

A Guide to Your Hospital Stay

As the situation with COVID-19 continues to evolve, Rush University Medical Center will make changes as needed to protect the safety of our patients and everyone on our campus while also providing the highest quality of care and best patient experience possible. Therefore, some of the services and policies described in this guide may have changed. Please ask a member of your care team if you have specific questions about any of them. Thank you for choosing Rush for your care.



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Dear Rush Patient,

On behalf of the entire Rush care team, we welcome you to Rush University Medical Center. We know you are here during an extraordinary time, and we are committed to upholding the trust you have placed in us to provide your care safely.

During your hospitalization, you will receive care from our dedicated and highly capable staff members. They include doctors and nurses, pharmacists, medical technicians and therapists, housekeeping and food service staff, as well as many other team members.

The Rush team has been nationally recognized for excellence in the quality and safety of the care it provides. You can take comfort in knowing that whatever your reason for coming to Rush, we are committed to providing you with exceptional care and an unparalleled patient experience.

Please remember that your care team is here to help you. If you need anything, please feel free to ask. We encourage you to partner with us by taking an active role in your care.

We also are available should you have any concerns, and we welcome your comments and suggestions.

We recognize and appreciate that it is our privilege to be able to care for patients who entrust their lives to us, and we take that responsibility seriously. Thank you for choosing Rush for your care.

Sincerely,



Angelique L. Richard, PhD, RN, CENP

Senior Vice President of Hospital Operations and
Vice President, Clinical Nursing, Rush University Medical Center
Chief Nursing Officer, Rush University Medical Center and
Rush University System for Health



Paul Casey, MD, MBA, FACEP

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About Rush University Medical Center



Rush University Medical Center is a not-for-profit academic medical center with a national reputation for excellence in patient care. In addition, Rush includes Rush University, home to one of the first medical colleges in the Midwest and one of the nation's top-ranked nursing colleges, as well as programs in health sciences and biomedical research.

The mission of Rush is to improve the health of the individuals and diverse communities we serve through the integration of outstanding patient care, education, research and community partnerships.

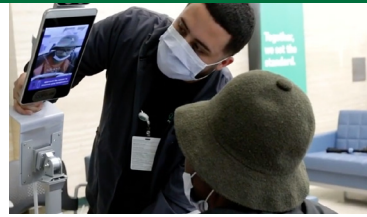
Rush has received numerous accolades for its patient care, including the following honors:

- **Five stars**, the most possible, in the latest hospital ratings by the federal Centers for Medicare & Medicaid Services.
- **Ranked first** for quality and safety among the country's leading academic medical centers in 2019 by the health care services company Vizient.
- Rush received **15 'A' grades for safety**, the highest possible, from the Leapfrog Group, a nonprofit hospital watchdog organization.
- For the second year in a row, Rush University Medical Center has been included in **U.S. News & World Report's Best Hospitals Honor Roll** ranking 19th out of more than 3,000 hospitals nationwide.
- The nursing staff has received **five consecutive Magnet designations**, the highest recognition given for nursing excellence.
- Rush is proud to be the preferred medical center of the Chicago Bulls and home to the team physicians for the Bulls and the Chicago White Sox. Doctors at Rush also are the company physicians for the Joffrey Ballet.
- Reflecting Rush's commitment to a culture of inclusion where all people are treated equally, Rush repeatedly has been named a Leader in LGBTQ Healthcare Equality in the Healthcare Equality Index (HEI) report, an annual survey of U.S. hospitals regarding treatment of lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) patients and their families and hospital employees.

Safety at Rush During COVID-19



Ensuring the health and safety of our patients is Rush's highest priority. We have adopted the following precautions to minimize your risk of exposure to the COVID-19 virus, utilizing the expertise that has made Rush one of 35 medical centers in the United States designated by the federal Centers for Disease Control and Prevention as having the highest standards in infection control in the country.



- **Requiring the COVID-19 vaccine for our staff:** All Rush personnel is required to receive the COVID-19 vaccine. This helps us ensure that we can protect the health and safety of our staff and safeguard members of our community who are at the highest risk of developing serious disease from the coronavirus.
- **Temperature screening:** All patients, staff and anyone else coming into any of our Rush locations have their temperature taken by contactless, infrared temperature scanners at our entrances, overhead or like the one shown in the photo above.
- **Universal face masking:** We give a hospital-grade mask to everyone who enters any of our facilities, and all Rush personnel wears masks while at the Medical Center. Masks are effective in reducing the spread of COVID-19, so this precaution provides an added level of protection for every person in our hospitals and clinics. To improve communication, clear masks are available upon request.
- **Social distancing:** We have reconfigured all waiting rooms and common areas to ensure that seating is at least six feet apart, and everyone is practicing social distancing whenever possible.
- **Enhanced COVID-19 screening:** We are screening all patients for COVID-19 symptoms when they come in for their appointments or procedures. Also, our call center has nurses on staff who screen patients over the phone at the time of scheduling and the night before an appointment/procedure. Rush staff members ask several questions about possible COVID-19 symptoms and will guide patients on next steps if symptoms exist.
- **Cellphone parking lot:** Rush is providing a safe nearby, free parking area for loved ones to comfortably stay in their cars while waiting for patients who are having appointments, tests or procedures.
- **Expanded COVID-19 testing:** We are offering point-of-care COVID-19 testing, and we are testing unvaccinated surgical patients for COVID-19 before surgery. Also, if you have symptoms of COVID-19 or if you have a temperature of 100°F or higher, we are offering testing for patients in our designated COVID-19 clinic.
- **Bringing care to you:** In many of our clinics, we are able to bring some diagnostic testing, such as blood draws and other tests, directly to your exam room rather than having you visit several different labs and locations while you're here. This service allows you to limit the amount of time you spend at our locations and have fewer interactions.
- **Meticulous cleaning:** We are following stringent cleaning and disinfecting procedures in all locations, working closely with our infection control team and following federal and local guidelines.
- **Isolation of COVID-19 patients:** We have reconfigured our hospital to isolate patients with COVID-19 in our emergency department, inpatient units and clinics to avoid contact with other patients.

Your Room

Your room is designed for the comfort of you and your family, guests and other visitors. If you have any questions about your room, please ask your nurse.



Telephone

A bedside telephone is provided in most rooms.

- When calling a department or office within the Medical Center, you only need to dial the last five digits of the number. For example, to reach someone at 942-5000, dial 2-5000.
- To make calls to numbers outside the Medical Center, dial 9 + 1 + the area code + the seven-digit number you are calling.
- Auxiliary aids are available free of charge to patients or their companions who are hard of hearing. If you need assistance, please ask a nurse.



Your Meals

Good nutrition plays an important role in recovery from surgery or illness and staying well afterward. A professional culinary team directed by our executive chef has developed a restaurant-style menu based on nutritional guidelines and patient feedback. Your meals are prepared fresh daily and will be customized to meet your personal preferences, to accommodate any food allergies, and to follow the diet your provider orders for you.

- Your nurse will provide you with a menu based on your diet. To place your order, call 2-3663 (FOOD). When you call, please let us know of any food allergies you have.
- Special menus to meet ethnic, religious or special health needs also are available on request.
- Snacks are available between meals on request.
- You can order meals up to two days in advance. Your family also can call from outside the hospital to place orders for you. To place an order from outside the hospital, call (312) 942-FOOD (3663).

If our food and nutrition services staff members can do anything to make your meal experience more pleasant, please let them know while they are in your room. They also can help you determine the best diet to follow once you leave the hospital. If you are interested in nutrition counseling, you can let our team know when you place your meal orders, or ask your nurse to order you a nutrition consultation.

Television

A complete listing of the free television channels available in your room is included on the inside of the back cover of this booklet. Some of these channels include educational videos for you to learn more about your care. Ask your nurse if you are interested in watching the educational videos.

All televisions are equipped with closed captioning. If you have any problems or issues with your television, please contact a member of our staff.

The Wellness Channel provides 24-hour television programming to help you relax and to support a healing environment. This service is available on channel 63.



Internet

Wireless internet access is available throughout the Rush campus using the account RushPub. No login is required.

Visitors

Due to COVID-19, our visitor policy has been changing in recent months based on the number of cases in our area. Please check the Medical Center's website (rush.edu/visitor-updates), or talk with your caregiver for information about the current visitor policy, which will limit the number of visitors you can have.

We understand that limiting visitors may be a hardship for both patients and families. While imposing visitor restrictions was a difficult decision, they are critically important to protect you and the other patients who have entrusted Rush with their care.

We know the importance of loved ones being a part of the healing process. We encourage inpatients to connect with family and friends by phone and through other technology, such as FaceTime, Skype or Zoom.

Visitors are permitted to bring food, flowers, or other personal items with them to the patient's room. However, our reception desks cannot accept or deliver outside food or personal items for inpatients at this time. Flower deliveries are accepted on weekdays until 4:30 p.m.

Visitor Policy and Procedures

When they arrive at Rush to visit a patient in the Tower, Atrium Building or Kellogg Building, visitors must check in at the information desk at either the fourth floor of the Atrium or the Edward A. Brennan Entry Pavilion on the first floor of the Tower.

- **Bring a picture ID.** When they arrive, visitors will be asked to show a **government-issued photo ID**, such as a driver's license, state ID, U.S. military credentials, permanent resident card, readable international passport, or matricula consular ID.
- **Get their photo taken.** Our information desk staff will scan the visitor's ID and will take a photo of any other visitors in their party who are 12 years or older.
- **Receive their visitor's badge.** Each visitor will receive a badge, which will include their first and last name, photo and destination, and the badge issue date. The badge will expire in 24 hours. After the badge expires, visitors may return to the information desk to get a new badge. **The badge must be worn so it is easy to see.** If it is not visible, any member of the Rush staff may ask a visitor to show it to them.
- **Check out.** When they are leaving Rush, visitors must stop by a security post to check out of the hospital and return their badge. It's important that visitors return their badges to avoid delays at their next visit.

Anyone going to Kellogg, Atrium or Tower to visit a patient staying in the hospital, accompany a patient going to a procedure, or attend an outpatient appointment will need to register and receive a visitor's badge.



Parking Garage Security Escorts

A member of the Rush security staff is available to escort visitors to and from the parking garage. To request an escort, please call (312) 942-5678.

About Your Stay

Your Care Team

At Rush, your care is provided by a multidisciplinary team of health care professionals and support staff dedicated to providing you with the highest quality of care.

Medical Staff

Your medical team will include attending physicians, specialists in your medical condition(s), who supervise your medical care; and residents, licensed physicians who are completing advanced training.

Your care may be under the direction of a hospitalist, a physician that specializes in the care of patients in the hospital. Hospitalists assume the care of hospitalized patients in the place of patients' primary care physicians.

Nursing Staff

In collaboration with your physicians, Rush nurses will oversee, plan, coordinate and evaluate your care.

Health Care Specialists

Your care team also may include the following other members:

- Advanced practice nurses and physician assistants, who work with your physicians in care coordination and treatment
- Dietitians, who develop a diet to meet your nutritional needs
- Occupational and physical therapists, who help patients progress toward normal activities of daily living
- Pharmacists, who review and manage your medications
- Qualified foreign and sign language interpreters for people who have limited English proficiency or are deaf or hard of hearing
- Respiratory therapists, who provide treatment for patients with breathing problems



There are many members of the health care team at Rush. Most roles have a specific uniform color, making it easier for patients and visitors to identify them. The guide below can help you identify the members of your team.



Nurse



Respiratory Therapist



**Occupational
Therapist**



**Speech Language
Pathologist**



Physical Therapist



**Endoscopy and Diagnostic
Services Technologists**



Phlebotomy



Pharmacy Technician



**Patient Care
Technician/Nursing
Assistant**



Child Life



Environmental Services



Transport



**Patient Food Service
Assistants**

About Your Stay



Staff Who Specialize in Emotional and Spiritual Support

Care managers are social workers or registered nurses who are available to help you deal with the stress of your illness and its impact on your family. They are also available to help you with discharge planning and arranging for home care (see “Going Home” section, page 13), and they can refer you to community support networks and resources.

Chaplains representing many faiths are available 24 hours a day to provide support during your hospitalization. If you or your family would like to be visited by a chaplain, please let a staff member know, or call (312) 942-5571.

Some specific denominational services are available (for example, Sabbath candles, Roman Catholic communion, etc.).

Rush University Students

Because Rush is a teaching hospital, medical, nursing and health sciences students may observe you receiving care. Advanced students may take part in the care of patients under the close supervision of licensed clinicians.

If you have any questions about your care team, please feel free to discuss them with your nurse.



Getting Your Questions Answered

Our staff is available to address and resolve any questions you may have while you are here. The following staff members may be contacted during your stay:

- A staff member on your patient care unit, such as your physician or nurse
- The Patient Relations Department, Monday through Friday, 9 a.m. to 5 p.m., at (312) 942-6979
- The hospital operations administrator, who can be reached by dialing 0 and asking the operator to page the administrator to your room phone number

Your Comfort, Safety and Security

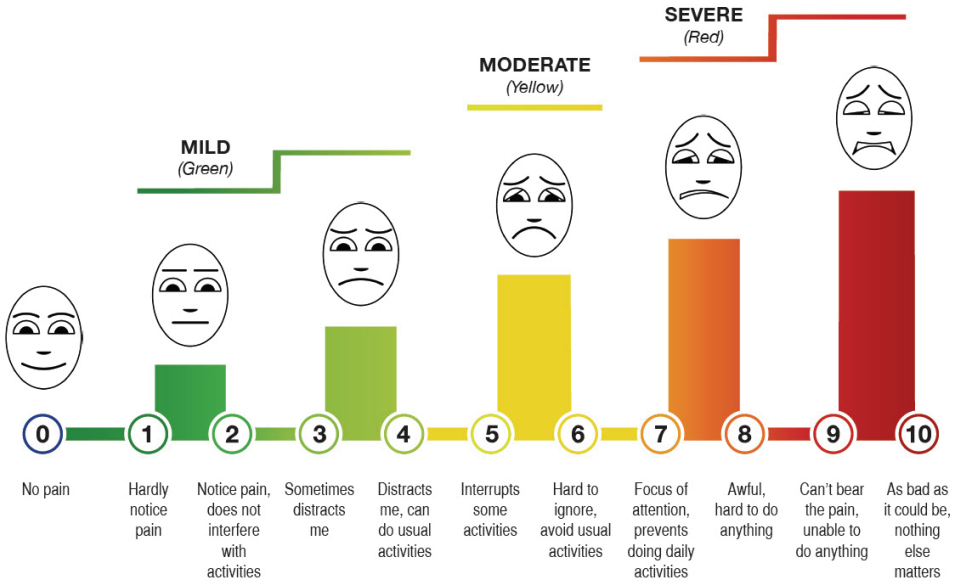
Understanding and Treating Pain

At Rush, your doctors, nurses, pharmacists and other health care professionals care about your comfort and well-being and want your experience to be as pain-free as possible. Not every patient will experience pain, but those who do can feel better with treatment.

Only you know how much pain you feel.

Please talk openly with your doctors and nurses about your pain — you and your health care team will work together to develop a plan to manage your pain.

Your pain can be measured. You will be asked to rate your pain using a scale like the one at right.



Here are some helpful things to know about pain medicine and pain:

- You should not wait until the pain becomes too severe to take your medicine. Pain is much easier to control when it is mild than when it is severe.
- Telling your nurse or doctor about your pain does not make you a bad patient.
- There are nonmedicinal treatments that can help relieve pain. They include using hot or cold compresses, listening to music, watching television and using relaxation techniques such as deep breathing or meditation.



Medications

The medications you take during your hospital stay are prescribed by your physician and dispensed by the hospital pharmacy.

- For your own protection during your hospitalization, do not take any medications that have not been ordered by your physician or arranged through your nurse.
- If you brought your own medications, tell your nurse about them. It is extremely important that your doctor and nurse know exactly what medications you are taking while in the hospital.

If you have any questions or concerns about your medications, discuss them with your physician, nurse or pharmacist.

About Your Stay

Medication Safety

Medication safety means you get the right medicine, in the right dose, at the right times. You can help ensure that you get the right medicines the right way by doing the following:

1. Tell your health care team all the medicines, supplements and herbs that you are taking. Tell your health care team about any allergies or side effects you have had to any medicines in the past.
2. Ask what each medicine is for and what side effects to watch for. If you think you are experiencing side effects, tell your nurse immediately.
3. Know the names of your medications and what times you should get them in the hospital.
4. Speak up if you think you are getting the wrong medicine or are having any side effects.
5. Have your health care team go over each medication with you and a family member before you're ready to go home. Update your medication list from home if any prescriptions change or if new medications are added. Carry this list with you at all times.



Immunization Registry

Rush participates in the Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE). It is a web-based immunization tool developed by the Illinois Department of Public Health (IDPH). I-CARE is designed to help health care providers record, track and report their patients' immunizations and share the immunization records of Illinois residents with other providers statewide. Protecting the privacy of patients and the security of the data contained in the I-CARE registry is a high priority for IDPH.

- Your immunization data will be transmitted electronically to the I-CARE registry whenever you are given an immunization at Rush.
- Patient participation is voluntary.
- Should you choose not to participate in the I-CARE registry, you may opt out by signing the "opt out" registry form during your stay.
- You may obtain the "opt out" registry form by requesting it from your health care provider.

Valuables/Personal Property

Please keep only necessary personal items, such as a robe, slippers, toiletries and assistive devices (your walker, cane or crutches) with you during your stay.

- When not in use, items such as eyeglasses, dentures and hearing aids should be stored in the proper containers. If you need a container, ask a staff member.
- Let a staff member know if you have any valuables to store in the hospital safe. For your own protection, please be cautious about keeping any valuable personal property in your room that is not secured.

The visitor parking garage is a public parking facility. When parking in this garage or on the street, please do not leave valuables such as laptops, bags and GPS devices visible in the car. The hospital will not assume responsibility for loss of valuables or personal property.



Your Role in Safety and Security

At Rush, the entire health care team is committed to providing the highest quality care in the safest surroundings possible.

- You are the center of the health care team, and we ask that you help us by taking an active role in your care.
- We encourage you to speak up, ask questions and discuss any concerns about your care, the health care team or safety issues with your doctor or nurse.

Reporting Safety Concerns

If you have safety concerns, we encourage you to speak with your nurse or doctor about them.

- If the issue is not resolved to your satisfaction, please call the Rush Patient Relations Department to speak with a Rush patient representative at (312) 942-6979 (during business hours), or dial 0 on the phone in your room and ask for the hospital operations administrator.
- The Rush leadership team also is involved directly with patient concerns. If you still are not satisfied after first contacting the aforementioned personnel, please dial 0 and ask for the executive on call.

Identification

Everyone who works at Rush must wear name badges with photo identification while in the Medical Center. Don't hesitate to ask to see the ID badge of anyone who approaches you without one.

Your hospital wristband serves as an important part of your identification while you are in the hospital. You will be asked two questions — your name and date of birth — to ensure your proper identification. You will find this identification is checked many times while you are in the hospital.

- The band contains important information about you that helps us meet your individual needs. Please wear the band throughout your stay.
- If your band is removed, falls off or becomes uncomfortable, let your nurse know immediately.

Preventing Infections

At Rush we strive to provide the very best patient care to assure the very best outcomes.

Preventing infections is one of the most important goals at Rush. While not every infection is preventable, many can be prevented by taking certain steps. Partner with us to prevent infections.

- **Clean Your Hands:** The single most important thing you can do to prevent infections is to clean your hands. Use soap and water or an alcohol-based hand sanitizer. Clean your hands often and remind others to clean theirs, too.
- **Know About Health Care Associated Infections and Precautions:** Health care associated infections can develop during, or soon after, receiving treatment for a medical or surgical condition. They include the following types of infections:
 - Surgical site infections
 - Catheter associated urinary tract infections
 - Central line associated blood stream infections
- **Isolation:** In some cases, isolation is required to reduce the risk of spreading an infection. A sign will be posted on your room door. Hospital staff and visitors who enter may be required to wear a gown, gloves, mask and eye covering. Your doctor or nurse will talk with you about isolation precautions.

Talk with your health care team if you have any questions about preventing infection.

About Your Stay

Keeping Patients Safe: Preventing Falls in the Hospital

In the hospital, patients are at higher risk for falling. You may not realize that you are at risk for falling, but it can happen to anyone. **We need your help to prevent falls.**

You can help prevent falls by taking the following precautions:

- Let your nurse know if you:
 - have fallen before.
 - use a cane or walker at home.
 - have a difficult time getting out of bed, off of the toilet, or up from a chair.
 - feel dizzy or weak.
- Call for assistance before getting out of bed or a chair, even when family or visitors are present.
- Always wear nonslip footwear. Non-skid slipper socks can be provided to you.
- If you use an assistive device, such as a cane or walker at home, use it while you are in the hospital.
- Wear your glasses, contact lenses and/or hearing aids while in the hospital.
- Help us keep things you need within your reach. If anything is out of your reach, please call for assistance.
- Follow staff instructions to prevent falls.

Remember: Call, don't fall!

Preventing Blood Clots

Anyone can develop a blood clot (also known as deep vein thrombosis). A decrease in activity can increase your risk.

- To prevent blood clots, your doctor may order medicines and/or a compression device.
- Ask your health care team about leg exercises that you can perform while you are in bed and other steps you can take to prevent a blood clot.

Preventing Bed Sores

Bedsore (also called pressure injuries) are easier to prevent than to treat. They are caused by pressure from staying in one position for too long.

- You can help avoid pressure injuries by frequently changing position when you are in bed or in a chair.
- If you suspect that you have a pressure injury, tell your doctor or nurse right away.

Smoking

For the health of our entire community, the Medical Center is a tobacco-free campus. Smoking is not allowed anywhere on the Rush campus, including all outdoor areas. If you would like help to quit smoking, please contact the following resources:

- The Illinois Tobacco Quitline at (866) QUIT-YES (784-8937), www.quityes.org
- For a primary care physician at Rush who can help, call Rush Physician Referral at (888) 352-RUSH (7874).



Going Home

The discharge time is typically 11 a.m., although you may leave earlier or later depending on your circumstances. When it is time to leave, the hospital staff will help you get ready. Since we currently are restricting visitors due to COVID-19 concerns, we may involve your family in discharge with a video conference. Your family can pick you up at the ground level of the Edward A. Brennan Entry Pavilion, 1620 W. Harrison St., across from the parking garage.

If your family is not available when you are discharged, you will be asked to wait in our comfortable discharge suite, conveniently located across from the information desk on the fourth floor of the Tower.

Discharge Instructions

Before you leave Rush, a member of your health care team will review with you the guidelines you should follow after you are discharged. Following these instructions is an important part of your treatment plan. Please feel free to ask any questions about these instructions.

Your Medical Records

To request a copy of your medical record after you leave the hospital, call Health Information Management at (312) 942-7262.

Online Access to Your Health Record

MyChart is an online tool that gives you access to much of your Rush electronic medical record. With MyChart, you can do the following:

- View results for most of the tests performed during your hospitalization
- Send messages to the care providers you see regularly when you're not in the hospital regarding non-urgent questions or concerns
- Schedule, request and cancel appointments
- View your medication list, discharge instructions and more
- Pay your medical bills
- Request prescription refills from your providers

Scan this QR code with your mobile device's camera to download the **My Rush** app



Before you leave the hospital, you will receive an activation code to sign up for MyChart. To sign up, find the code on the last page of your discharge instructions and go to mychart.rush.edu. Once you are signed up for MyChart, you can log in anytime at mychart.rush.edu or by using our free My Rush mobile app. You can download the My Rush app from the App Store or Google Play.

You can find more information about MyChart and its benefits at mychart.rush.edu.



Health Education Videos

Rush makes it easy to learn more about your care with short, two to three-minute health education videos. You and your family can view these videos on any device with internet browsing capability, such as your smartphone, tablet or computer. Go to rush.mychart.edu or open the My Rush app. The My Rush app is free to download on the App Store or Google Play.

About Your Stay

Going Home Checklist

Prior to leaving, please make sure that you take the following steps:

- Know why you were in the hospital and what to do if you have a problem at home.
- If you have any questions regarding your discharge plan, prior to leaving Rush, please contact your unit care manager. After discharge, please feel free to call the Care Management Office at (312) 942-4343.
- Confirm that you have a MyChart activation code on the last page of your discharge instructions. You will need this code to sign up online for MyChart.
- Arrange a follow-up visit with your physician.
- Review with your physician, nurse or pharmacist all information about the medications and care you will need at home. Remember to ask for any medications you brought with you to the hospital when you were admitted.
- Make certain that you have all the prescriptions that you need (they can be filled at the Rush Professional Building pharmacy).
- Check your room for any belongings you may have left in the drawers or closet.
- Pick up any valuables you may have left with the Admitting/Registration Department.
- Confirm that you have transportation home.



Rush Care Call

You may receive an automated phone call after being discharged so we can see how your recovery is going and provide help if needed. The call will be from (443) 333-8600, and your caller ID may display that it is a Rush phone number.

- You may receive a call from our automated system within two days after leaving the hospital.
- The automated system will ask you a few questions about your health and progress. Answer the questions using the phone keypad.
- Your answers will be reviewed by a Rush nurse. Based on your responses, a nurse may call you to offer help and further instructions.

Completing this call is an important step toward improving your health. We want to make sure your recovery is progressing, so we will attempt to reach you another time if we don't connect at first.

Arranging for Care After You Leave

Social workers and nurse care managers at the Medical Center are available to help you and your family plan for your care after you leave the hospital.

- They can provide you with information about community services, rehabilitation services and extended care facilities.
- They also can help you plan for any special financial needs. To request their assistance, please call (312) 942-4343.

If your physician requests follow-up care for you in your home, the care manager will establish a discharge plan and will coordinate the information with a community service organization that you select. The agency staff will call you to establish a time for the first visit.



Financial Arrangements

- Your hospital bill reflects charges for the care you received, as well as daily room charges, room linens, housekeeping and some support services.
- Your bill also includes special charges for laboratory tests, X-rays, special therapies, blood processing, medications and other services ordered by your physician.
- You may receive a separate bill for professional services, such as those provided by anesthesiologists and consultants.
- Your health care insurance is a contract between you and your insurance company. You are responsible for paying any portion of your hospital bill not covered by insurance.
- You are responsible for knowing your insurance company's network providers. Patients' out of pocket expenses are usually greater when services are obtained outside of their approved network providers.

If you have questions or concerns about paying for your care, **you can get assistance by calling a financial counselor** at (312) 942-5967 or a billing service representative at (312) 942-5693.

- Whether it is before or after you receive services, our financial counselors and customer service representatives are happy to assist you and can be reached Monday through Friday from 8 a.m. to 4:30 p.m.
- They can assist with explaining hospital charges and insurance benefits, choosing payment options or applying for one of Rush's financial assistance programs, including limited income assistance and full financial assistance.

You can pay your bill online through your MyChart account. (For information about how to sign up for MyChart, go to the last page of your discharge instructions.) If you have a question about your bill, you can send a customer service request in MyChart that will be routed to a billing representative, or call (312) 942-5693 to speak to a billing representative.

Comments About Your Care

After your discharge, you may receive a survey sent to your home to ask you about your experience at Rush. Your feedback is extremely important to us. Please take a few moments to fill out the questionnaire. Patient responses such as yours help us with our ongoing improvements to patient care. For more information about your survey, please call (312) 942-6979.



Parking and Transportation

Discount Garage Parking

Discount parking coupons are available at a cost of five for \$35 and may be purchased at the parking office, located on the fourth floor of the main garage in the northeast corner. Discount coupons are not valid for valet parking.



Valet Parking

Valet parking is available at the following locations:

- The hospital's main entrance (1620 W. Harrison St.)
- The Professional Building (1725 W. Harrison St.), (312) 942-3720
- Orthopedic Building (1611 W. Harrison St.)

Parking for People With Disabilities

People with disabilities with proper identification receive a discounted rate for valet parking. For people needing wheelchair transport, assistance is available at the valet parking entrances at the hospital, Professional Building and the Orthopedic Building.

Designated parking for people with disabilities is available on the fourth and fifth floor levels of Section A in the garage. A valid disability license plate or placard must be visible.

Taxis and Public Transportation

The valet parking and information desk staff in the hospital's main entrance can call a cab for you.

Two wheelchair accessible CTA train stops are located near Rush: the Polk stop at Polk Street and Paulina Street (Pink Line) and the Illinois Medical District stop at Paulina Street and the Eisenhower Expressway (Blue Line).

Bus service is available at multiple locations around the Medical Center.

For more information, please call (888) YOUR-CTA (968-7282) or visit www.transitchicago.com.





Dining Options

Visitor Meal Trays

Meal trays can be ordered for permitted visitors for inpatients and delivered directly to the patient's room. Guest trays are \$10, and a credit card is required for meal purchase. To place an order, call Food and Nutrition Services at 2-3663 (FOOD).

Restaurants

Located on the second floor of Armour Academic Center (on the southeast corner of Harrison Street and Paulina Street), the **West Side Food Hall** offers specialty coffees, smoothies, deli sandwiches, and other grab and go options. Hours of operation are 6:30 a.m. to 3:30 p.m. on weekdays (excluding holidays).

Panera operates restaurants for visitors at the following locations, which offer grab and go/quick serve options.

- The location on the fourth floor of the Atrium Building is open 24 hours a day, seven days a week.
- A smaller kiosk located on the ground floor of the Professional Building is open Monday through Friday, 6:30 a.m. to 4 p.m.

Room 500, located on the fifth floor of the Professional Building, offers the following services:

- Sit-down service is available from 11 a.m. to 2 p.m. on weekdays. The restaurant offers freshly made salads, sandwiches and hot entrees. Reservations are preferred, but not required. Cash is not accepted.
- Take-out service, which includes sandwiches, salads and specialty coffees, is available on weekdays from 7 a.m. to 2 p.m. Visit the online platform to order and pay: <https://www.toasttab.com/room%20500>. Food is made to order and ready for pickup in 20 minutes at the reception desk outside of Room 500, in front of elevator one.
- Mobile food carts offer hot and cold prepackaged meals and weekly specials. The carts travel through the Medical Center on weekdays from 7 a.m. to 2 p.m.

Subway offers sandwiches, salads, snacks and fountain drinks. It is located on the first floor of the Sofija and Jorge O. Galante Orthopedic Building, 1611 W. Harrison St. Subway is open at the following times:

- Monday through Friday, 6:30 a.m. to 9 p.m.
- Saturday, 7 a.m. to 5 p.m.
- Sunday, 10 a.m. to 5 p.m.

Coffee Shop

Starbucks is located on the first floor of Armour Academic Center (on the southwest corner of Harrison Street and Paulina Street). It is open from 5 a.m. to 7 p.m. on weekdays, and from 6 a.m. to 6 p.m. on the weekend.

Vending Machines/Farmer's Fridge

Open 24 hours daily, vending machines are located throughout the Medical Center. They include Farmer's Fridge machines, which offer healthy meal options. Ask anyone working on your unit for directions to the nearest machines.

Additional Services

Rush offers a variety of convenient services to help make your stay easier and more comfortable.



Chapel/Pastoral Services and Spiritual Support

The J. Hall Taylor Memorial Chapel, located on the first floor of the Kellogg Building near elevator C, is open 24 hours a day.

The Meditation Room, located on the fourth floor of the Tower in the Smith Family Lounge, is open 24 hours a day for quiet meditation and reflection.

For information on these and other services or to see a chaplain, please call (312) 942-5571 or have the on-call chaplain paged at 85-7151.

Meditative Music Channel

A meditative music channel with soothing nature scenes is available 24 hours a day on channel 65 of your room's television.

Ethics Consultation Service

In cases where support is needed to make difficult medical choices, the Medical Center offers an ethics consultation service for you and/or your family. This service is available at no charge, 24 hours a day, seven days a week. If you would like assistance or information, please call the operator and ask to have the ethics consultation service paged at 85-7055.

Resource Centers

Rush has two resource centers available to patients. They are located on the fourth floor of the Tower and on the fourth floor of the Johnston R. Bowman Health Center.

- The centers provide access to health information, community resources and emotional support.
- The centers' staff assists patients by providing information about Rush services and helping them navigate other resources within their community that are specific to their needs.
- Brochures and health information materials as well as computer stations are available.

For Patients and Visitors With Disabilities

If you have a disability or have special needs, ask a staff member for assistance, or contact the Hospital Guest Relations Department at (312) 942-5574. We will make every effort to provide you with the assistance you need. You can request a wheelchair at the information desk at either the fourth floor of the Atrium or the Edward A. Brennan Entry Pavilion on the first floor of the Tower. You may also request that staff working with you wear a transparent face mask when needed for communication. If you have other questions, feel free to contact a representative of the ADA Task Force Committee at (312) 942-1999 or disability_access@rush.edu.

Interpreter Services

Qualified foreign and sign language interpreters and other auxiliary aids and services (magnifying reading glasses, hearing assistance devices, clear masks, communication boards and large button telephones) are available free of charge to people who have limited English proficiency or are deaf or hard of hearing. For assistance, please contact any Medical Center personnel or the Interpreter Services Office at (312) 563-2987.

Hotels and Other Accommodations

A variety of hotel and other accommodations are available for family and friends who wish to stay on or near the Rush campus while a loved one is in the hospital. A listing of places to stay is available at www.rush.edu in the site's Patients and Visitor Services section.



Automated Teller Machines (ATMs)

Cash stations are located on the ground floor of the Edward A. Brennan Entry Pavilion, the fourth floor of the Armour Academic Center and the fourth floor of the Atrium Building.

Mail Services

Rush volunteers deliver U.S. mail to patients Monday through Friday.

Newspapers

Newspapers are available for purchase on Monday through Friday from the Hospital Guest Relations Department. Call (312) 942-5574 or visit suite 442 of the Atrium Building, next to the Atrium Gift Shop. In addition, newspaper dispensers are located near the fourth floor pedestrian bridges.

Notary Public

If needed, the services of a notary public are available to you at no cost.

- We ask that family, friends or legal counsel serve as witnesses for legal transactions. Hospital staff cannot serve as witnesses.
- For more information, call (312) 942-5967.



Woman's Board Gift Shops

The Rush Woman's Board operates two gift shops at the hospital offering items for patients, their families and other visitors. The Woman's Board donates all net proceeds from the gift shops directly to the Medical Center.

- The Tower Gift Shop, (312) 947-0497, is located on the fourth floor of the Tower and is open Monday through Friday, 8 a.m. to 5 p.m.
- The Atrium Gift Shop, (312) 942-4244, is located on the fourth floor of the Atrium Building and is open Monday through Friday, 9 a.m. to 5 p.m.

Rush Physician Referral Service

If you or a family member would like assistance finding a doctor at Rush or to make an appointment with one, please call our toll-free physician referral number: (888) 352-RUSH (7874). The service takes calls between 8 a.m. and 5 p.m., Monday through Friday and from 8 a.m. to 1 p.m. on Saturdays. Or visit our online physician directory at www.rush.edu/findadoctor, available 24 hours a day.

Rush Website

For additional information about Rush, please visit our website at www.rush.edu.

Patient Responsibilities and Rights

At Rush, we encourage our patients to partner with their health care providers to be actively involved in their care.

Patient Responsibilities

Communication

Patients are responsible to provide information about past illnesses, hospitalizations, medications and other matters related to health status. To participate effectively in decision making, patients must be encouraged to take responsibility for requesting additional information or clarification about their health status or treatment when they do not fully understand information and instructions. Rush expects our patients to:

- Communicate openly and honestly with your care providers. Provide information about past illnesses, hospitalizations, medications and other health-related matters.
- Notify your health care provider of any pain you are experiencing, and work with the staff to achieve effective pain management.
- If you do not fully understand instructions or information about your condition or treatment, ask your health care provider questions to make sure you know the facts and details about your plan of care.

Patients are also responsible to ensure that the health care institution has a copy of their written advance directive if they have one. Advance directives are written instructions that convey to your doctors and your family what kinds of treatments you want in case you become unable to make medical decisions for yourself. Advance directives include:

- **Durable Power of Attorney for Health Care** – a document that appoints someone to make health care decisions on your behalf if you are unable to express your wishes.
- **A Living Will** – a document that allows you to describe your wishes about the discontinuance of death-delaying procedures if you become terminally ill and are unable to express your wishes.

For more information, contact your physician, or the Department of Religion, Health and Human Values at (312) 942-5571. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.

Awareness

Patients should also be aware of the hospital's obligation to be reasonably efficient and equitable in providing care to other patients and the community. The hospital's rules and regulations are designed to help the hospital meet this obligation. Patients and their families are responsible for making reasonable accommodations to the needs of the hospital, other patients, medical staff and hospital employees. Patients are responsible for providing necessary information for insurance claims and for working with the hospital to make payment arrangements.

A person's health depends on much more than health care service. Patients are responsible for recognizing the impact of their lifestyle on their personal health.

Collaboration

At Rush, we take a collaborative approach to your care by partnering with you and your family. As an active participant in your care, you have certain responsibilities that will help in the effectiveness of your care and your satisfaction with your care. Rush asks you to:

- Provide necessary information for insurance claims and work with the hospital to make payment arrangements when necessary.
- Refrain from aggressive behavior — verbal or physical. Rush is a safe and healing place, and this behavior is not tolerated. Physical assault will be reported to law enforcement. For security assistance at Rush University Medical Center, call (312) 942-5678.
- Respect the rights and property of other patients, visitors and staff. Rush and its staff stand against any form of discrimination, whether based on age, race, ethnicity, ancestry, marital or parental status, veteran's status, religion, culture, language, disability, sex, sexual orientation, gender, gender identity/expression, socioeconomic status or any other category protected by federal or state law or county or city ordinance. Rush expects our patients and visitors to adhere to our values in their interaction with our staff and each other.
- Abide by the facility rules, regulations and hospital guidelines, including keeping our campus smoke-free.

Patient Rights

A patient has the right to the following:

- Participate in the development and implementation of your plan of care.
- Receive important information about your care and visitation rights in a preferred language.
- Care free from discrimination (based on age, race, ethnicity, ancestry, marital or parental status, veteran's status, religion, culture, language, disability, sex, sexual orientation, gender, gender identity/expression, socioeconomic status or any other category protected by federal or state law or county or city ordinance). This also applies to any person who may have the legal responsibility to make decisions regarding medical care on the patient's behalf.
- Receive care and treatment that respects your cultural and personal values, beliefs and preferences to the extent permitted by law and hospital policy.
- Review or obtain copies of your medical record within a reasonable timeframe.
- Access or request information regarding your protected health information (PHI) under the Health Insurance Portability and Accountability Act (HIPAA), including but not limited to a change of your medical record, or disclosure of your health information in accordance with law and regulation.
- Request and receive an itemized copy of your bill.
- Have a family member or representative of your choice and your personal physician notified upon your admission to Rush University System for Health.
- Make informed decisions regarding your care. This includes being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment. If you are unable, for whatever reason, to act on your behalf, a representative may act for the patient.
- Formulate advance directives concerning your health care with which Rush will comply to the extent permitted by law.
- Receive care in a safe setting.

Patient Responsibilities and Rights

- Personal privacy.
- Know the potential risks and benefits of procedures and treatments.
- Receive discharge instructions and be informed of any recommendations for continued health care needs following discharge.
- Ask for information regarding staffing levels, staff training and education, and staffing assignments. You have the right to receive this information from a supervisor within two hours during business hours and within four hours outside of business hours.
- Have your family and/or your own physician promptly notified of your admission to the hospital.
- Ensure your communication needs are met, taking into account any vision, speech, hearing or cognitive impairments. Qualified interpreter and translation services and auxiliary aids can be made available at no charge while you are in the hospital by contacting:
 - Rush University Medical Center and Rush Oak Park Hospital: (312) 563-2987 (TTY: 1-312-563-2987).
- Be free from all forms of abuse and harassment, including neglect, retaliation and humiliation.
- Be free from any form of restraints that are not medically necessary, and be free from seclusion and restraints that are used as a means of coercion, discipline, convenience or retaliation. Seclusion or a restraint can only be used when needed to ensure a patient's physical safety or improve a patient's well-being and when less restrictive alternatives have been determined to be ineffective.
- Have a family member, friend or another individual be present with you for emotional support during the course of the hospital stay, as long as the individual's presence does not infringe on others' rights, safety, or does not endanger the health or safety of the patient. The patient also has the right to withdraw or deny such consent at any time.
 - Rush University System for Health will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sexual orientation, gender identity or disability.
 - Rush University System for Health shall ensure that all visitors designated by the patient enjoy visitation privileges that are not more restrictive than those that immediate family members enjoy.
- Be informed of the name of your physician, clinical psychologist or other practitioner who has the primary responsibility of your care, treatment or services.
- Privacy rights established under the Health Insurance Portability and Accountability Act (HIPAA). These rights are outlined in the Notice of Privacy Practices (NPP), which is provided to each new patient at Rush.
- File a complaint or grievance with Rush University System for Health. This may be done orally or in writing. The goal of Rush is to provide health care that is supportive and patients are assured that the presentation of a complaint or concern will not compromise treatment.

Rush University System for Health has the burden of proof to demonstrate that a visitation restriction is necessary to provide safe care. When visitation would interfere with the care of the patient and/or the care of other patients, it would be considered clinically appropriate to place a visitation restriction — for example, if the patient is undergoing care interventions, or there are infection control issues. Other situations where restrictions are appropriate include disruptive, threatening or violent behavior by a visitor; the patient's need for rest or privacy; existing court orders restricting contact of which Rush is aware; limitations on the number of visitors during a specific period of time; and minimum age requirements for child visitors.

If patients, for whatever reason, are unable to understand their patient rights, health care providers will provide whatever assistance is reasonably necessary to assist the patients in understanding their rights. This may include (but is not limited to) the use of assistive devices for the hearing and seeing impaired or the use of interpreters for those who are not proficient in English.

Patient Complaints

Rush's goal is to provide supportive health care. We want to know if you are not satisfied with your care or if you feel like you have been denied any of your patient rights. You can be assured that any complaint or concern will not compromise your treatment.

Complaints Concerning Denial of Patient Rights

If you are a patient and feel you have been denied any of your patient rights, or have suffered harm or physical injury as a result of your care at any of our facilities, please contact the below departments:

- Patient Relations Department at (312) 942-6979 or patient_relations@rush.edu.
- Office of Risk Management at (312) 942-7828.

The appropriate department will promptly investigate the complaint and respond or provide an update within 30 days. Depending on the nature of the complaint and the need to further investigate the facts, we may provide a written response to the patient's complaint. In the resolution of a grievance, the appropriate department will provide the patient with written notice of the decision, which will contain the name of the hospital contact person, the steps taken on behalf of the patient to investigate the grievance, the results of the grievance process and the date of completion.

Patients may also contact the following:

- Illinois Department of Public Health: (800) 252-4343 (phone); (800) 547-0466 (TTY)
 - Illinois Department of Public Health
Office of Health Care Regulation
Central Complaint Registry
525 W. Jefferson St., Ground Floor
Springfield, IL 62761-0001
- Joint Commission Office of Quality and Patient Safety
 - The Joint Commission
Office of Quality Monitoring
1 Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: (630) 792-5636

Patient Responsibilities and Rights

- Office for Civil Rights: (800) 368-1019 (phone); (800) 537-7697 (TTY)
 - Office for Civil Rights
U.S. Dept. of Health and Human Services
200 Independence Ave., SW
Washington, DC 20201

The Grievance Committee, as authorized by the Board of Trustees, will, on a quarterly basis or as soon as is practical, review and reconcile any grievance that remains unresolved through the process. If the patient is dissatisfied with the resolution of a complaint involving the denial of patient rights, they may contact the Illinois state agencies directly.

Other Complaints

Some patient complaints may not involve the denial of patient rights or harm or physical injury, but they are still important to Rush. All complaints will receive attention and consideration. Many questions are best addressed by personnel on nursing units. Patients should contact their nurse if they have a question about their care, the communication with their health care providers, the manner in which their room is cleaned, their preferences concerning food and beverages, or anything else that bothers them about their stay at any of our Rush hospitals.

If they prefer, the patient can contact the hospital-specific departments about other complaints.

Medicare Patients' Concerns About Premature Discharge

A Medicare Important Message About Your Rights notice is issued for every admission. This notice outlines the procedure to follow if the Medicare patient feels that they are being discharged too soon. This notice will be issued before admission or within two days of admission. The patient may elect to assume personal responsibility for the payment if the appeal process that is outlined in the included Medicare Important Message About Your Rights notice.

Patients may contact the hospital-specific financial counselors regarding questions about premature inpatient discharge. For Rush University Medical Center patients, you can contact the financial counselors at (312) 942-5967, Monday through Friday, 8 a.m. to 4:30 p.m.



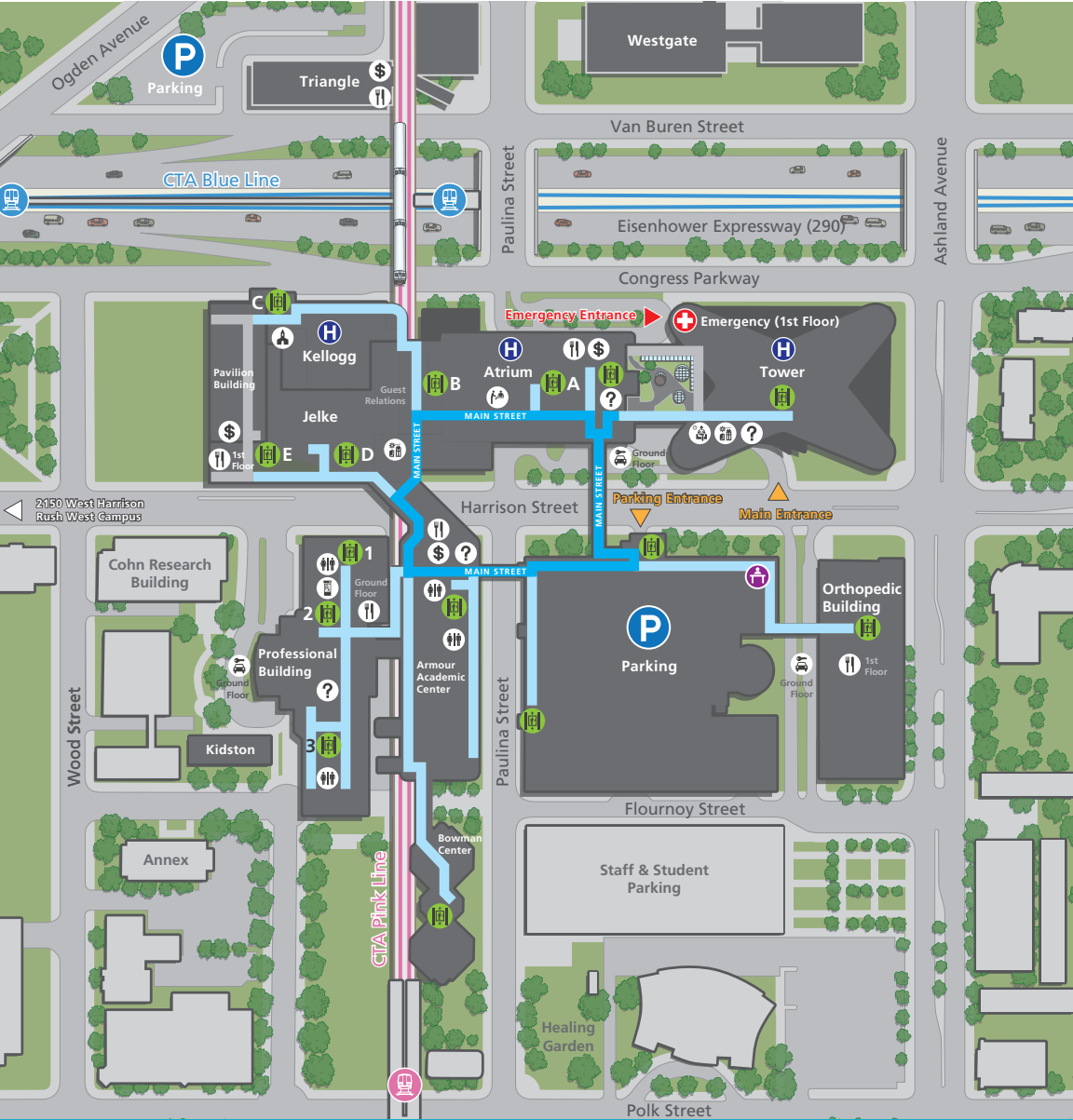
RUSH

***Excellence
is just the
beginning.***



Getting Around at Rush University Medical Center

4th Floor Main Street Map



KEY



NORTH

Discount parking tickets are available for patients and their visitors in the Parking Office.

- | | | | | | |
|-----------|------------------|--------------|-------------|----------|----------------------------|
| Emergency | Public Elevators | Restrooms | Restaurant | ATM | Vending |
| Hospital | Information | Registration | Coffee Shop | Pharmacy | Parking Office (4th floor) |
| Parking | Valet | Lounge | Gift Shop | Chapel | |

Important Phone Numbers

Admitting/Registration Department	(312) 942-5700
Billing/Financial Counselor	(312) 942-5693
Care Management	(312) 942-4343
Chaplain's Office	(312) 942-5571
Find-a-Doctor	(312) 942-5555, (888) 352-RUSH
Food and Nutrition Services	(312) 942-3663
Gift Shops	
Tower Shop	(312) 947-0497
Atrium Shop	(312) 942-4244
Giving to Rush	(312) 942-6112
Home Infusion Solutions	(800) 722-6123
Hospital Guest Relations	(312) 942-5574
Hospital Operator/Information	(312) 942-5000
Housekeeping	(312) 942-5290
Interpreter Services	(312) 563-2987
Lost and Found	(312) 942-5678
Maintenance	(312) 942-FIXX (3499)
Medical Records and Birth Certificates	(312) 942-7262
(Health Information Management)	
Parking Garage	(312) 942-6594
Patient Relations (compliments/complaints)	(312) 942-6979
Professional Building Pharmacy	(312) 563-2245
Security Department	(312) 942-5678










































For numbers not listed, call the hospital operator/information at (312) 942-5000;
TTY/ TTD (312) 942-2207.






















**When dialing phone numbers with a 947-, 942- or 563-prefix from within the Medical Center, simply dial the last five digits.*

State and Regulatory Agencies

Illinois Department of Public Health (complaints)	(800) 252-4343
The Joint Commission	(800) 994-6610

Rush Television Programming

Channel Guide	1	 TBS	23
 CBS (WBBN) 2	2	 TNT	24
 UPN (WPWR) 50	4	 USA Network	25
 NBC (WMAQ) 5	5	 FX	26
 Me TV (WWME) 23	6	 Syfy	27
 ABC (WLS) 7	7	 We TV	28
 The U (WCIU) 26	8	 Lifetime	29
 CW (WGN) 9	9	 Hallmark Movies & Mysteries	30
 ION (WCPX) 38	10	 Univision	31
 PBS (WTTW) 11	11	 Galavisión	32
 Fox (WFLD) 32	12	 HGTV	33
 Telefutera (WXFT) 60	13	 Ovation	34
 Univision (WGBO) 66	14	 History	35
 Telemundo (WSNS) 44	15	 TLC	36
 Headline News	16	 Discovery Channel	37
 Bloomberg Television	17	 A&E	38
 CNN	18	 Animal Planet	39
 BBC America	19	 Nickelodeon	40
 MSNBC	20	 Cartoon Network	41
 Fox News Channel	21	 Teen Nick	42
 E! Entertainment Television	22	 Freeform	43

	AMC American Movie Classics	44
	TCM Turner Classic Movies	45
	TV Land	46
	Disney East	47
	Disney Junior	48
	Food Network	49
	Bravo	50
	National Geographic Channel	51
	NASA	52
	Big Ten Network	55
	ESPN2	56
	ESPNU 208	58
	NBC Sports Network	59
	Swank Movie - Children	60
	Swank Movie - Spanish	61
	Swank Movie - Adult	62
	Wellness Channel	63
	Rush Information	64
	Pediatrics Information	66
	San Diego Zoo Kids	67
	Newborn Channel English	68
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Both Rush University Medical Center and Rush Oak Park Hospital comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (312) 563-2987.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (312) 563-2987.



Excellence is just the beginning.

Rush University System for Health (RUSH) is an academic health system whose mission is to improve the health of the individuals and diverse communities it serves through the integration of outstanding patient care, education, research and community partnerships. RUSH comprises Rush University Medical Center, Rush Copley Medical Center, Rush Oak Park Hospital and Rush University, as well as an extensive providers network and numerous outpatient care facilities. Rush University, with more than 2,500 students, is a health sciences university that comprises Rush Medical College, the College of Nursing, the College of Health Sciences and the Graduate College.