

# INPATIENT SERVICES GUIDE

“Improving Community Health  
*Every Person. Every Time.*”

FACTS FOR  
YOUR STAY

YOUR  
HEALTH  
IS OUR  
*Priority*



Montgomery County Memorial  
Hospital + Clinics

 [www.mcmh.org](http://www.mcmh.org)

 712.623.7000



2301 Eastern Ave, PO Box 498, Red Oak, IA 51566

Montgomery County Memorial Hospital + Clinics is an equal opportunity provider and employer

# Welcome

Montgomery County Memorial Hospital has been serving the families of our county twenty-four hours a day, seven days a week since 1920. It's what we do. For over 95 years we've been committed to caring for families like yours. As medical technology has evolved, our hospital's sophistication has advanced too. You will find cutting-edge medical technology and an excellent medical staff. We have always been aware that the future starts today.



On our website, you will find information on hospital services' on our physicians and other providers, along with up to date health news. We are proud of our providers, of our employees and the volunteers who continue to be committed to you and to your family's healthcare needs and wellbeing; and to improving the quality of life of all the people of Montgomery County.

Thank you for allowing us to serve you.

*Krystalle*

Krystalle Fada, BSN, RN, CENP  
Chief Nurse Officer



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# Patient Experience

Our goal is to provide you with a welcoming, supportive environment. Service Excellence is about treating you with respect, helping you understand what's happening and why, and going the extra mile to exceed your expectations.

## During your stay, you can expect that we will:

- ◆ Respond promptly to your healthcare needs
- ◆ Provide you with safe and high quality care
- ◆ Be friendly and treat you with courtesy
- ◆ Maintain clean and safe surroundings
- ◆ Protect your privacy and confidentiality of your patient information

At Montgomery County Memorial Hospital, we strive to make you comfortable at all times. Please let us know if there is anything we can do to improve your comfort and our level of service to you. We also want you to feel free to ask questions or express concerns about your treatment or our services.

Your comments and suggestions regarding your care and environment are invited and always welcomed. If you wish to recognize an employee who provided exceptional care, or if at any time you feel your care has not met your expectations, please contact the Nurse Manager of your unit. You are also welcome to call the Quality Improvement Manager at extension 7144 or the Public Relations Director at extension 7268. Every effort will be made to contact you within 48 hours on weekdays and within 72 hours on weekends. We are here to serve you.

Shortly after your stay, you may receive a phone call survey asking you to rate our overall quality of care. We appreciate your participation. This feedback helps us know if we are meeting your healthcare needs and where to make improvements if necessary. Our goal is for you to experience excellence – not only in your care – but also in the way we care for you as a person.

It is very important to us that you feel confident about the quality and safety of the care you are receiving at Montgomery County Memorial Hospital. If you ever feel our efforts are less than excellent, please let us know. It is our pleasure to care for you.



# MCMH Hospitalist Program

The Hospitalist Program offers medical practitioners who specialize in the evaluation and treatment of hospitalized patients and are available 24 hours a day, seven days a week, 365 days a year.

## Hospitalist FAQs:

### **What is a Hospitalist?**

A Hospitalist is a provider who specializes in treating hospitalized patients. Hospitalists provide general medical care and lead the team in coordinating care for inpatients.

### **Why will I see a hospitalist instead of my primary care provider?**

Hospitalists specialize in providing up-to-date medical treatment that primary care providers want their patients to receive in the hospital. Being cared for by a hospitalist also allows our primary care providers to focus on your care in the clinic.

### **Does the hospitalist talk to my primary care provider?**

Yes! During any hospital stay, our hospitalists partner with your primary care provider and keep them informed of any important care updates as needed.

### **When is the hospitalist available?**

Hospitalists are available 24 hours a day, 365 days a year. You will see a hospitalist in person or through a screen via telehealth.

### **Can the hospitalist become my primary care provider?**

No, patients return to their regular primary care provider after their hospital stay. The hospitalists' time is dedicated to inpatients and they typically do not have outside practices. If you do not have a primary care provider, the hospitalist or other hospital staff can assist you in finding a primary care provider and transferring your hospital records.

To Learn More Visit  [www.mcmh.org](http://www.mcmh.org)! | Follow Us On Social Media  @MCMH

# Pain Management

Montgomery County Memorial Hospital is committed to ongoing pain management. You have the right to an appropriate assessment and management of your pain. Our providers and nurses will work with you to manage your pain.

## Measuring your pain comfort level

You will be asked frequently to rate your level of comfort using the comfort scale. This scale will help you identify how pain makes you feel.

In addition to the Comfort Scale, the nursing staff will offer you options from our Comfort Menu.

### IHC COMFORT SCALE



### ESCALA DE COMODIDAD DE IHC



# Types of Pain Management

There are several types of pain management which may be used in combination to provide the most effective pain control. There are times, depending on the type and cause of pain, when pain cannot be totally eliminated. At MCMH, we will assist you in reducing or eliminating your pain as much as possible.

## **Pain Pills** – *used for mild, moderate or severe pain.*

- ◆ May take up to an hour to work. If pain is not at a satisfactory level after one hour, notify the staff.
- ◆ May be scheduled to provide maximum relief of pain.
- ◆ May upset your stomach.
- ◆ May cause constipation.
- ◆ Are not addictive if used as prescribed.
- ◆ May be adjusted by your provider as the pain changes.

## **Intramuscular** – *pain medicine given into a muscle by injection with a needle.*

- ◆ Works within 30-60 minutes. If pain is not at a satisfactory level after 45 minutes, notify the staff.
- ◆ Helps control moderate to severe pain.

## **Intravenous** - *pain medicine given through an IV.*

- ◆ Works within 30 minutes. If the pain is not at a satisfactory level after 30 minutes, notify the staff.
- ◆ Helps control severe pain.
- ◆ Can be controlled by the patient with a patient controlled analgesia (PCA) pump.
- ◆ Allows for continuous, or as needed, dosing as determined by you and your provider.

## **Epidural** – *pain medicine given through a tiny catheter directly into the spine. Usually used for 1 to 3 days.*

- ◆ Allows for continuous, or as needed, dosing as determined by your provider.
- ◆ With an epidural, you will still be able to lie on your back.

## **Patches** - *pain medicine given through patch placed on your skin.*

- ◆ Typically used for chronic pain.
- ◆ Allows for continuous relief.

# Pain and the Pediatric Patient

Montgomery County Memorial Hospital is also committed to pain management of infants and pediatric patients. Examples of how the medical team will decrease your child/infant's pain are:

- ◆ Age appropriate options from the Comfort Menu
- ◆ Oral pain medication

## Common Side Effects of Pain Medication

- ◆ Constipation, nausea and drowsiness are common side effects of many pain medications. It is important to monitor for these side effects and notify your provider or nurse if they occur.
- ◆ Constipation can be treated by increasing fluids, fruits and vegetables in your diet. You may also need a stool softener or laxative while taking pain medication.
- ◆ Nausea or upset stomach usually goes away after 3-4 days. Changing the pain medicine or adding a medicine to control nausea may be tried. Try to take your pain medicine with food.
- ◆ Drowsiness is a common side effect. Do not drive a vehicle when taking pain medicine and avoid activities that require you to be alert.

## Pain Management at Home

*Some tips to remember to help manage pain once you leave the hospital:*

- ◆ Before leaving the hospital, be sure you understand how to take your medicine.
- ◆ Let the nurse know if there are financial concerns with obtaining your pain medication.
- ◆ Discuss the need for increased help, such as home health nursing, with your provider.
- ◆ Write down any questions or concerns you want to discuss with your provider.
- ◆ Monitor for constipation.
- ◆ Increase your intake of fruits, vegetables and fluids.
- ◆ Use stool softeners or laxatives as needed and directed.
- ◆ If your pain medicine is not helping, call your provider.
- ◆ Do not drive a vehicle while taking pain medicine.
- ◆ Allow for frequent rest periods initially.
- ◆ Ask for help. Enlist family and friends to do tasks that may increase your pain.
- ◆ Gradually increase your activity. Getting back to normal activities will help healing and decrease pain.

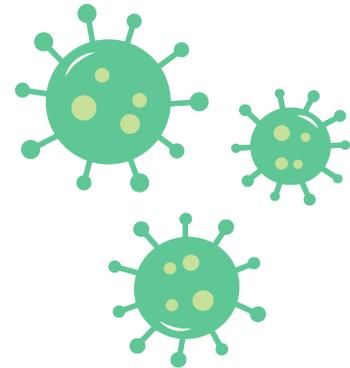
# Preventing the Spread of Infection

## Wash Away Germs with Clean Hands

Hand washing with soap and water, or use of alcohol-based hand rubs, has been shown to reduce transmission of antimicrobial resistant organisms and reduce overall infection rates. The hospital has a staff policy on hand washing but if you are ever in doubt, it is okay to ask your caregiver if they have washed their hands before they care for you.

### How to perform hand hygiene with soap and water:

- ◆ Wet your hands with warm, running water.
- ◆ Apply soap.
- ◆ Scrub hands and wrists for at least 15-20 seconds.
- ◆ Rinse with warm running water.
- ◆ Dry your hands with a paper towel.
- ◆ Turn off the faucet with the paper towel. Discard the paper towel.



### How to perform hand hygiene with waterless hand gel or foam:

- ◆ Alcohol-based foam or gel is appropriate to use if your hands are not visibly soiled.
- ◆ Dispense a nickel-sized amount of foam or gel into your hand.
- ◆ Rub vigorously on all surfaces of your hands until dry.

## Cover Your Cough

Another important way to prevent the spread of germs and infection is to cover your cough. When you have to cough or sneeze, cover your mouth and nose with a tissue or cough/sneeze into your sleeve. Discard the tissue into a wastebasket after use. Always clean your hands after using a tissue. Family and friends are also asked to cover their cough. Mask, tissue and hand hygiene stations are found at some of the main entrances to the facility.

## Other Infection Prevention Tips

- ◆ Always wash your hands before you eat a meal or ask a nurse for a washcloth if you are unable to get to the sink.
- ◆ Encourage your family and friends to wash their hands with soap and water or use the alcohol-based hand product when they enter and exit your room.
- ◆ Patients who are in “isolation” will have a special precautions sign on the door to their room. Visitors are asked to follow all precautions listed on the sign or talk to the nurse caring for the patient before visiting. Do not be alarmed when you see staff wearing gowns and masks.
- ◆ It is recommended that family and friends not visit if they have a fever, runny nose, sore throat, body aches or have been exposed to communicable diseases like chicken pox, the flu or other illnesses.
- ◆ If anything does not meet your expectation regarding cleanliness, please let your nurse know right away or feel free to call our Infection Prevention Manager at extension 7144.

# For Your Safety as a Patient

Montgomery County Memorial Hospital is committed to providing excellent care. Your safety is a top priority for all of us as we deliver care to you. Everyone has a role in ensuring your safety during your stay with us. As the patient, you also play an important part in making your care safe and effective by becoming an active member of your healthcare team.

**Some suggestions for your participation include:**

## Patient Identification

For your safety two patient identifiers, such as your name and date of birth, will be used every time care is given. This helps to ensure the right treatment is given to the right patient. Please help us deliver the care you need by answering the caregiver's questions each and every time.

## Medication Safety

- ◆ Tell the provider and nurse about all medications you are taking including over-the-counter vitamins and herbs. Sharing an up-to-date list of your medications with the dose and strength is the best way to do this.
- ◆ While you are a patient in this hospital, do not take medication that you have brought from home without approval from your provider.
- ◆ If you brought medication with you to the hospital, please tell your nurse immediately and show them the medication that you brought.
- ◆ Do not take medication you do not recognize. If you are uncertain about any medication, ask your nurse or provider what it is for and why it is ordered.

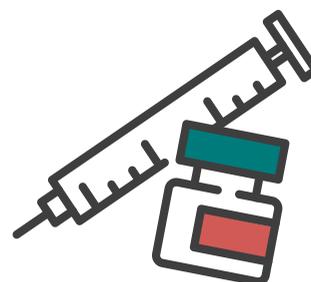
Montgomery County Memorial Hospital does not dispense non-FDA (Food and Drug Administration) approved medications which include most herbal medications and supplements. Patients should get approval from their provider or check with their pharmacist regarding the safety of using these products in conjunction with other medication.

## Patient Safety & Fall Prevention

While you are a patient in the hospital, you may have tests, treatments, surgical procedures or new medicines that may cause you weakness, dizziness or confusion. Illness may also cause these feelings. Our goal is to provide a safe environment for your hospital stay. The following are activities that you, your family and your health care team may use to keep you as safe as possible.

### To help reduce the risk of falling:

- ◆ Ask your nurse or caregiver to help you. Ask your nurse or provider what activities are safe for you to do on your own.
- ◆ Make sure your call-light, table, telephone and anything else you need are within reach before the nurse or caregiver leaves the room.
- ◆ Ask for help before you get out of bed if you feel weak, lightheaded or dizzy.
- ◆ Take your time. Move slowly. Sit on the side of the bed for a moment or two before you stand up.
- ◆ Avoid wearing long nightgowns or robes.
- ◆ Wear slippers, slip-resistant socks or shoes that will not slip.
- ◆ If you regularly wear eyeglasses, contacts or hearing aids, continue to use them while in the hospital.
- ◆ Ask someone to unplug or plug in your IV pump for you. Bending over may cause dizziness.
- ◆ Ask how to use devices such as canes, walkers or wheelchairs. If you use any of these at home, please bring them with you or have your family bring them in so you may use them during your hospital stay.
- ◆ There are assistive devices that staff may use to help you transfer or walk such as gait belts, stand assist equipment or lifts.
- ◆ Never use an IV pole or anything with wheels to support you.
- ◆ Keep a light on in your room – even at night.
- ◆ Go to the toilet often so you will not have to hurry. Call a nurse or caregiver to assist you as needed.
- ◆ There is a call light pull cord in each bathroom. Please call a nurse for help getting back to bed if you are unsteady.
- ◆ You may want to keep the top two side rails of your bed up. Do not lean against the side rails.



## Additional Safety Measures:

- ◆ If you become confused, disoriented or unsteady or are pulling on tubings, etc, we may ask a family member to spend time with you if they are available. When this family member or friend leaves, we would ask them to let a nurse know.
- ◆ Please give us suggestions or ideas that might help calm or re-orient the patient.
- ◆ Bring items from home to make the hospital room seem more familiar.
- ◆ We will implement additional safety measures as needed including moving you closer to the nurses' station, diversion, regular toileting, adequate lighting, frequent orientation, limiting noise and stimulation, bed alarms and personal alarms.
- ◆ We will keep your bed in the low position with the wheels locked.
- ◆ We will try to keep the floor in your room free of spills or slippery areas. Please let us know if you see a spill before we do.
- ◆ We will attempt to make sure your call light, bedside table, telephone and any assistive devices you need are within your reach.
- ◆ If you are at a greater risk of falling, we will place a sign with a star on the door that identifies to staff they need to pay extra attention to your needs.
- ◆ If you have any questions or concerns, please let us know. Our goal is to keep you safe. We are happy to help in any way we can!

## Calling Your Nurse

You can request nursing care by pushing the call button located at your bedside. If you do not receive a response to your call within three to five minutes, please call again.

## Communication

- ◆ If you do not understand something about your care or a procedure, ask your provider or nurse to explain it before you give consent.
- ◆ Ask a trusted family member or friend to be your helper, to be with you when talking with your providers or nurses. Your helper can ask questions that you may not think of and can help you remember important information.
- ◆ Expect caregivers to check your wristband and ask your name and date of birth before giving you medications, treatments or performing tests.
- ◆ If you are going to have surgery on a specific area, your provider or nurse will mark the site beforehand.
- ◆ White Boards – your patient room will have a communication board on the wall. The board provides information for you and your health care team. It will include the name of your current caregiver, important information about your care and your activity level. Please ask the staff to add any special requests to the board.

# Your Personal Safety and Security

## Parking

Handicapped parking is available in all parking areas. Visitors are asked to park in the visitor parking lot, near the front entrance. If a patient's vehicle must be left in the hospital parking lot during their stay, the hospital cannot be liable for damage to that vehicle.

## Fire Drills

For your safety, the hospital regularly conducts fire and disaster drills to prepare staff in the event of an actual emergency. Please cooperate by following the directions provided by our staff. If you hear bells or alarms sounding, just remain where you are at the time, and staff will direct you.

## Personal Belongings

Montgomery County Memorial Hospital is not liable or responsible for any theft, loss or damage to personal belongings that are not requested to be stored. Please do not bring valuables such as jewelry, documents, electronic equipment or large amounts of money to the hospital. Any valuables you have with you should be sent home. If this is not possible, ask your nurse or caregiver to help you make arrangements for items to be placed in the hospital safe until you are discharged.

To prevent damage or loss, eyeglasses, hearing aids and dentures should be kept in safety containers when not in use.

If you notice an item is missing, please notify your nurse. We will make every effort to help you find it.

## Search of Property

For the safety of patients and staff, the hospital reserves the right to request that all patients and visitors cooperate in a search of person or property if needed. No one will be searched without their consent, but refusing consent may result in that person being asked to leave the hospital.

## Electrical Appliances

It is up to the discretion of your nurse which electrical appliances can or cannot be used. Please be sure to ask your nurse or caregiver if you have a question regarding this matter.

## Building Security

To ensure the safety of our patients and visitors, the front entrance is locked from 5:00 p.m. until 6:30 a.m. The lower level is locked 24 hours/day. The Emergency Department entrance is open 24 hours a day.

# General Information

## Food Services

Wholesome, nourishing and well-balanced meals are an important part of your treatment and recovery. At Montgomery County Memorial Hospital, you will receive a menu to select from daily. You may not receive a menu if your prescribed diet is highly restrictive or if you are fasting for a medical procedure or test. Simply check the menu items you would like and put on your meal tray or leave the menu on your bedside table.



If visitors in your room would like to order from your menu, they are welcome to request a guest tray. Guest trays are prepared and delivered for \$5 each.

A registered dietitian is available to provide patients and families with nutrition education and support. If you have a particular preference or concern regarding your meal, ask to speak to our dietitian. Please check with your nurse or caregiver before eating or drinking anything brought in from an outside source.

## Cafeteria Hours

Visitors are welcome to eat in the cafeteria.

- ◆ Grab and Go items—snacks, rolls, beverages and cold items—are available from 6:00 a.m. to 7:00 p.m.
- ◆ Breakfast is served from 6:30 a.m. to 9:30 a.m. M - F only and grab & go on weekends
- ◆ Lunch is served from 11:30 a.m. to 1:15 p.m.
- ◆ Supper by special order only. Orders must be placed by 3:00pm

## Vending and Snacks

Vending machines for snacks and beverages are available in the facility. Ask your nurse or caregiver for the location nearest you.

## Leaving the Patient Care Unit

If you would like to leave the unit, please check with the nurses' station to make sure your provider has given approval and to let your nurse or caregiver know where you will be. It is important to stay in your room until your provider has made rounds for the day and treatments have been completed. To protect your health, smoking and the use of tobacco products are strictly prohibited anywhere in the hospital and the surrounding grounds.

## Smoking

Montgomery County Memorial Hospital is a smoke-free campus. For the health of our patients, visitors and staff, smoking or the use of tobacco products is not allowed anywhere on the campus.

If you are interested in information about smoking cessation options, ask your nurse or caregiver to contact one of our smoking-cessation certified respiratory therapists.

### Quit Smoking – Do It for Yourself

- ◆ 20 minutes – your heart rate drops to a normal level.
- ◆ 12 hours – carbon monoxide level in your blood drop to normal.
- ◆ 2 weeks-3 months – your risk of having a heart attack begins to drop and your lung function begins to improve.
- ◆ 1-9 months – your coughing or shortness of breath starts to decrease.
- ◆ 1 year – your risk of coronary heart disease is half that of a smoker.
- ◆ 5 years to 15 years – your risk of having a stroke is reduced to that of a nonsmoker's.

### Tips to Quit Smoking

- ◆ To cope with cravings, practice the three A's:
  1. Avoid – the situation if you can. Skip the coffee break if you usually take it with coworkers who smoke.
  2. Alter – alter or change the situation such as drink decaffeinated tea or juice instead of your morning coffee.
  3. Alternatives – find alternatives or substitutes for smoking such as deep breathing, chew sugarless gum, or snack on carrots or celery sticks.

### You Can Quit

- ◆ Studies suggest all people trying to quit smoking could benefit from using smoking cessation medications and/or nicotine replacement therapy (gum, patches, lozenges). Discuss your options with your pharmacist or provider. It usually takes more than one attempt to quit smoking for good but you will learn something new each time and each attempt will be easier.

## Social Services

As professional members of your healthcare team, social workers are dedicated to helping you and your family deal with the ongoing health care issues, as well as, social, emotional, financial and other issues that you may experience in relation to your medical condition and procedure. We encourage you to express a need for this service through the nurse or your provider. You may call Social Services yourself at extension 7204. Regular office hours are Monday through Friday, 8am - 5pm.

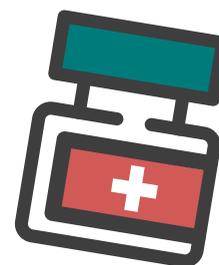
## Hearing and Interpretive Services

Special services are available if you are deaf, hard of hearing or have difficulty communicating in English. Contact your nurse or caregiver for assistance.

## Retail Pharmacies

There are two retail pharmacies in Red Oak. The MCMH Pharmacy is located at 600 Senate Avenue. The local Hy-Vee store on Broadway also has a retail pharmacy. Area pharmacy hours vary and none are open on Sundays or holidays. The area retail pharmacies include:

- ◆ MCMH Pharmacy (Red Oak) 712-623-7245
- ◆ Hy-Vee Pharmacy (Red Oak) 712-623-3370
- ◆ Stoner's Honeyman Drug Store (Villisca) 712-826-4112
- ◆ Kohll's Pharmacy (Malvern) 712-624-9050
- ◆ Wal-Mart Pharmacy (Shenandoah) 712-246-4033
- ◆ Hy-Vee Pharmacy (Corning) 641-322-3454



## Notary Public Services

Notary Public Services are available free of charge. If you need Notary Public Services, ask your nurse or caregiver and arrangements will be made.

## Telephones, Cellular Phones, and Mobile Devices

Telephones are provided in each patient room. Local calls are free of charge. To make a local call, dial 9 plus the number you wish to call. If you need to make a long distance phone call, please talk with your nurse or caregiver. For your own rest, and as a courtesy to other patients, we discourage incoming or outgoing calls after 10:00pm.

The use of cellular phones and mobile devices is allowed in all areas of the hospital.

## Wi-Fi

MCMH maintains a Wi-Fi network inside the hospital for use by patients and visitors. This guest network is a non-secure open network and does not require a password.

# MCMH Volunteer On-Call Chaplain and Spiritual Services

In partnership with the Montgomery County Ministerial Fellowship, Montgomery County Memorial Hospital has created an On-Call Chaplain program. This hospital is dedicated to providing the community with consistently high quality, holistic healthcare, including offering spiritual and emotional care to our patients, families, and our staff, regardless of their faith tradition, or no religious affiliation.

Caring for the whole person includes providing spiritual and emotional support during times of joy or suffering, calm or crisis, at the beginning of life or the end of life.

Volunteer Chaplain Associates have a weekly call rotation and are available 24 hours a day, seven days a week. This service is available to patients, family members and staff.

The goal is to first contact the patient's own clergy or pastor if the need arises, if they are not available then the Chaplain on call can be contacted.

During a time of illness, patients often feel frightened, discouraged bewildered or emotionally drained.

If you're asking yourself, "Why is this happening to me?" or "Who can I turn to?", Volunteer Chaplains are available to listen, to help sort out questions, to assist in discovering sources of hope and strength, to pray with you, and to offer support to you and your family.

## Gifts, Mail, and Deliveries

U.S. mail will be accepted and delivered to the patient's room. Mail received after a patient is discharged will be forwarded to the patient's home. Plants and flowers are acceptable for most patients. However, visitors may want to check with the nurse or caregiver before bringing gifts, food or drinks.

## Magazines and Books

Periodically, a hospital Auxiliary member will visit your room and offer you books or magazines to read. If you wish to have some reading material and have not been visited by an Auxiliary member, talk with your nurse or caregiver who will assist you.

## Television

We offer television for our patients' entertainment. If you have difficulties with your television service, please tell your nurse or caregiver. If you are deaf or hard of hearing and would like to view programs with closed captioning, ask your nurse or caregiver to make arrangements. There is a selection of DVD's available upon request.

## Visiting Hours

Family members and friends are encouraged to visit. It is recommended that visits occur between 9am and 9pm in order to allow patients the quiet rest necessary for a speedy recovery.

Visits may be limited due to a patient's condition and provider's recommendations. Should special circumstances arise, feel free to ask your nurse or caregiver if alternate visiting hours may be arranged. To provide a safe environment for healing our patients, we ask that visitors who have an obvious illness or communicable disease not visit. Visitors should always respect a patient's wishes while maintaining confidentiality, privacy and security to others. Patients may decide who can and cannot visit. Please discuss any concerns with your nurse or caregiver.

Children are permitted to visit a friend or loved one. It is the responsibility of the family member to supervise the children at all times. Any child with a communicable illness will be restricted from patient contact and waiting areas.

## Waiting Areas

There are specially designed lounge areas for visitors in each patient unit, main lobby and emergency department.

## Lemon Tree Gift Shop

The Lemon Tree Gift Shop, located in the lobby at the main entrance, is staffed by members of the Auxiliary and offers a variety of personal items, candy, cards, balloons, jewelry, purses, and gift items. The store is sales tax free. Store hours: Monday through Friday 10am-2pm

## Protecting Your Privacy

Protecting your privacy is something we take very seriously. We are all part of a small community where your caregivers may be your friends or neighbors. Our employees are required to sign a pledge to maintain your information in the strictest confidence. If you have any concerns at all about the privacy and confidentiality of your health information, you may contact our Privacy Officer at 712-623-7211.

We will ask all visitors to leave the room when discussing confidential information with you unless there are individuals you would like included in these discussions. Please discuss this with your nurse or caregiver.

Family and friends may call to obtain information on your condition. Information is only given to individuals who can recite a password. The password is established by you and is only given to those you wish to receive information. Our staff will not give this password to anyone. This is a password only you will be allowed to distribute.

## Discharge

Your provider will determine when it is safe for you to be discharged. If you or your provider feels you need additional services after you leave, a discharge planner will visit you and help arrange for those services.

## Patient Portal

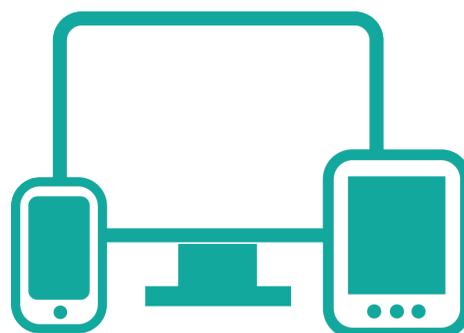
### Access your electronic medical records online

MCMH and our medical clinics offer online portals that give you access to your health information anytime, anywhere, from any web access device.

### Your Online Medical Records

Inside the patient portals, you may view, download, print, or export the following types of information:

- ◆ Discharge summaries.
- ◆ Immunizations.
- ◆ Medications/allergies.
- ◆ Personal information.
- ◆ Lab test results.
- ◆ X-ray and MRI reports.
- ◆ Findings from other procedures.



### How the Patient Portals Work

The patient portal is a secure connection that requires your login to access your records. If you share your login with others, they will be able to log in and view your personal online medical records. You may communicate with us by sending a message from the web portal. All email communications will be encrypted and comply with HIPAA privacy and security laws. You can retrieve or change a password anytime at the log in screen. You will periodically be prompted to change your personal password. You will need to notify us any time your email address changes. Do not send an email for emergency requests. If you have symptoms of an urgent nature, call a doctor or go to the nearest emergency room. Always logout of your session, especially from a shared computer.

### Accessing the Patient Portal

The easiest way to reach our patient portals is through the [www.mcmh.org](http://www.mcmh.org) website. On the home page, hover over "Patient and Visitors" in the center of the screen, and then choose "Patient Portal" from the drop down menu options.

MCMH launched a new medical records system in October 2020.

If you are looking for your medical records prior to October 12, 2020, please choose either “Hospital Portal - Records Prior to Oct. 12, 2020” or “Medical Clinics Portal - Records Prior to Oct. 12, 2020” depending on if you were seen in the hospital or in one of our clinics.

## Instructions

1. Provide your email address to us when you register for an appointment.
2. You will receive an email message with your login.
3. Click on the link in the email to activate your account.

Email notifications will be sent to you from “Montgomery County Memorial Hospital [mailto:noreply@ighealth.com]”.

## Contact Us

Please contact our Help Desk for assistance with patient portals. If calling from a hospital phone, dial extension 8447. If calling from a personal device, call 712-623-7000 and ask for the Help Desk.

# Patient Rights and Responsibilities

## Patient Rights

### Access to Care

Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, gender, national origin, diagnosis, sexual preference or source of payment for care.

### Respect, Dignity, and Comfort

The patient has the right to considerate care with respect for their personal values, beliefs and dignity. Pain management is a basic human right and each patient will receive the best level of pain control that can safely be provided.

### Privacy and Confidentiality

The patient has the right, within the law to personal and informational privacy, as manifested by the following rights:

- ◆ To have a family member, representative of choice, or provider notified of admission.
- ◆ To refuse to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital, but not directly involved in your care.

- ◆ To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- ◆ To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's sex present during certain parts of a physical examination or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe. The patient's modesty, visibility and body temperature shall be protected.
- ◆ To expect that any discussion or consultation involving the medical case will be conducted discreetly and that individuals not directly involved in the care will not be present without permission.
- ◆ To expect clinical records to be kept confidential and to have access to a copy of those records within a reasonable time frame. The hospital must not frustrate legitimate efforts to obtain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.
- ◆ To be placed in protective privacy when considered necessary for personal safety of the patient

## **Personal Safety**

- ◆ The patient has the right to expect reasonable safety and cleanliness insofar as the hospital practices and environment are concerned. The patient may expect freedom from all forms of abuse and harassment.

## **Identity**

The patient has the right to know the identity and professional status of individuals providing service and to know which provider is primarily responsible for providing care.

## **Information**

The patient has the right to obtain, from the provider responsible for coordinating care, complete and current information concerning the diagnosis (to the degree known) and any known prognosis. The patient has the right to participate in the development and implementation of the plan of care. Each patient or patient representative has the right to make informed decisions regarding care. The patient may request or refuse treatment to the extent permitted by law. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

## **Advance Directives / Ethical Issues**

The patient has the right to form advance directives about their healthcare and have the hospital comply with those directives. The patient shall have the right to participate in the consideration of ethical issues that may arise with care through the attending provider and professional staff.

## **Domestic Abuse**

The hospital shall establish and implement protocols with respect to victims of domestic abuse. The policies and procedures shall at a minimum provide for an interview with the victim in a place that ensures privacy; confidentiality of the person's treatment and information; sharing of information regarding the domestic abuse hotline and programs; and education of appropriate emergency department staff to assist in the identification of victims of domestic abuse.

The treatment records of victims of domestic abuse shall include an assessment of the extent of abuse to the victim specifically describing the location and extent of the injury and reported pain; evidence that the victim was informed of the telephone numbers for the domestic abuse hotline and domestic abuse programs, and the victim's response; a record of the treatment and intervention by health care provider personnel; and a record of the need for follow-up care and specification of the follow-up care to be given (e.g., x-rays, surgery, consultation, similar care); and the victim's statement of how the injury occurred.

## **Child Abuse and Dependent Adult Abuse**

The hospital shall ensure that written policies and procedures cover all requirements for the mandatory reporting of abuse pursuant to the Iowa Code. Each hospital shall provide that the treatment records of victims of child abuse or dependent adult abuse include a statement that the Department of Human Services protective services was contacted.

## **Communication**

The patient has the right of access to people outside the hospital by means of visitors, and by verbal and written communications. When a patient does not speak or understand the predominant language of the community, access to an interpreter will be provided. Adaptive equipment will be sought in cases of deafness and/or blindness. The patient has the right to have a family member or a representative of choice notified promptly of the hospital admission.

## **Consent**

The patient has the right to be informed of their health status. The patient has the right to reasonable informed participation in decisions involving the health care and plan of care. The patient will not be subjected to any procedure without voluntary, competent, and understanding consent or that of the legally authorized representative. When medically significant alternatives for care or treatment exist, the patient shall be so informed. The patient has the right to know who is responsible for authorizing and performing the procedures or treatment.

## **Consultation**

The patient, at their own request and expense, has the right to consult with a specialist.

## **Grievance Process**

Each patient has a right to quality care. The hospital will adhere to professional standards that are continually monitored and reviewed. Patients have the right to file complaints or grievances at any time either verbally or in writing, and expect that filing such a grievance will not affect future access to care or quality of care.



Grievances may be initiated by contacting the Quality Improvement Manager at (712) 623-7144. If the patient does not feel the grievance has been resolved effectively, he/she may contact the Department of Inspections and Appeals at 1-877-686-0027 or the Department of Inspections and Appeals at the Lucas State Office Building, 321 E. 12th Street, Des Moines, IA 50319-0083.

## **Restraints**

The patient has the right of freedom from restraints used in the provision of acute medical and surgical care unless clinically necessary for safety and only in cases when other appropriate measures have been found to be ineffective to protect the patient and others from harm. There must be a written order signed by the practitioner approving the use of restraints and there must be careful consideration given to methods by which restraints can be speedily removed in case of fire or other emergencies.

## **Discharge Planning**

The patient has the right to request assistance with discharge planning needs at any time during the hospitalization.

## **Transfer and Continuity of Care**

Prior to transfer to another facility, the patient will receive a complete explanation of the need for the transfer and of the alternatives to such a transfer. A patient has the right to request or refuse a transfer. The patient or designee has the right to be informed by the practitioner responsible for his/her care of any continuing health care requirements following discharge from the hospital.

## **Hospital Charges**

Regardless of the source of payment for care, the patient has the right to request and receive an itemized and detailed explanation of the total bill for services rendered in the hospital.

## **Visitation**

The patient (or support person where appropriate) has the right to receive visitors whom they designate, including, but not limited to, a spouse, a domestic partner (including same-sex domestic partners), another family member or a friend. The patient also has the right to deny or withdraw such consent at any time.

All visitors shall enjoy full and equal visitation privileges consistent with patient preferences. The visitors shall not be restricted, limited or denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

There may be times when restrictions or limitations are clinically appropriate and reasonable. Those situations include but are not limited to: Any court order limiting or restraining contact; behavior presenting a direct risk or threat to the patient, staff or others in the immediate environment; behavior disruptive to the functioning of the patient care unit; reasonable limitations to the number of visitors at any one time; risk of infection to the visitor or risk of infection to the patient; extraordinary precautions due to a pandemic or infectious disease outbreak; the patient's need for privacy or rest and when the patient is undergoing a patient care intervention.



# Patient Responsibilities

## Provision of Information

A patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health. The patient has the responsibility to report unexpected change in condition to the responsible practitioner. A patient is responsible for making it known whether they clearly comprehend a contemplated course of action and what is expected.

## Compliance Instructions

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for their care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders and as they enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and when unable to do so for any reason, for notifying the responsible practitioner or the hospital.

## Refusal of Treatment

The patient is responsible for their own actions if they refuse treatment or do not follow the provider's instructions.

The patient may refuse treatments to the extent permitted by law. When refusal of treatment by the patient or legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.

## Hospital Rules and Regulations

The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

## Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.

Improving Community Health  
*Every Person. Every Time.*



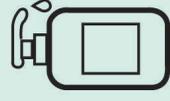
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 712.623.7000

# INPATIENT COMFORT MENU

The comfort menu has been created to assist you and your healthcare team to work together to reach your comfort goals. Your role as the key member of the healthcare team is essential in designing your treatment plan. We encourage the use of menu options listed below prior to moving to medication. We hope the comfort menu will assist in identifying comfort options that will make you feel confident in your treatment plan. These comfort options can be used at home as well. If you have any questions or comments please speak with a member of your healthcare team.



## COMFORT

- Eye Drops
- Extra Pillows
- Air Mattress
- Fan
- Moisture in Your Oven
- Cold Pack
- Warm Pack
- Heated Pad
- Mouth Sponge
- Pillow under your knees/ankles
- Saline spray for your nose
- Warm Blanket
- Warm Washcloth
- Pajamas
- Non- Skid Socks
- TENS unit

## PERSONAL CARE

- Comb or Pick
- Shower Cap
- Deodorant
- Lip Balm
- Lotin
- Nail File
- Shaver
- Shaving Cream
- Shampoo
- Conditioner
- Toothbrush
- Toothpaste

## COMFORT ACTIONS

- Shower if possible
- Range of motion
- Gentle Stretch
- Repositioning
- Walk in hall

## MEDICATION

- Discuss the realistic comfort goals you have with your healthcare team
- Discuss allergies, side effects and current medication combinations with your healthcare team
- Depending on your goals some medication options may include: Tylenol, Advil, Naproxen, Cymbalta, Lidocaine Patch, Nicotine Patch, Mylanta, Milk or Magnesia, Miralax, Cepacol, or Benadryl
- While opioids have their place, they should be started at a low dose and stopped at a low dose and stopped as soon as possible.

## RELAXATION

- Ear Plugs
- Massage Therapy
- Music Therapy
- Chaplain Visit
- Visitors
- Uninterrupted Quiet
- Stress Ball
- Window Shade Down
- Lights Out
- Door Closed
- Playing Cards
- Reading Materials
- White Noise Machine



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