation of a Representative and/or Support Person.

Q: Who makes my decisions regarding my medical care?

A: Saint Luke's Hospital will always turn to you first to make your health care decisions. Should you be unable to do so, we would turn to your Representative for help with those decisions.

Q: How do I, as a patient, designate a Representative to make my health care decisions when I can no longer participate in that decision process?

A: The best process is to have a written document designating a person you'd like us to turn to when you can no longer make your own decisions. For example, if you have a health care directive, medical power of attorney, or similar document designating an individual to make your medical decisions when you no longer can, we turn to them as your Representative.

Q: What if I don't have a written document designating a person to make my medical decisions?

A: You can verbally tell a hospital staff member who you'd like to designate; this person becomes your Representative when you no longer can make your own medical decisions.

Q: What if I don't have a written document and I can't otherwise communicate my wishes when I arrive at the hospital?

A: If your spouse, domestic partner, parent or other family member tells us they'd like to be your Representative, we will turn to them to make your medical decisions.

Q: What rights does my Representative have?

A: He or she can receive the required notice of patient rights, be involved in the development and implementation of your plan of care, and receive the information required to make an informed decision about your care.

Q: Is there a difference between my Representative and my Support

Person?

A: Yes, a Support Person can be designated by you to make decisions regarding your visitors when you are not able to do so yourself. He or she are not a legal Representative and can not make decisions regarding your medical care. The hospital will recognize the Support Person's verbal directives as to who should or should not be allowed to visit you. This person may or may not be the same person you have designated as your Representative.

Designation of your Representative and/or Support Person

Name: _____

I have a Health care Directive and Durable Power of Attorney (DPOA) for health care.

My Durable Power of Attorney(DPOA) is _____

Phone_____

If you do not have a DPOA, who do you designate to be your Representative to make your medical decisions should you be unable to do so?

Name_____

Phone_____

I designate this person to be my Support Person; this person can be the same as your DPOA or Representative or another person.

Name_____

Phone_____

Patient Handbook given to:

Patient_____

Declined_____

DPOA/Representative_____

Declined_____

Support Person_____

Declined_____

Date: _____

HEALTH CARE DIRECTIVES

➤ Saint Luke's Hospital





Advance Directive

Saint Luke's Hospital
Kansas City, MO 64111

Healthcare Directive

If you only want to name a Durable Power of Attorney for Healthcare Decisions, draw a large "X" through the top portion of this page.

I, _____ SS# _____ (optional) want everyone who cares for me to know what healthcare I want.

I always expect to be given care and treatment for pain or discomfort even if such care may affect how I sleep, eat or breathe.

I would consent to, and want my agent to consider my participation in federally regulated research related to my disorder or condition.

I want my doctor to try treatments and interventions on a time-limited basis when the goal is to restore my health or help me experience a life in a way consistent with my values and wishes. I want such treatments and interventions withdrawn when they cannot achieve this goal or become too burdensome to me.

I want my dying to be as natural as possible. Therefore, I direct that no treatment (including food or water by tube) be given just to keep my body functioning when I have

- a condition that will cause me to die soon, or
- a condition so bad (including substantial brain damage or brain disease) that I have no reasonable hope of achieving a quality of life that is acceptable to me.

An acceptable quality of life to me is one that includes the following capacities and values. Describe here the things that are most important to me when I am making decisions to choose or refuse life-sustaining treatments.

Examples: • recognize family or friends • make decisions • communicate
 • feed myself • take care of myself • be responsive to my environment

I also want _____

Examples: • to donate my organs • hospice care • to die at home

In facing the end of my life, I expect my agent (if I have one) and my caregivers to honor my wishes, values and directives.

If you do not agree with one or any of the above statements, draw a line through the statement and put your initials at the end of the line.

Be sure to sign on page two even if no Durable Power of Attorney is appointed

Talk about this form and your ideas about your healthcare with the person you have chosen to make decisions for you, your doctor(s), family, friends and clergy. Give each of them a completed copy.

You may cancel or change this form at any time. You should review it often. Each time you review it, put your initials and the date/time below.

_____ Initials	_____ Date/Time	_____ Initials	_____ Date/Time	_____ Initials	_____ Date/Time	_____ Initials	_____ Date/Time	_____ Initials	_____ Date/Time
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This document is provided as a service by the Center for Practical Bioethics and Saint Luke's Hospital of Kansas City.

Saint Luke's Hospital
Kansas City, MO 64111

Durable Power of Attorney for Healthcare Decisions

Take a copy of this document with you whenever you go to the hospital or on a trip

It is important to choose someone to make healthcare decisions for you when you cannot make or communicate decisions for yourself. Tell the person you choose what healthcare you want. The person you choose will be your agent. They will have the right to make decisions for your healthcare. If you **DO NOT** choose someone to make decisions for you, write **NONE** on the line for the agent's name. I, _____ SS# _____ (optional) appoint the person named in this document to be my agent to make my healthcare decisions. This document is a Durable Power of Attorney for Healthcare Decisions. My agent's power shall not end if I become incapacitated or if there is uncertainty that I am dead. This document revokes any prior Durable Power of Attorney for Healthcare Decisions. My agent may not appoint anyone else to make decisions for me. My agent and caregivers are protected from any claims based on following this Durable Power of Attorney for Healthcare Decisions. My agent shall not be responsible for any costs associated with my care. I give my agent full power to make all decisions for me about my healthcare, including the power to direct the withholding or withdrawal of life-prolonging treatment. My agent is authorized to:

- Consent, refuse or withdraw consent to any care, procedure, treatment or service to diagnose, treat or maintain a physical or mental condition (including artificially supplied nutrition and hydration or tube feeding);
- Consent, refuse or withdraw consent to participate in federally regulated research related to my condition or disorder
- Make all necessary arrangements for any hospital, psychiatric treatment facility, hospice, nursing home or other healthcare organization; and, employ or discharge healthcare personnel (any person who is authorized or permitted by the laws of the state to provide healthcare services) as he or she shall deem necessary for my physical, mental or emotional well-being;
- Request, receive, review and authorize sending any information regarding my physical or mental health, or my personal affairs, including medical and hospital records; and execute any releases that may be required to obtain such information;
- Move me into or out of any State or other institution for the purpose of complying with my Healthcare Directive or the decisions of my agent;
- Take legal action, if needed, to do what I have directed;
- Make decisions about autopsy and organ donation and the disposition of my body in conformity with state law; and
- Become my guardian if one is needed

In exercising this power, I expect my agent to be guided by my directions as discussed with me prior to this appointment and guided by my Healthcare Directive (on page one).

If you **DO NOT** want the person (agent) you name to be able to do any of the above things, draw a line through the statement and put your initials at the end of the line.

Agent's name _____ Phone _____ Email _____

Address _____

Alternate Agent's name _____
(include name, address and telephone number)

If you **do not** want to name an alternate, write "none".

Execution and Effective Date of Appointment

My agent's authority is effective immediately for the limited purpose of having full access to my medical records and to confer with my healthcare providers and me about my condition. My agent's authority to make all healthcare and related decisions for me is effective when my primary physician determines that I am unable to make my own healthcare decisions.

SIGN HERE for the Durable Power of Attorney and/or Healthcare Decisions form. Please ask two persons to witness your signature who are not related to you or financially connected to your estate. Many states require a notarization. It is recommended for the residents of all states.

Signature _____ Date/Time _____

Witness _____ Date/Time _____

Witness _____ Date/Time _____

Notarization:

On this _____ date of _____, in the year of _____, personally appeared before me the person signing, known by me to be the person who completed this document and acknowledged it as his/her free act and deed. IN WITNESS WHEREOF, I have set my hand and affixed my official seal in the County of _____, State of _____, on the date written above.

Notary Public _____ My Commission Expires _____

YOUR HOSPITAL DISCHARGE

➤ Saint Luke's Hospital



GETTING DISCHARGED & AFTER CARE

Going Home

We understand you will be excited to go home on the day of your discharge. However, please remember there are procedures that must be completed before you leave. Your physician will write a discharge order on your chart and your nurse will give you home care instructions as directed by your physician.

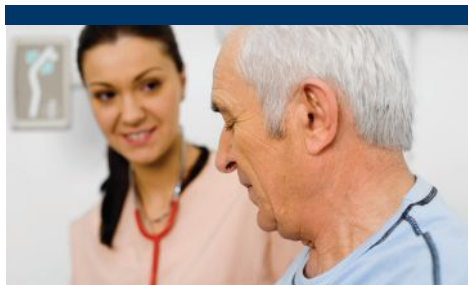
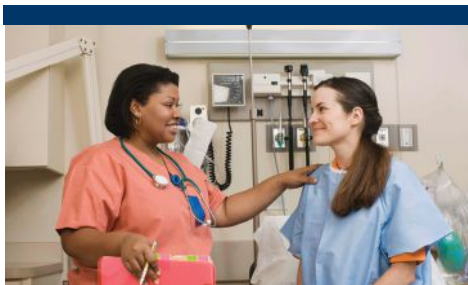
We realize that sudden illnesses are seldom planned in the family budget. If you anticipate any difficulty in paying your bill, please contact Patient Accounting Customer Service at extension 25678. Your charges are based on the length of your stay and services you received. You are charged for your room on your admission day, but there is no charge for your room on the day of discharge.

Every effort is made to keep your hospital expenses as reasonable as possible. As a member of Voluntary Hospitals of America (VHA), we take full advantage of volume purchasing power and shared services to keep costs down. We review our practices and procedures often to keep operating costs at a minimum.

Personal Dismissal Checklist

Check with your nurse for your specific dismissal instructions.

Pack your personal belongings and check drawers, closets, and bathrooms. Reclaim valuables from safekeeping if something has been stored. Ask your nurse for assistance.



Home Health

Please ask your physician to contact a case manager if you need assistance with your discharge planning.

Bill Pay

Hospital bills can either be paid by writing a check and sending it back in the enclosed envelope or you can use our online bill pay service. Visit saintlukeshalthsystem.org and click on Pay A Bill to access this service.

Physician's Bills

Your hospital charges do not include your attending physician's fees, the fees of other consulting physicians, or the fees of specialists who interpret tests. These physicians will bill you separately.

Finding a Saint Luke's Physician

If you need to find a Saint Luke's physician, please contact Saint Luke's Concierge at 816-932-5100 or use the Find a Doctor feature on our website at saintlukeshalthsystem.org.



My Saint Luke's

Saint Luke's Hospital provides an online management tool called My Saint Luke's to make it easy for you to manage your health care needs from your computer. With My Saint Luke's you can:

- Pay your bill
- E-mail your doctor
- Make an appointment
- Refill a prescription
- Get lab or test results
- Sign up for a class
- Save articles you find on our website
- And more

To sign up for your My Saint Luke's account, visit saintlukeshealthsystem.org and click on My Saint Luke's.

The screenshot displays the Saint Luke's Health System website. At the top, a navigation bar includes links for About, News, Careers, Contact, For Employers, For Medical Professionals, and My Saint Luke's. Below this is a search bar with the placeholder text "What are you searching for...". A secondary navigation bar features buttons for Find a Doctor, Locations, Services, Patients & Visitors, Clinical Research, Health Information, and Give & Volunteer. The main content area is split: the left side has a blue banner celebrating a "Top 10" ranking among the nation's hospitals for patient satisfaction, with a "LEARN MORE" button; the right side shows a smiling woman giving a thumbs up, with a "TOP 10 HCAHPS" award logo. Below the banner, the "Find a Doctor" section includes a search box for name or specialty, a distance filter set to 5 miles, a zip code field, and a "SEARCH" button. To the right of the search section is a "Patients & Visitors" menu with links to Attend a Class, Find a Doctor, Pay a Bill, Pre-registration, Send an eCard, Contact Us, My Saint Luke's Login, Physician Practices, RelayHealth, and Corporate Screening Lab Results.



NOTES

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

[illegible]

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Honor a Caregiver

You may honor a nurse, doctor, or other staff member who provides outstanding care by making a charitable gift in their name.

This is a thoughtful way to say “thank you” and to support lifesaving care for others, including medical and education programs, nursing scholarships, research, and innovative new equipment.

Learn more at **saintlukesgiving.org**
or (816) 932-2252



You're looking for answers. We're looking for questions.



You have questions, we have answers. **Let's chat, 816-932-5100.**

Saint Luke's Concierge is a unique call service designed to share information about the health system, physician referrals, insurance coverage, classes, visiting hours or any question you may have. If you need a restaurant or hotel recommendation near one of our hospitals, we can help you with that too. If we don't know the answer, we'll point you in the right direction. **Our concierge is here for you.**



MONDAY-FRIDAY 7 AM-5:30 PM LOCAL 816-932-5100

If you have a medical emergency, call 911. This service does not provide medical advice.