
A Guide to Your Hospital Stay



Rush Copley Medical Center

Welcome to Rush Copley Medical Center.

At Rush Copley, we recognize that patients rarely look forward to a hospital visit. That's why we want you, your family, and visitors to remember that our first priority is providing an accurate diagnosis, effective treatment and reliable recovery — all in a comfortable, caring environment. To this end, each Rush Copley physician, nurse and staff member is dedicated to delivering excellence in care.



We also know that your comfort goes beyond effective medications and friendly faces, so each aspect of care is designed to optimize your experience. If you have a taste for a favorite meal, you can count on room-service style dining whenever you're hungry. Just call extension 3663 to place your order (within your dietary restrictions, of course). In addition, you may enjoy having a furry, four-legged visitor from our pet therapy program brighten your day. And, if you need a personal computer with Internet access at your bedside, a nurse or a volunteer will accommodate your request. These are only a few of the amenities that elevate our care to a higher level.

In fact, we're so committed to providing exceptional service that we offer a guarantee. If you feel we haven't lived up to our "Promise," in any way, we'll respond with a small gift. Just speak with your nurse or any staff member.

Meanwhile, feel free to contact your nursing supervisor with any concerns by dialing "0" and the # sign. If I can help, please contact me by calling extension 4977 during business hours or emailing John.Diederich@rushcopley.com. I'd enjoy hearing from you.

We appreciate the trust you've shown by choosing Rush Copley and we're committed to providing you with excellence in care.

Sincerely,

John Diederich

President & Chief Executive Officer



About Rush Copley

Rush Copley Medical Center has provided quality health care to the residents of greater Fox Valley for more than 130 years. The 210-bed hospital has received an A grade for safety from The Leapfrog Group, earned Magnet accreditation from the American Nurses Credentialing Center and is proud to be a designated leader in LGBTQ Healthcare Equality by the Human Rights Campaign Foundation. With nearly 500 physicians on staff in more than 60 specialties, Rush Copley is the destination for excellence in health care with an academic connection to the Rush University System for Health.

Rush Copley Medical Center is an equal opportunity organization that encourages diversity in all aspects of its services and operations. Receive care and treatment regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or source of payment.

**Most doctors on staff at Rush Copley are independent practitioners and are not employees or agents of the hospital or any of its affiliates. These doctors have chosen Rush Copley as a place to treat and care for their patients.*

Visitor Information

As a place of healing we believe patients need a restful, quiet environment. Therefore, Rush Copley has established visiting guidelines in the interest of better serving our patients.

- Rush Copley Medical Center's policies regarding visitation permit patients to designate the support person of their choice.
- Anyone experiencing fever, cough, cold symptoms or other signs of illness should not visit patients.
- Current hospital visiting hours and information is available at rush.edu/Visitors.

No Smoking, Please

Smoking is not permitted while at Rush Copley. This includes electronic cigarettes, vaping and cannabis. The entire campus is smoke-free, including all entrances and outdoor areas . If you must smoke while accompanying a patient, please smoke only in your vehicle.

Firearms Policy

Rush Copley is a gun-free facility.

Gift Shop

The Glass Promenade Gift Shop features unique gifts, cards, magazines, jewelry, clothing, newborn gifts, flowers, candy, toiletries and other items. Proceeds from the gift shop benefit patient care at Rush Copley. Items purchased from the gift shop may be delivered to your room, but cannot be charged to your hospital bill. Visa, MasterCard, Discover and American Express are accepted. Please call the gift shop at extension 4828.

The Glass Promenade is located in the main lobby. Hours of operation are:

Monday – Friday

9 a.m. to 5 p.m.

Saturday

10 a.m. to 2 p.m.

Saturday and Sunday

Noon to 4 p.m.

Waiting Areas

Visitors can meet and gather together in waiting areas located throughout the hospital. Ask a Rush Copley staff member to direct you to the nearest visitor waiting area. Free wireless Internet access is available in most waiting areas. Waiting areas include:

- Surgery Family Waiting (near the main entrance)
- Family Birth Center (near the Women's Health entrance)
- First floor waiting area (near Intensive Care and Intermediate Care areas)
- Medical/Surgical waiting area (outside of the Medical/Surgical unit)
- Solariums and large windows overlooking the campus (most patient care areas).

Information Desk

Two information desks are available for assistance. One is located in the main lobby and is staffed from 7:30 a.m. to 8 p.m., seven days a week. It can be reached by calling extension 6226. The second is located in the Professional Office Building lobby and is staffed from 7:30 a.m. to 4 p.m., Monday through Friday. It can be reached at extension 6336.

Accommodations and Dining

Your Room

Your room assignment is based upon your admitting diagnosis and the bed available on the day of your admission. All rooms are private (single bed).

Your Hospital Bed

Your hospital bed is electrically operated, and your caregiver will show you how to use it properly. Your hospital bed may be higher and narrower than your bed at home. Bedside rails are for your protection. They may be raised at night or during the day if you are resting, recovering from surgery or taking certain medications. The bed has a mattress designed to relieve high pressure points, reduce the possibility of bedsores and increase comfort. Please note that the lighting controls are most easily accessed while in bed.

With the control panel on your bed, you can adjust:

- Bed height
- Bed lights
- Television
- Bed positioning
- Room lighting

Personal Hygiene

Taking care of personal hygiene can help patients feel and look better. Bathing options include bath wipes, bed bath or assisted shower. Patients who are able to bathe without assistance may do so with their doctor's permission. Please speak with your caregivers for assistance.

No Smoking, Please

Smoking is not permitted while at Rush Copley. This includes electronic cigarettes, vaping and cannabis. We understand this policy may cause you difficulty; however, we ask that you do not go outside (on patios, near exits, etc.) to smoke since the entire campus including all outdoor areas is smoke-free. In addition to being against hospital policy, smoking on campus is unsafe because nurses and clinical staff cannot monitor your condition while away from patient-designated areas. In order to make you more comfortable while here, we can obtain an order from your physician for either medication or a nicotine patch. If you have any questions or need assistance in complying with our smoke-free environment, please call the Patient Advocate at extension 4832 or nursing administrative supervisor at extension 4769.

Room Temperature

The temperature in your room can be adjusted to a level comfortable to you. Just ask one of your caregivers for assistance.

Calling Your Caregiver

You can reach a caregiver by pressing the “Call” button located on your handheld control. When you press this button, a caregiver will come to your room and respond to your needs.

Patient Spokesperson

Hospitalized patients are often medicated and undergoing a variety of tests and procedures. While we stress the importance of participating to the extent you can in your care, we highly recommend you appoint a trusted family member or significant other to serve as your spokesperson during your stay. This person can help you remember questions you have about your condition and care, and update other family members as appropriate. Rush Copley is committed to including your loved ones in your care. We understand and interpret the terms “family” or “family member” to include the following:

- Biological and/or legal family members (e.g., spouse, children, siblings, parents, grandparents)
- Extended family members (e.g., grandchildren, nieces, nephews, uncles, aunts)
- Other visitors of your choice (e.g., domestic or civil union partners of the same or different sex, significant others, caretakers, guardians, agents, friends), regardless of sexual orientation, gender identity or expression.

During the Night

Please stay in bed at night. Strange surroundings and medications given to reduce pain or help you sleep may create a hazard if you get out of bed. For assistance, use your call button.

Computer and Internet Access

Rush Copley has laptop computers with Internet access available for your use during your hospital stay. Your caregiver is happy to assist you with obtaining a computer.

Telephone

The telephone in your room can be used to make or receive calls. If at any time you need assistance, please ask your caregiver.

Leaving Your Room

If you are able and have a doctor's order, you're invited to leave your room and walk around the patient care center. There is a solarium area including seating in many of the centers. You are welcome to visit other areas of the hospital including the Waterfront Café on the lower level, but please let your caregiver know if you plan to leave the unit so your care is not interrupted.

Dining Options

Enjoy At Your Request — Room Service® for healthy meals that meet your dietary requirements. Our goal is to deliver a fresh, hot meal prepared by our hospitality staff and delivered within 45 minutes of your order. If you have special needs or requests, please let us know. Once your doctor has determined your dietary needs, you may have the option to order from the At Your Request — Room Service® menu. Some items on the menu may not be appropriate for your diet and our dietary associates are trained to help you select meals. Registered dietitians are available for additional help if needed. To place an order, press the Menu/Food Service button on your phone (or dial extension 3663). Room service is available between 6:30 a.m. and 2 a.m. If a family member would like to place a meal order from home for a patient, please call (630) 978-6239.

Guest Dining Options

Visitors may order a meal from the Room Service® menu by pressing the Menu/Food Service button or by dialing extension 3663 on the phone. The meal includes your choice of soup or salad, one entrée, two side dishes, two beverages and a dessert. Payment upon delivery can be made with a credit card.

The Waterfront Café

Located on the lower level of the hospital, The Waterfront Café is open from 7 a.m. to 6:30 p.m. daily and features hot entrées, a deli, salad and soup bar, desserts, hot and cold drinks, juice, snacks and much more.

Meal service hours:

Breakfast 7 to 9:30 a.m.

Lunch 11 a.m. to 1:30 p.m.

Dinner 4:30 to 6:30 p.m.

A vending area, located in The Waterfront Café, is accessible 24 hours a day.

Jazzman's Cafe

There are two Jazzman's locations to serve you. One is in the main hospital lobby and the other one is in the front entrance of the 2040 Professional Office Building. Jazzman's offers a wide variety of gourmet coffees, sandwiches, salads and fresh baked goods.

For the Patient with Diabetes

If blood glucose monitoring is part of your care while hospitalized, coordination of meal delivery and blood sugar testing is crucial to help manage your blood sugars. It is important to notify your nurse when your tray is delivered. Our dietary staff associates are trained to assist with your order. If further help is needed, our staff of registered dietitians can assist you or your family.

Food from Outside the Hospital

Rush Copley allows visitors and guests to bring food for patients from outside the campus. However, we ask that patients who have been placed on special diets by their doctors eat meals prepared by the hospital's nutrition services in order to protect their health and safety. We understand that there may be unique circumstances for bringing food from home or outside this facility. Special situations for patients may include:

- Improving a poor appetite
- Preparing foods to meet the patient's preferences

If you feel you have a special situation, please speak with your caregiver to make arrangements.

When bringing a patient food from outside the hospital, please follow these guidelines:

- Check with the patient's caregiver to make certain the food doesn't conflict with any dietary restrictions. Rush Copley has registered dietitians that can help with any special diet needs for a patient. Dietary restrictions may change on a day-to-day basis.
- Bring enough food for only one meal at a time. Only unopened containers with expiration dates, such as packaged drinks, pudding or yogurt, can be stored in the unit refrigerator, and only if it has not already entered the patient's room.

While patients are hospitalized, their immune systems may be impaired and less able to fight infection. It is important to have good nutrition and food that is served safely. Here are some tips for safe handling:

- Wash hands, cooking utensils and food surfaces well before cooking.
- Make sure food is cooked to the proper internal temperature.
- Cold food should be kept below 40 degrees F in an insulated bag or cooler when transporting from home; use plenty of ice or frozen ice packs.
- Hot food should be kept at or above 140 degrees F. Wrap it well and place in an insulated container for transport.

About Your Care

Intentional Rounding

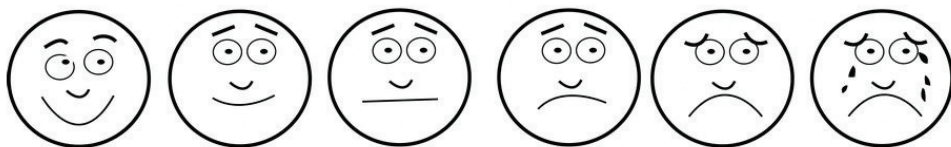
Active nursing rounds, known as intentional rounds, are used by the nursing care team at Rush Copley. Every hour a member of your nursing care team will visit your room to assure your needs are being met. By communicating and partnering with you and your loved ones, we are better able to address your needs and provide quality care during your stay.

Medical Response Team

If you or a family member feels that your condition is worsening and needs immediate attention, please call extension 3333 for immediate attention by the Medical Response Team. Similar to calling “911” in an emergency, calling extension 3333 will alert the Medical Response Team to immediately respond and evaluate your condition.

Pain Control

If you are experiencing pain while in the hospital, please tell your doctor, nurse or any caregiver about it right away. Controlling your pain will help you feel better and recover faster. Pain control can mean proper medications, repositioning or even a backrub. You may be asked to rate your level of pain, with zero being no pain to 10 being the worst possible pain. Use the scale below to describe how much pain you have. Your doctor or nurse will keep track of your pain rating to help determine if the pain control method is helping you. It's best to keep pain levels at five or below, so be sure to alert your doctor, nurse or caregiver before you experience severe pain. If you have experienced side effects from medication in the past, please let us know.



Quiet Time

Patients and family members may notice quiet time in their unit. During this time lights are dimmed in hallways and the nurses encourage quiet to allow patients to rest and heal.

Patient Rights and Responsibilities

Partnering with our patients we provide care consistent with sound medical practices within the facility's capacity, mission statement, rules and regulations. As our patient, you have the right to:

Access

- Receive care and treatment regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or source of payment.
- 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 time frame.
- Access or request information regarding your Protected Health Information under 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.

Coordination of Care

- Participate in your plan of care, treatment, pain management and discharge.
- Have a significant other or family member notified and involved in your care to be able to act as an advocate on your behalf.
- Know the identity of your physicians, nurses, and others involved in your care (such as students or residents).
- Have your pain managed with a timely response in order to maximize your comfort.

Support

- Have a family member, friend or other individual be present for emotional support during your care and treatment.
- Have your spiritual needs met.
- Choose and receive visitors designated by you or your support person consistent with your preferences.

Information and Communication

- Receive information about your care in a language that you can understand, free of charge.
- Have your communication needs met, taking into account any vision, speech, hearing or cognitive impairments. Qualified interpreter and translation services and auxiliary aids can

- Voice your concerns, grievances or conflicts regarding your care without fear of retaliation and be assured that they will be investigated by appropriate staff in an effort to provide timely resolution.
- Accept or refuse any treatment, including research studies, to the extent permitted by law and be informed of the risks involved with refusal of care.
- Be given complete and current information about your diagnosis, plan of care, treatment options, and possible outcomes in a manner that you can understand.
- 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 notified of your admission to the hospital.

Respect, Dignity and Personal Comfort

- Receive considerate, respectful care with recognition of your personal dignity.
- Be assured of the confidentiality of your medical information.
- Have your privacy respected.
- Be cared for in a safe, clean and healing environment.
- Receive care free of unnecessary restraints, abuse and harassment.
- Make informed choices regarding your treatment including the choice to refuse treatment.
- Complete Advanced Directives and have those wishes followed to the extent permitted by law and hospital policy. These include Living Will, Power of Attorney for Health Care, or Declaration for Mental Health Treatment.
- Designate someone to make decisions if you are not able, with the expectation that the hospital will honor your wishes to the extent permitted by law and hospital policy.

As a patient you have the responsibility to:

- Provide accurate and complete information as requested, including your medical condition, race and ethnicity; report any unexpected changes in your condition; and advise the appropriate staff of any advance directives you have executed.

- Follow the treatment plan recommended, ask questions regarding your plan of care and inform the appropriate staff when you do not understand the proposed course of action. Accept personal responsibility when you refuse treatment or choose not to follow the proposed treatment plan.
- Notify your health care provider of any pain you are experiencing and work with the staff to achieve effective pain management.
- Abide by the facility rules, regulations, and hospital guidelines including keeping our campus smoke-free.
- Respect the rights and property of other patients, visitors and staff.
- Avoid any display of threatening or aggressive behavior toward staff, visitors or fellow patients as this will not be tolerated.
- Assure financial obligations for services rendered are met within a reasonable time period.

If you have a concern or complaint about your care or treatment at Rush Copley Medical Center, we are available anytime to discuss your concerns. If you believe that Rush Copley Medical Center has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with the Patient Advocate in person, by mail, fax or email.

The Patient Advocate is available to help you and can be reached by telephone during business hours at (630) 978-4832, by email at patientadvocate@rushcopley.com, or in writing at:

Rush Copley Medical Center

Attention: Patient Advocate
2000 Ogden Ave., Aurora, IL 60504

If you are unable to resolve your complaint in a timely manner, you may contact: the Illinois Department of Public Health's 24-hour, toll-free Central Complaint Registry at (800) 252-4343, or TTY (800) 547-0466; The Joint Commission at (800) 994-6610 or complaint@jointcommission.org; The Office for Civil Rights at (800) 368-1019 or TTY (800) 537-7697 or www.hhs.gov/ocr. Or, you may write to the following addresses:

Illinois Dept. of Public Health

Division of Health Care Facilities Programs
525 W. Jefferson Street
Springfield, IL 62671-0001

Office of Quality Monitoring

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Office for Civil Rights

U.S. Dept. of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201

The posting of this information is required by the Hospital Licensing Act, 210 ILCS 85/6.01c.(2) and the Joint Commission Accreditation Participation Requirements. Last Regulatory Revision: February 2017

Advance Directives

Advance Directives are written documents, recognized under state law, which allow you to express your wishes regarding future medical treatment if you are no longer able to make these decisions yourself. Illinois law recognizes three types of Advance Directives:

Power of Attorney for Healthcare — allows you to appoint someone (called your “agent”) to make health care decisions for you in the future, should you no longer be able to make these decisions yourself.

Living Will — allows you to express in writing to your doctor and family that you do not want death-delaying procedures used if your condition is terminal and your death is imminent.

Declaration for Mental Health Treatment — allows you to express your specific wishes about future mental health treatment and/or to appoint someone (called your “attorney at fact”) to make these decisions for you, should you no longer be able to make these decisions yourself.

We respect your right to complete one or more of these documents, although they are not required and we will not deny you care because you do not have them. For a free informational packet, just ask your caregiver. Please also tell him or her if you have completed any of these documents, so that copies may be added to your medical record and become part of your care plan. If you have further questions, a chaplain or Patient Advocate will assist you. Simply touch the “Chaplain” or “Patient Advocate” button on your telephone, or call extension 4827 or 4832.

Do-Not-Resuscitate Orders

We respect each person’s right to accept or refuse treatment, including the right to refuse, in advance, the aggressive medical care usually given whenever a person’s breathing or heart stops. If you wish that cardiopulmonary resuscitation (CPR) not be given in such an emergency, please discuss this with your doctor or caregiver. Your doctor can then write a Do-Not-Resuscitate (DNR) order so that this wish will be respected. Having a DNR order does not mean that you would be denied other medical and comfort care.

Ethics Consultation

A special multidisciplinary team is available to assist patients, families, doctors and staff in addressing difficult ethical decisions and situations. If you would like the help of the Ethics Committee, simply touch the “Chaplain” or “Patient Advocate” button on your telephone, or call extension 4827 or 4832.

Safety and Security

Studies show that patients and families can help ensure safety in their care experience. Here is how:

Speak up if you have questions or concerns about your medical care. Medical care can become confusing, so please ask for clarification. Your inquiries can be a double-check.

Make sure all of your health care providers clean their hands prior to providing care for you.

Pay attention to the care you are receiving. Do not hesitate to ask questions so that you feel confident in the care you are receiving.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan. Our staff is here to educate you. Results of your treatment will be improved with your involvement and awareness.

Have an advocate. Some patients find it helpful to have an advocate. Feel free to have a trusted family member or friend involved in your care. This person can intervene on your behalf when necessary.

Help us prevent medication errors. Efforts are aggressively made at Rush Copley to prevent medication errors. Your awareness of what medications you are taking and your willingness to question if you are unaware of your medication is essential to prevent medication errors. It is extremely important for you to tell your health care providers all of the medication you are taking at home, including prescriptions, over-the-counter medicines, vitamins and herbal supplements.

Finally, participate in all decisions about your treatment. You are the center of your health care team of caregivers at Rush Copley. Your involvement in directing your own care is vital. We welcome your questions or comments about any safety concerns.

Identification Wristband

The plastic band placed on your wrist during registration contains important identification information, and staff throughout your stay will routinely check your identification band against orders placed by your physician to double-check for accuracy when giving treatments, medications, etc. You may also be given a color-coded “Alert” wristband. “Alert” wristbands are used in hospitals to quickly communicate a certain health care status or an “alert” that a patient may have. The different colors have certain meanings. The health care status is also written on the wristband.

RED means ALLERGY ALERT

If you, as a hospitalized patient, have an allergy to anything — food, medicine, dust, grass, pet hair, latex, ANYTHING — tell the health care team. It may not seem important to you but it could be very important in the care you receive.

YELLOW means FALL RISK

Health care workers want to prevent falls at all times. Nurses and other caregivers observe and examine patients throughout their hospital stays to determine if they need extra attention in order to prevent falls. Sometimes a hospitalized patient may become weakened during his/her illness or following surgery. When this patient has a YELLOW color-coded wristband, the nurse and other health care workers are alerted that this person needs to be assisted when walking to prevent a fall.

PURPLE means “DNR” or DO-NOT-RESUSCITATE

Some individuals have expressed an end-of-life wish and your caregivers want to honor that wish. It is important that you, the patient, and your family know these colors and their meanings because you are an important source of information that can help your caregivers (e.g., physician, nurse) provide the best care. Please wear your wristband at all times.

Personal Valuables and Belongings

Patients are asked not to bring valuable items to the hospital. If you did bring something valuable, please give the valuables to your family or support person, if available. Otherwise, please ask your hospital caregiver to make arrangements to have your valuables placed with hospital security. You will be given a written receipt for all items by hospital security, and the receipt should be presented when the items are retrieved. The hospital does not accept responsibility for items of value unless they are placed with hospital security.

Personal belongings including eyeglasses, contact lenses, dentures and hairpieces are your responsibility. Please label them and keep them close at hand. If you lose something, please notify your caregiver immediately, and we will make every effort to help you find it. Unclaimed articles are kept at the hospital's lost and found, located at the main information desk. To inquire about lost articles, please call extension 6226 between the hours of 7:30 a.m. and 8 p.m.

Electrical Appliances

If you brought personal appliances with you such as a hair dryer or electric shaver, they will be checked for safety. We may request that these items not be used during your stay.

Safety Drills

Safety drills are conducted routinely to test emergency systems and plans. If you hear an overhead announcement or see flashing lights and doors close, remain calm. Please stay in your room and follow any instructions your caregivers give you.

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Electrically-operated equipment and aerosol products are not permitted in these areas. Remember, smoking poses an extreme safety risk when oxygen is present. Rush Copley is a smoke-free environment, both indoors and outside. Visitors may only smoke in their vehicles.

Medications

All medications you take while in the hospital are prescribed by your doctor, dispensed by the hospital pharmacy and administered by a nurse. As a rule, patients are not permitted to administer their own drugs or keep personal medications at their bedsides unless it is part of the treatment plan determined by the doctor.

Wheelchairs

Wheelchairs are available throughout the hospital; however, getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

Time to Leave

Please take time to plan for your post-hospital care before you leave. If you need assistance with post-hospital care, please let your caregivers know. When your doctor decides you are ready to leave the hospital, a discharge order will be written. Please make arrangements with a family member or friend to help you when it is time to go home. Here are some important things to remember:

Discharge Instructions

Your doctor and your caregiver will give you instructions about post-hospital care. If you have questions about your diet, activities or other matters, please be sure to ask.

Medications

If your doctor gives you a prescription, it can be filled at the pharmacy of your choice. Members of our staff can facilitate this process on your behalf.

Additional Services

Your care manager, hospital social worker, discharge planner or nurse can help you with the following services after your discharge.

- Home health care
- Medical equipment
- Skilled nursing facility care
- Medical assistance
- Self-care instructions
- Transportation arrangements

Special Services

The volunteers and staff of Rush Copley offer several unique services, many of which are complimentary.

Valet Service

Complimentary valet service is offered Monday through Friday from 5:30 a.m. to 5 p.m. at the main entrance of the hospital. After 5 p.m., keys are available at the main desk until 8 p.m. After 8 p.m., contact Security at extension 4717.

Mail and Stamps

The mailing address for the hospital is:

Rush Copley Medical Center
2000 Ogden Avenue • Aurora, IL 60504

If you receive mail during your stay, hospital volunteers will deliver it to you.

Flowers and Gift Delivery

If you receive flowers and gifts, hospital volunteers will deliver them to you if allowed. To ensure the safety of our young patients, balloons are not allowed in Pediatrics. In addition, latex balloons are not permitted in patient care areas due to potential allergic reactions.

Magazines and Comfort Items

Complimentary magazines and other comfort items (ear plugs, coloring books, reading glasses, etc.) can be delivered to your room. Please call the Information Desk at extension 6226 to make arrangements.

Chapel and Spiritual Care Services

Rush Copley's interfaith chapel, located on the second floor of the hospital near the main lobby, is always open for prayer and meditation. Anyone may visit the chapel at any time, and you are welcome to visit after first checking in with your nurse. A chaplain is available 24 hours a day to provide spiritual and emotional support for you and your family. He or she may also assist you by contacting your own clergyperson or by providing for your special sacramental, religious or cultural needs. If you wish to be visited or assisted by a chaplain, simply press the "Chaplain" button on your telephone or speak with one of your caregivers.

Pet Therapy

A special group of volunteers at Rush Copley helps patients. They are pet therapy dogs and their goal is to comfort, entertain and help you recover. Throughout the medical center, these canine volunteers have become a common and welcome sight. If you would like a visit with one, please call Volunteer Services at extension 4826 or the Information Desk at extension 6226.

Interpreters

Rush Copley can provide foreign language and American Sign Language interpreters. Contact your caregiver if you need interpreting services, or press the button marked "Interpreter" on your telephone for foreign language assistance.

Lost and Found

Lost and found is located at the information desk in the main lobby of the hospital and it is staffed from 7:30 a.m. to 8 p.m., seven days a week. Please call extension 6226 for assistance.

Notary Public

The services of a notary public are available to you free of charge on weekdays. Rush Copley asks that family members, friends or legal counsel serve as witnesses for legal transactions.

Please call extension 4721 for information.

Insurance and Financial Matters

Your Hospital Bill

Our Patient Financial Services staff is pleased to assist you with billing procedures and insurance matters. They can be reached at extension 4990 from 8 a.m. to 4:30 p.m. Monday through Friday.

Your Responsibility

In order to continue its mission, Rush Copley Medical Center expects payment for services provided.

If you have group health or a private insurance plan, you will need to meet certain criteria to receive the full benefits. The explanation of benefits provided by your insurance company is a helpful and necessary resource.

If your insurance plan has a prior authorization requirement, please inform your physician or prepare to contact your insurance company yourself. Failure to meet your insurance requirements may result in partial or complete denial of benefits, and you will be responsible for the remaining balance.

Your Share and Insurance Coverage

Your insurance company will determine how much of the bill will be covered and what balance, if any, will be your responsibility. If your insurance company is slow in paying, Rush Copley reserves the right to bill you directly. It is important to check with your insurance company to find out what portion of the bill will be covered and what portion is your share.

Physician fees for medical services including emergency room services, X-ray (radiology), NICU, anesthesia and pathology will be billed separately from the hospital, as these services are all provided by independent physicians.

Rush Copley accepts MasterCard, Discover and Visa. Payments can be made by phone, online at rush.edu/RushCopley, in person, or by mail. Call the cashier at extension 6864, or stop by the cashier's office, located near the Outpatient entrance.

Financial Assistance Eligibility

In order to serve those who may not have health insurance or other means to pay for their care, Rush Copley offers a comprehensive Financial Assistance/Charity Care program. This

program provides assistance for those who meet certain eligibility requirements. In order to be considered, you need to complete an application and provide the supporting documentation listed on the application.

Financial Assistance/Charity Care is provided without the expectation of payment for those patients whose family income is at or below 200% of the federal poverty income guidelines set forth by the Department of Health and Human Services with a completed and approved application.

For individuals whose family income is at or below 600% of the federal poverty level, Rush Copley will provide discounted charges for emergency medical conditions or medically necessary services to those who have completed an application. Once approved, they will not be charged more than the amounts generally billed to individuals who have Medicare or a private insurance/group health plan covering that care.

Not all services are covered by Financial Assistance/Charity Care, such as any out-of-network services. In addition, your physician or other non-hospital provider may not participate in Rush Copley's Financial Assistance/Charity Care program.

All sources of payment must first be exhausted before Financial Assistance/Charity Care can be considered. Other sources of payment include: medical insurance, third party payers and liability carriers, workers' compensation or other public programs. A patient representative is available to answer questions or provide help with the application.

Insurance Plans

Rush Copley accepts Medicare and Medicaid as well as many private insurance/group health plans. Insurance plans accepted are subject to change. For the most current information, call Patient Financial Services at extension 4990.

Online Business Office

Visit Rush Copley's virtual business office anytime day or night by accessing the hospital website at rush.edu/RushCopley. The online business office will provide you with tools to make your hospital billing process more manageable. With features ranging from resources that answer your billing questions, to viewing account information, as well as online bill paying, our goal is to make this process simple and convenient.

Television Channels

You can select from network programming, cable and music channels.

Channel	Programming	Channel	Programming
1.1	Hospital Channel Guide	22.2	FX
1.2	Hospital Channel Future	23.1	History
2.1	CBS	23.2	A&E
2.2	Start TV	24.1	HGTV
2.3	DABL	24.2	Food Net
5.1	NBC	25.1	Travel Channel
5.2	COZI	25.2	ESPN
7.1	ABC	26.1	CW26
7.2	LIVWELL	26.2	The U
9.1	WGN	26.3	ME TV
9.2	Antenna TV	26.4	H&I
9.3	Court TV	26.5	Bounce
9.4	TBD	26.6	Decades
11.1	WTTW	27.1	ESPN-2
11.2	WTTW Prime	27.2	ESPN News
11.3	Create/World	28.1	Motor Trend
11.4	WTTW Kids	28.2	CBS Sports Net Chicago
12.1	Cooking Channel	29.1	NBC Sports
12.2	TV Land Classic	29.2	Encore East
16.1	FOX Business	30.1	Encore West
17.1	CNN	30.2	AMC
17.2	FNC	31.1	Animal Planet
18.1	MSNBC	31.2	Discovery
18.2	TWC	32.1	FOX32 Chicago
19.1	TLC	32.2	Movies!
19.2	NAT GEO	32.3	BUZZR
20.1	WYCC Chicago	32.4	Light
21.1	TBS	33.1	ABC Family
21.2	TNT	33.2	Disney East
22.1	USA	34.1	Cartoon Net

Television Channels

You can select from network programming, cable and music channels.

Channel	Programming	Channel	Programming
34.2	Nickelodeon	51	Hallmark
35.1	Game Show Network	52	BET2
35.2	E!	53	Galavision
36.1	Bravo	54	CMT
36.2	SYFY	55	Investigation Discovery
37.1	National Geo Wild	56	AXS TV
37.2	Science	57	Family Entertainment TV
38.1	ION	58	RFD TV
38.2	QUBO	59	Music
38.3	ION Plus	60	Music
38.4	Shop TV	60.1	WXFT
38.5	QVC	60.2	Escape
38.6	HSN	60.3	Quest
39.1	BBC America	61	Music
39.2	Destination America	62	Music
40.1	American Heros	63	Music
40.2	True TV	64	Music
41.1	Encore Suspense	66.1	WGBO
41.2	Encore Western	66.2	LAFF
42.1	Encore Action	66.3	GET TV
42.2	FS-1	66.4	Justice
43.1	NFL Net	66.5	Grit
43.2	Marquee Sports Channel	74.1	Ostomy
44.1	WSNS	75	Patient Channel
44.2	Telexitos	76	Newborn English (D-Wing Only)
45.1	NHL Net		Newborn Spanish (D-Wing Only)
45.2	NBA TV	77	
46.1	CBS Sports		
50.1	WPWR		

Notes



Rush Copley Medical Center