



FAIRFIELD MEMORIAL HOSPITAL
EXCELLENCE IN COMMUNITY HEALTHCARE

PATIENT GUIDE



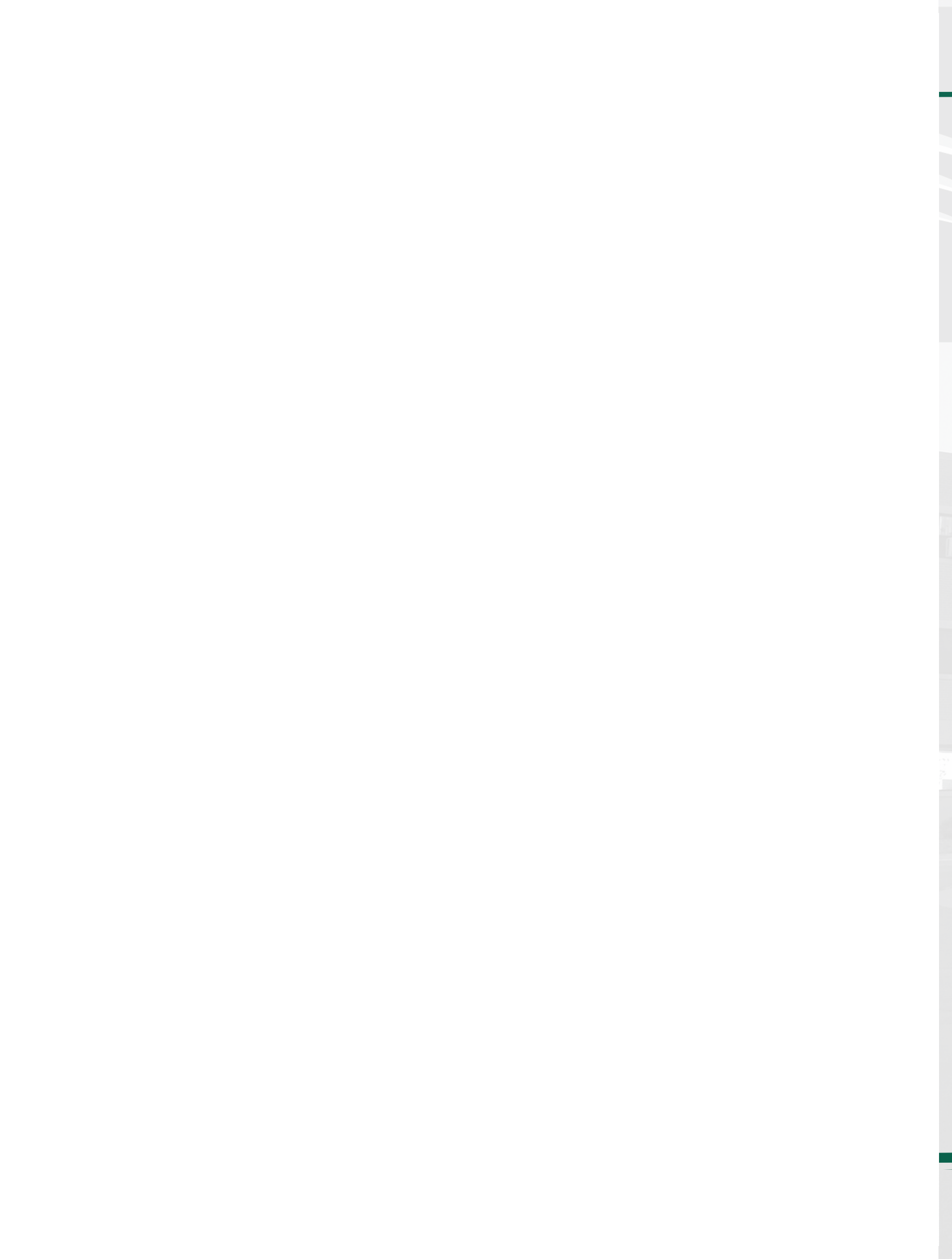


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In the spirit of keeping you well and well informed, we want you to know that the hospital works closely with the physicians who provide medical care to you. However, not all physicians are agents or employees of the hospital. Please feel free to contact administration or visit www.fairfieldmemorial.org to inquire as to which medical providers are employees of the hospital.

In an effort to ensure patient safety and public trust, anyone can inquire about our nurse staffing levels and nursing staff competence by calling 618-847-8243 to make an appointment with the Chief Nurse Executive. All questions will be answered in accordance with the 2004 Illinois Hospital Report Card Act.

June 2016





Welcome to Fairfield Memorial Hospital

I would like to welcome you into our healthcare system at Fairfield Memorial Hospital. Please rest assured that everyone who visits Fairfield Memorial Hospital will be well cared for, as our highly trained staff is ready to care for your needs with a personal touch. That's the Fairfield Memorial Hospital difference.

Our staff are committed to making your visit as comfortable as possible with personalized service and outstanding quality care. Also, our talented team of professionals will be here with you throughout your stay, ensuring you're treated just like family. As we render the healthcare services that you need, one aspect of our mission is to make you feel as safe and secure as if you were at home.

As Fairfield Memorial Hospital continues to adapt to changes in healthcare and changes in the community, we are listening to those we serve in order to better meet your expectations. We do this by surveying our inpatients and those visiting the emergency room, as well as our outpatient services, to find out what we are doing right, and what areas need improvement. If you receive one of our surveys, I would encourage you to complete it and send it back to us, as we look to our patients for perspective.

So whatever your reasons for visiting, I hope that your experience at Fairfield Memorial Hospital is a pleasant one. Thank you for choosing us, and good health to you.

Sincerely,

A handwritten signature in black ink that reads "Katherine J. Bunting".

Katherine J. Bunting, Ph.D., RN, MSN, LNHA
Chief Executive Officer

About Fairfield Memorial Hospital

Fairfield Memorial Hospital has been serving the health care needs of the surrounding area since 1950. Upon its opening, Fairfield Memorial Hospital was equipped with 84 beds and was staffed with six resident physicians and twenty-four registered nurses. On July 1, 1968, Fairfield Memorial Hospital introduced Way-Fair to the community. At its opening, Way-Fair consisted of 63 beds; today, Way-Fair Nursing & Rehabilitation Center consists of 101 beds. In 1966, Fairfield Memorial Hospital announced its expansion project, which consisted of attached offices adjoining the hospital, now known as the Mattie B. Rinard Building. In 1975, Fairfield Memorial Hospital opened its Intensive Care Unit. In 1998, Fairfield Memorial Hospital completed a \$4.1 million expansion project. This expansion included, but wasn't limited to, a new Surgical and Emergency Department, along with expansion of the Laboratory and Imaging departments. Additionally, the entire second floor was converted to all-private rooms. In August 2008, FMH opened Horizon Healthcare, a Certified Hospital Based-Rural Health Clinic, in a temporary building until the construction of the new FMH Medical Arts Complex was complete. In May 2011, FMH opened the Medical Arts Complex, a 25,468 square foot facility, which includes Horizon Healthcare, specialist suites, board room, and community/education rooms.

Today, Fairfield Memorial Hospital is a fully accredited, not-for-profit critical access hospital. The hospital has 25 acute-care beds and a workforce of over 250 employees. The medical staff at Fairfield Memorial Hospital is comprised of over 90 credentialed physicians and healthcare providers. Fairfield Memorial Hospital is accredited by The Joint Commission, which means that they voluntarily sought inspection by The Joint Commission to survey the quality of patient care, services, equipment, and facility.

Our sole purpose is to provide excellence in healthcare to the communities we serve, and are committed to community health education, wellness, and preventive medicine.

Fairfield Memorial Hospital provides dedicated doctors, caring nurses, and the most modern technology. We offer numerous services, including a 30-bed Skilled Care Unit, Home Health Services, 24-hour Emergency Care, Intensive Care Unit, Designated Comfort Care Rooms, Surgical Services, Diagnostic Imaging (CT Scanning, Ultrasound, 3D Mammography, PET-CT, Nuclear Medicine, Bone Density, MRI, General X-ray Procedures), Cardiac Rehabilitation, 24-hour Laboratory Services, Diabetes Education, Sleep Studies, Physical Therapy, Occupational Therapy, Speech Language Pathology, Balance Recovery Program, Industrial Rehabilitation and Respiratory Therapy. Fairfield Memorial Hospital's acute care and intensive care units have all-private rooms, and the Skilled Care Unit has both private and semi-private rooms. Services provided in the Mattie B. Rinard Building and FMH Medical Arts Complex include Horizon Healthcare (primary care & behavioral therapy) DaVita Dialysis, FMH Senior Life Solutions (intensive outpatient geriatric psychiatric services), Wound Care Center, Pain Center, and visiting specialists in Cardiology, Oncology, Urology, Orthopaedic, and Podiatry care. From pediatrics to seniors, Fairfield Memorial Hospital is dedicated to making you feel secure, knowing that you or your loved one will receive the best medical care possible by qualified and compassionate staff.

General Information

Our Mission:

To positively influence the health of those we serve.

Licensed By:

The State of Illinois Department of Public Health

Accredited and Certified By:

- The Joint Commission on Accreditation of Healthcare Organizations
- American College of Radiology – Mammography Imaging Services
- College of American Pathologists Proficiency Accredited



During Your Hospital Visit

What to expect during your stay at Fairfield Memorial Hospital:

- High quality healthcare
- A clean and safe environment
- Protection of your privacy



Patient Rights

Access:

- You have the right to considerate and respectful care in a safe and supportive environment.
- You have the right to be respected for your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences.
- You have the right to good quality care and high professional standards that are continually maintained and reviewed.
- You have the right to expect emergency procedures to be implemented without unnecessary delay.
- The staff of Fairfield Memorial Hospital will care for you to the best of our ability. If you need treatment that we cannot provide, we will help you find another place that can provide the special care you need. When medically permissible, you may be transferred to another facility only after you, or your next of kin or other legally responsible representative, has received complete information and an explanation concerning the need for and alternatives to such a transfer. We will not transfer you until another medical facility and a physician agree to accept you.
- If you are discharged from Fairfield Memorial Hospital and need follow-up care, you will be given information to assist you in making a decision about that care.
- You have the right to assistance in obtaining consultation with another physician at your request and expense.
- You cannot be denied the right of access to an individual or agency that is authorized to act on your behalf to assert or protect the rights as listed herein this document.

Dignity:

- You have the right to effective assessment and management of your pain.
- You have the right to medical and nursing services and to be treated with respect and receive competent care regardless of your race, color, sex, religion, age, sexual preference, beliefs, country of birth, source of payment, or illness.
- You have the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
- You have the right to be free from seclusion and restraints of any form that are not medically necessary.
- You have the right to make any reasonable request.

Communication:

- You have the right to full information, in layman's terms, concerning your diagnosis, treatment, and prognosis, including information about benefits, alternative treatments, risks, and possible complications. When it is not possible or medically advisable to give such information to you, the information shall be given on your behalf to your designee.
- If you have a hearing or special problem or speak another language, we will try to help you understand your care. If you do not speak English, you will have access, when possible, to an interpreter.
- Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment or both.
- You have the right to refuse any drugs, treatment, or procedure within legal limits. If you do refuse, our staff will provide education on the possible medical risks of the refusal.
- You have the right to have a family member or representative and your own physician notified promptly of your admission to Fairfield Memorial Hospital.
- You have the right to ask questions about information contained in your medical records in a timely manner. This facility shall provide you, or your designee, upon request, access to all information contained in your medical records.
- You have the right to be given information about your medical problem at the earliest possible time in the course of your hospitalization. You should be told how the problem will be treated, if treatment will hurt, and how long it will take.
- If requested, you should also be told the approximate cost of your treatment. You have the right to examine and receive a detailed explanation of your bill. You have the right to full information and counseling on the availability of known financial resources for your healthcare.

Choice:

- You have the right to participate in developing and implementing your plan of care.
- You have the right to help make decisions about your care and to be given clear information to make those decisions. You have the right to formulate Advance Directives (e.g., Living Will, Healthcare Power of Attorney, or Advanced Instruction for Mental Health Treatment) and to expect that Fairfield Memorial Hospital will honor your wishes.
- You have the right to change primary or specialty physicians if other qualified physicians are available.
- You have the right to be given a description of the potential risks and benefits of participating in such programs. You will not be involved in any such programs without giving your informed consent.

Resolution of Complaints

- If you have an ethical concern or conflict about your care, you have the right to talk to the person(s) in charge or request to speak with the Ethics Committee of Fairfield Memorial Hospital. This will in no way affect your care or treatment.
- If you wish to file a complaint or express a complaint, you may call Administration at 618-847-8243. Your concern will be handled promptly.



Privacy, Confidentiality, and Security

- State and federal laws and facility operating policies protect the privacy of your medical information. You will receive a Privacy Notice upon initial registration and on an annual basis that describes the ways that we use, disclose, and safeguard your patient information and that explains how you can obtain a copy of information from our records about your care.
- You have the right to receive care in a safe setting, free of all forms of abuse or harassment.
- It is your right to be a part of every consideration of your privacy concerning your own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
- It is your right to expect that we will do all we can to provide for your security and protect your personal privacy. Your healthcare will be discussed only with people involved in your care.
- You have the right to expect that all information about your care will be kept private unless you give permission except as required by law. To obtain your records you will need to complete an authorization to release this information and present a legal form of identification. Your medical records will be provided to you within 24 hours.
- You have the right to request protective services. We will provide information at your request regarding agencies and services to meet your needs.
- You have the right to know the name of any physician, nurse, or other person who provides your care and the purpose of that care.

Patient Responsibilities

- Ask questions. You and your family are responsible for asking questions when you do not understand your care or what you are expected to do. Let your doctor or nurse know about any pain you may experience.
- Cooperate with staff giving care.
- Be considerate of other patients.
- Respect other patients' needs and desires for privacy.
- Do not have too many visitors in your room at one time.
- Remind visitors to respect other patients' needs for quiet and that smoking is not allowed.
- Be considerate when using the TV, radio, telephone, and lights in an effort to not disturb others.
- Give complete details about past illnesses, stays in the hospital, allergies, medicines, present complaints, perceived risks to your care, and other matters relating to your health.
- Tell the doctor or nurse about any changes in your health that you may experience.
- Let the doctor or nurse know if you think you cannot or will not be compliant with your treatment plan. Be prepared to accept the consequences of your actions.
- Do not misuse Fairfield Memorial Hospital's supplies and equipment. You are financially responsible for any loss or damage that you cause to Fairfield Memorial Hospital property.
- Keep appointments. If you cannot, you should notify your physician or the appropriate hospital department as soon as possible.
- Pay bills promptly to keep healthcare costs down.
- Secure your valuables, either by sending them home or by placing them in the Fairfield Memorial Hospital safe until discharge.
- Patients are responsible for their actions if they refuse treatment or do not follow their physician's instructions.

Your Role in Healthcare Safety

Fairfield Memorial is committed to making your healthcare safety a priority. You, as the patient, can also play a vital role in your healthcare safety by becoming well-informed and actively involved in your care. The "Speak Up" program, sponsored by The Joint Commission, urges patients to get involved in their care.

You should follow these tips to make your hospital stay a positive experience:

- Speak up if you have questions or concerns, and if you do not understand, ask again.
- Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications from the right healthcare professionals.
- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask a trusted family member or friend to be your advocate. Your advocate can ask questions that you may not think of while you are under stress.
- Know what medications you take and why you take them. Also, inquire about the side effects of the medication.
- Use a healthcare organization, such as Fairfield Memorial, that has undergone a rigorous on-site evaluation, such as that provided by The Joint Commission.
- Participate in all decisions about your treatment. You are the center of your healthcare team.

Rapid Response Team

Patients, Caregiver, and/or Family Members may call ext. 235 and request the Rapid Response Coordinator come to the patient's bedside anytime the patient has a noticeable medical change and the healthcare team is not recognizing or responding to the patient or family's concerns; or when there is a breakdown in communication concerning the needs of the patient and how those needs will be met.

Fall Prevention

Accidental falls may occur in the hospital and nursing home. These accidents are as distressing to us as they are to the patient or resident. Please read the following carefully to learn how you can help prevent them.

You may fall in the hospital because ...

- Tranquilizers, sleeping tablets, pain relievers, blood pressure pills, or diuretics may make you dizzy and disoriented.
- Your illness, enemas, laxatives, long periods without food, or tests your doctor ordered may leave you weak and unsteady.
- The facility may seem foreign and unfamiliar to you, especially when you wake up at night.
- Some falls, such as those associated with illness or therapy, may not be avoidable. However, by following these guidelines you, your family, and your friends can help reduce your risk of falling.

Please follow these guidelines:

- Ask the nurse for help if you feel dizzy or weak getting out of bed. Remember you are more likely to faint or feel dizzy after sitting or lying for a long time. If you must get up without waiting for help, sit up in bed awhile before standing up, rise carefully, and slowly begin to walk.
- Make sure you wear nonskid slippers whenever you walk in the facility. Rubber-soled or crepe-soled slippers are recommended.
- Remain lying or seated while waiting for assistance. Though minutes may seem like hours, please be patient; someone will answer your call as soon as possible.
- Do not tamper with side-rails or safety devices that may be in use. Side-rails and safety devices are reminders to stay in bed and are designed to ensure your safety and protection.
- Keep all the things you need within easy reach. Glasses, dentures, tissues, etc. should be kept handy (and in proper containers) on your bedside table. Tell the nurse if they're not — don't over-reach.
- Always follow your doctor's orders and the nurse's instructions regarding whether you must stay in bed, require assistance to go to the bathroom, etc.

Hospital Note: Because hospital staff members cannot remain constantly at a patient's side, arrangements should be made for a family member or sitter to stay with a patient at risk for falls.



Promise

Fairfield Memorial Hospital developed a patient centered program called "Promise" that is designed to admit patients to the hospital in order to keep them as close to home as medically advisable. The Promise program's mission is to have qualified medical staff scheduled to cover call of inpatients and outpatients 24 hours a day, 365 days a year, with positive attitudes toward the hospital mission and who are dedicated to meeting the patients' needs with minimal transferring to out-of-town facilities.

In order to fulfill this mission, a Promise Team of providers was formed, including: Hospitalist: D. Wayne Stennett, APN and Primary Care Physicians: Christopher Ballard, MD, Wesley Thompson, MD, Steven Mitchell, MD, Marla Lafikes, MD, and Nicole Fyie, MD. The Promise Team physician on call is charged with taking over inpatient care, leaving more time for the outpatient treating physicians to work in the clinical office setting without decreasing access to patients.



In addition to the physicians who are committed to your care at FMH, there is a Multidisciplinary Team that meets on a regular basis to enhance communication in order to provide a coordination of care and service. Multidisciplinary Team members include but are not limited to members from Social Services, Utilization Review, Nursing Staff, Pharmacy, Dietitian, Therapy Services, Respiratory Therapy, Nursing Unit Manager, and Promise Team Physician.

This patient-centered program supports FMH's mission to positively influence the health of those we serve by keeping your loved ones close to home, lowering the length of stay of our patients, lowering cost of care, improving satisfaction among patients, visitors, staff, and referring physicians, and reducing readmission rates. The hospital also continues to remain financially strong which allows growth in services along with making advancements that are vital to our community. Financial stability is being nurtured by improving reimbursement through better documentation and fostered through the retention and recruit of hometown physicians, making the Promise program a Win/Win/Win endeavor.

Commitment to Patient Safety

Fairfield Memorial Hospital is committed to providing a safe and secure environment for the patients/residents, visitors, volunteers, and staff who enter our facility. Below are tips for helping your healthcare providers to provide you with a safer healthcare experience.

Safety Tip #1: Ask Questions

The No. 1 thing you can do to better your experience is to be sure to ask questions. If you don't understand something, feel free to ask questions — after all, it's your body and it's your right to know what is going on. If you think of questions when your doctor or nurse is not present, write down your questions so that you can ask them at a later time, or hit the call button in your room and ask your questions then. Ask for an interpreter if you are deaf or hearing impaired or if English is not your primary language. Feel free to talk to your healthcare provider about any concerns — we welcome your questions.

Safety Tip #2: Keep Track of Your History and Carry It With You

Write down your medical history, including any medical conditions you have, illnesses, immunizations, allergies, hospitalizations, all medications and dietary supplements you're taking, the dose and the reason you are taking the medication, and any reactions or sensitivities you've experienced. Keep this list updated and in your wallet.

Safety Tip #3: Identify Yourself

Wear your ID bracelet at all times. If your bracelet comes off, ask someone to get you a new one. Check the information on your ID bracelet to make sure that your name and medical record number are on it. Make sure all staff members check your ID bracelet and verify your date of birth before any procedure or test.

Safety Tip #4: Get the Most From Your Treatment

Ask your healthcare provider about your treatment plan. Make sure that you understand and agree with that plan. Ask a family member or friend to listen with you when a diagnosis, treatment plan, test results, or discharge plans are explained. This will help you remember. Be informed about your treatment. Ask when the treatments will be given and what they are for. If equipment is used for your care, know what it is for and how it should sound. Question anything that seems unusual or different from what you were told.

Safety Tip #5: Personal Items

Pay careful attention to where you place your dentures, hearing aids, and eyeglasses, as they are all important to your comfort and well-being. Dentures are best stored in a cup. Glasses and hearing aids are best kept in a case with your name on it when you're not wearing them.

Safety Tip #6: Help Prevent the Spread of Germs

Be aware that HANDWASHING is the best way to prevent the spread of germs. Practice good personal hygiene. Let your healthcare provider know if your gown or linens are soiled. Staff will welcome your reminder to wash their hands or wear gloves before examining you or giving you medicine. Ask friends and relatives who have colds, respiratory symptoms, or other contagious illnesses not to visit anyone in the hospital if possible. Get vaccinated, if it is recommended. Flu and pneumonia vaccines can help prevent illnesses in elderly and high-risk patients.

Safety Tip #7: Get the Most From Your Medications

Ask your nurse about your medicines — what they are, what they look like, what they do, when they are given, and what side effects they might have. If you do not recognize a medicine, verify that it is for you. Let your doctor or nurse know if you have any allergies or have had previous reactions to any drugs, foods, or latex. Tell your doctor and nurse about all medicines you are taking, including vitamins, herbal remedies, and over-the-counter medicines. Do not take medicines that you brought into the hospital from home, unless told to do so by your doctor or hospital staff. Be sure to speak up if you think you are getting the wrong medications or if you do not feel well after taking a medication.

Safety Tip #8: Prepare Yourself for When You Go Home

Make sure you are clear about discharge instructions, including medicines you need and information about a follow-up visit. Be sure you are given a phone number to call if you have questions. Talk with your doctors and pharmacist. Ask questions and write down what they say. Keep a phone or bell near your bed if you might need help. Never smoke in bed. Be very cautious if you have oxygen equipment at home. It is highly flammable.

If you see something go wrong, or better yet, almost go wrong, we really want to hear about that. You can notify your healthcare provider or you can ask for a member of administration to come to your room by calling extension 243.

Some of the things that we are doing to provide a safer and more secure environment for you are:

- Utilizing patient identification tools, such as ID bracelets.
- Continuous education of staff on various safety and security issues, as well as proper equipment usage.
- Continuous monitoring of the safety and security of the facility's grounds, building, and equipment.
- Performance monitoring on certain aspects of patient care.
- Certain entrances are locked from 10 p.m. to 6 a.m., restricting access to the facility.
- Fire drills and disaster preparation drills are held on a regular basis.
- Utilizing the five "rights" of the medication administration system, which are right route, right patient, right dose, right medication, and right time.

Patient and Visitor Services

Nurse Call System

You may call for nursing assistance by pressing the nurse call button located on your bed and TV remote. In certain areas, a nurse call button is also located in your bathroom. Nursing personnel will help you with the use of the nurse call system.

Personal Belongings

You may want to bring personal care items to the hospital. Your nurse will show you where these items can be stored. Unfortunately, Fairfield Memorial cannot be responsible for lost or stolen items. We encourage you to leave jewelry, credit cards, money, unnecessary clothing, and other valuables at home and/or give them to a family member. If such items need to be secured during your stay, please contact social services or nursing personnel.

Electrical equipment (medical or recreational) brought from home must be checked for electrical safety by our maintenance department prior to use. Please notify nursing personnel of any patient care item brought from home (e.g.: nebulizer machine).

No Smoking Policy

In an effort to enhance the environment for patients, staff, and visitors, Fairfield Memorial Hospital maintains a smoke-free campus. Smoking is not allowed anywhere on the hospital campus.

Nursing and social service personnel provide smoking-cessation education to our patients at Fairfield Memorial Hospital. If you are a smoker and should decide to consider a smoking-cessation program, please request to speak with nursing or social service personnel for additional information. Quitting smoking can help reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.

“Freedom from Smoking,” an American Lung Association eight-session group program to help smokers quit, is held each Monday at 5:30 p.m. at the Wayne County Health Department. Nicotine replacement is offered free of charge for those wishing to use it. To register, contact the Wayne County Health Department at 618-842-5166, ext. 114.

Telephone

During your stay, you may make and receive calls from the telephone next to your bed. To place a free local call, dial 9 + telephone number.

To receive calls directly into your room, the telephone number is 618-847-8+ room number in most units. You cannot directly dial into the rooms in the Intensive Care Unit. To reach these rooms, please call 618-842-2611 and ask to be transferred to ICU.

Meals and Dietary Services

If you are an inpatient, your meals will be delivered via room service to meet your needs. Each patient will be provided a customized menu for optimal nutrition for recovery. There is a Registered Dietitian on staff who can answer any questions you may have regarding your diet.

If you receive gifts of food or beverages, please check with your nurse to confirm that they are allowed on your diet. No alcoholic beverages or illegal substances are permitted.

The hospital cafeteria is open to the public and is located on the first floor. Meals are served seven days a week at the following times:

Breakfast6:00 a.m. to 8:30 a.m.

Lunch.....10:00 a.m. to 1:30 p.m.

Dinner..... 4:00 p.m. to 7:30 p.m.

Call 618-847-8330 to hear the Public Cafeteria Menu for today and tomorrow.

Tea, coffee, and ice water is free and available in the cafeteria.



Vending

Drinks and snacks are available 24 hours a day in the vending area located down the north hall of the first floor by the Physical Therapy Department. Snacks are also available for purchase in the Gift Shop during its hours of operation.

Television and Channel Guide

For the enjoyment of our patients, each television is equipped with extended cable services.
Please use the following guide for your television viewing pleasure.

CHANNEL NO.

2	HOSPITAL INFORMATION CHANNEL
3	WEVV-44 (CBS)
4	WFIE-14 (NBC)
5	WEHT-25 (ABC)
6	LOCAL 7
7	WEVV-45 (FOX)
9	KET
10	TWC (WEATHER CHANNEL)
11	WTBS (TBS)
12	LIFETIME
13	Trinity Broadcast Network (TBN)
14	SCI-FI
15	USA
16	WGN
17	TNT
18	TLC (THE LEARNING CHANNEL)
20	CBS SPORTS NETWORK
21	FNS (FOX NEWS)
22	FOX SPORTS MIDWEST
23	BIG TEN NETWORK
24	ESPN CLASSIC
25	ESPN
26	ESPN 2
27	ESPN NEWS
28	CNN
29	HISTORY CHANNEL
30	DISCOVERY
31	TV LAND
32	TRU TV
33	A&E
34	AMC (AMERICAN MOVIE CLASSICS)
35	ABC FAMILY
36	ANIMAL PLANET
38	FOOD NETWORK
39	NICKELODEON

Visiting Hours

Fairfield Memorial Hospital welcomes all visitors with no restrictions as long as the rights of other patients are not violated. Visiting hours may be further restricted in times of increased incidence of communicable disease after consultation with local health officials. Children under 12 years of age will not be admitted as visitors except in the company of a responsible adult. Certain restrictions apply; for further clarification on the rules for the visiting hours for each area, please check with your nurse.

Visitor Parking

Visitor parking is available on the south side of the hospital in the parking lot located at the front entrance.



Gift Shop

The facility's Gift Shop features many fine gifts. The Gift Shop is open Monday through Friday from 8:00 a.m. to 6:00 p.m., Saturday 8:00 a.m. - 4:00 p.m. and Sunday from 12 noon - 4:00 p.m. The Gift Shop is located at the front hospital entrance. (Please note that volunteers staff the Gift Shop and therefore the Gift Shop hours are subject to change.)

Waiting Areas

Visitors are welcome to wait in any of the waiting rooms in the designated area during approved visiting hours. Individuals accompanying patients who are having surgery are asked to wait in the Surgery Waiting Area on the first floor.





Chapel

The Chapel is located on the first floor, down the hallway from the front entrance. You are welcome at any time.

Pastoral Care

Meeting the spiritual needs of patients is an important part of hospital and nursing home care. While you are in our facility, your clergy is welcome to visit and minister to you. Additionally, the local Ministerial Alliance has a clergy member on call 24 hours a day, seven days a week. The chaplain can be called in for crisis events and/or support, if desired. At your request, your nurse or social service staff will contact your pastoral minister and/or the chaplain on call for you.

Planning for Your Discharge

Often, patients who are hospitalized need help arranging for care when they leave. This service is provided by our social service personnel and includes arranging for such services as home care, nursing home care, medical equipment, Meals on Wheels, and transportation. Social Service personnel visit patients throughout their stay to help identify needs and make necessary arrangements.

If you have any questions regarding your discharge process, please ask to speak with social service personnel.

Compliments and Concerns

Fairfield Memorial Hospital is committed to providing the highest quality healthcare to patients, both internally and externally, with services that conform to established requirements. Work practices are designed or modified in order to constantly strive toward improvement and to reduce the risk for errors. Each patient has the right to voice complaints regarding his or her care and to have those complaints reviewed. Prompt resolution will be achieved whenever possible.

As a patient at Fairfield Memorial, you should expect excellent care. Fairfield Memorial's staff will provide services as ordered by your physician. Should any concerns arise while being treated at Fairfield Memorial, please speak to your caregiver. If he/she does not adequately address your concerns, we ask that you, the patient, or a representative for you notify Administration of your concern by any of the following means:

1. Request to speak to the department manager of the department you are visiting:
 - Emergency Services: Dial extension 392
 - Medical-Surgical/Intensive Care Unit: Dial extension 222
 - Skilled Care Unit: Dial extension 328
 - Surgery (Same Day Surgery): Dial extension 118
 - Diagnostic Imaging Services: Dial extension 271
 - Cardiopulmonary Services: Dial extension 238
 - Laboratory Services: Dial extension 377
 - Therapy Services: Dial extension 256
 - Chief Nurse Executive: Dial extension 283
 - Horizon Healthcare: Dial extension 4812
 - Senior Life Solutions: Dial extension 451
2. Call from an in-house phone to the Administration office at extension 243.
3. Call Administration from outside of the facility at 618-847-8243.

If you have concerns after you leave the hospital, please contact Administration at 618-847-8243.

To help ensure that patient needs are being met, Press Ganey, an independent company, has been contracted to conduct patient care surveys. Surveys are conducted by mail on a random basis. As a recent patient treated at Fairfield Memorial Hospital, you may be sent a questionnaire or survey regarding your stay. If you receive one of these surveys, we highly encourage you to complete it. We enjoy hearing feedback, both positive and negative, from our patients. So please be sure to let us know how we are doing so that we can better serve your needs.

If at anytime you feel that a concern was not resolved you can contact the Illinois Department of Public Health's 24-hour, toll-free Central Complaint Registry at 800-252-4343, TTY at 800-547-0466, or write the Illinois Department of Public Health, Division of Health Care Facilities and Programs, 525 W. Jefferson St., Springfield, IL 62761-0001.

You can also contact the Office of Quality Monitoring at The Joint Commission by submitting a written concern to One Renaissance Boulevard, Oakbrook Terrace, IL 60181; faxing to 630-792-5636; or emailing complaint@jcaho.org.



Your Role in Preventing Infections

The National Patient Safety Foundation (NPSF) has a “Stand Up for Patient Safety” project designed to provide patients with helpful principles for managing their healthcare, including preventing infections in the hospital. Infections can occur after many types of medical procedures. This is particularly true if you are having surgery. There are several things you can do to help prevent infections from developing in the hospital:

- While you are in the hospital, it is important to remember to wash your hands carefully after handling any type of soiled material. This is especially important after using the bathroom.
- Since you are part of your healthcare team, do not be afraid to remind doctors, nurses, and nurse assistants about washing their hands (or using the alcohol rub hand sanitizer) before working with you.
- If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if the dressing works loose or gets wet.
- If you have a dressing (bandage) on a wound, let your nurse know promptly if it works loose or gets wet.
- If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.
- When allowed by your doctor, get out of bed often and walk in the hospital hallways to increase your circulation.
- When breathing treatments have been ordered by your doctor, perform them as instructed by the respiratory therapist or your nurse. This will help improve your ability to breathe.
- Don't be afraid to ask for sufficient pain medications. This will increase your comfort and enable you to participate in the activities intended to speed your recovery (for example: ambulation and breathing treatments).
- Don't be afraid to ask questions about your care so that you may fully understand your treatment plan and the expected outcomes of your care. This will help you and your family to assist with your recovery.
- Ask visitors to clean their hands with soap and water or the alcohol hand rub as they enter and leave the room.
- Smoking can lead to infections. If you smoke and need help to stop, please let your nurse know. This is a tobacco free hospital campus.
- If you have diabetes, be sure to ask your doctor about the best way to control your blood sugar. High blood sugar can increase risk of infection.
- If possible, ask friends and relatives not to visit if they feel ill.

Preventing Infections continued:

At Fairfield Memorial Hospital, we are committed to providing you with the best of care. Because your health and safety are important to us, Fairfield Memorial Hospital is taking part in state and national patient safety programs to reduce the risk of transmission of antibiotic-resistant bacteria.

There are bacteria, or germs, both inside and outside the hospital that are of special concern because they are resistant to antibiotic treatments and can cause infection while patients are receiving medical care. Antibiotic resistance is a growing worldwide problem.

People can carry these germs in or on their body without symptoms, and they can unknowingly be passed from patient to patient if important steps are not taken. A very important bacteria that may be resistant to many antibiotics most commonly used to treat infections is Methicillin-Resistant Staphylococcus Aureus (MRSA). MRSA is commonly found on the skin or in the nose.

It is important for your health providers to know if you are carrying MRSA, if screening criteria is met a nasal specimen will be collected for a MRSA test. The first specimen is collected by simply swabbing the inside of your nose with a small sterile swab. Additional specimens may be collected throughout your stay.

If you are found to carry MRSA, you will be placed in “contact precautions” to help us prevent the spread of MRSA in the hospital. This means that healthcare staff (doctors, nurses, lab and radiology personnel, etc.) will be wearing gowns and gloves while caring for you. The presence of these bacteria does not require treatment unless you have an infection.

Please ask your nurse if you have any questions or concerns regarding this information about MRSA. Within approximately 48 hours after the swabs are collected, your nurse and/or physician will share the results with you. If you have any questions regarding the results of these tests, please don't hesitate to ask.

Our staff is working hard to protect you from infection while you are in the hospital, as well as to protect you from infection after you go home. Information about MRSA and other multi- drug resistant organisms are available. You can ask your nurse for this information at any time.

Pain Control: Your Rights and Responsibilities

Your comfort is important at Fairfield Memorial Hospital. We want to help you when you have pain. You can expect a prompt, caring, and effective response when you say you are in pain.

What Is Pain?

Pain is an unpleasant feeling in your body. It can be caused by a physical condition. Your pain may be related to past experiences. Your thoughts and emotions may also affect your pain. It is common for different people to have the same pain but to use different words to describe it.

You Have the Right To:

- Expect us to listen when you say you are hurting
- A prompt response when you say you are hurting
- Staff who are concerned about your pain
- The best pain relief treatments we have available
- Information about pain and pain relief
- Receive answers to your questions about pain
- Be treated with dignity

You Have the Responsibility To:

- Ask for pain relief as soon as the pain starts
- Help doctors and nurses find out how bad your pain is
- Tell your doctor or nurse about any pain that will not go away
- Ask your doctor or nurse about your pain management plan
- Discuss choices you need to make about pain relief with your doctor or nurse
- Work with your doctor or nurse to develop a pain relief plan

Healthcare Providers Will:

- Inform patients at the time of their initial evaluation that relief of pain is an important part of their care and will respond quickly to reports of pain
- Ask patients on initial evaluation and as part of regular assessments about the presence, quality, and intensity of pain and use the patient's self report as the primary indicator of pain
- Work with the patient and other healthcare providers to establish a goal for pain relief and develop and implement a plan to achieve that goal
- Review and modify the plan of care for patients who have unrelieved pain

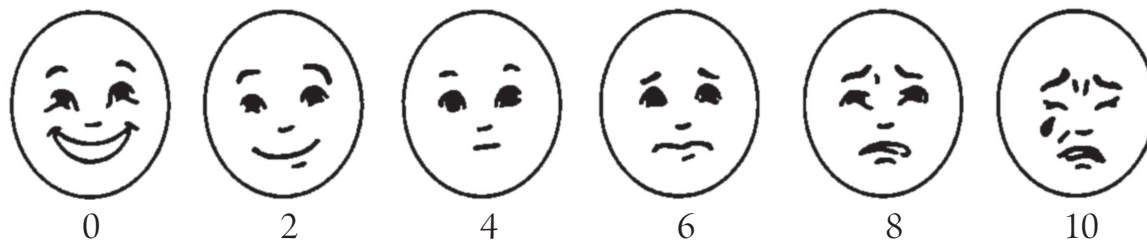
Numeric Pain Scale

No Pain

Worst Possible Pain

0 1 2 3 4 5 6 7 8 9 10

Pain Rating Scale



Descriptive

No Pain Tolerable Moderate Severe Pain

FLACC Scale

Categories	0	1	2
Face	No particular expression or smile	Occasional grimace or frown, withdrawn, disinterested	Frequent to constant quivering chin, clenched jaw
Legs	Normal position or relaxed	Uneasy, restless, tense	Kicking or legs drawn up
Activity	Lying quietly, normal position, moves easily	Squirming, shifting back and forth, tense	Arched, rigid, or jerking
Cry	No cry (awake or asleep)	Moans or whimpers; occasional complaint	Crying steadily, screams or sobs, frequent complaints
Consolability	Content, relaxed	Reassured by occasional touching, hugging, or being talked to distract	Difficult to console or comfort

Each of the five categories (F) Face; (L) Legs; (A) Activity; (C) Cry; (Co) Consolability is scored from 0-2, resulting in a total score range of 0 to 10.

Finding Your Way Around the Hospital

Fairfield Memorial Hospital is located at 303 NW 11th Street in Fairfield, Illinois. The hospital is accessible from Interstate 64, as well as from major thoroughfares such as US. Routes 45 and 15.

Cafeteria

The Cafeteria is located on the first floor.

Vending

The vending area is located down the north hallway of the first floor near the Physical Therapy Department, to the right.

Business Office

The Business Office is located in the Mattie B. Rinard Building. Feel free to enter through the FMH Medical Arts Complex main entrance and proceed down the long hallway. Upon passing the waiting room on your right, you will have entered the Mattie B. Rinard Building. The Business Office is the second door on the left side (south side) of the hallway.

Admitting (Registration)

When parking in the main hospital parking lot, south of the hospital, enter through the hospital's front entrance and take an immediate left. Registration is located on the immediate right, before you reach the elevators.

Health Information

Health Information (medical records) is located in the Mattie B. Rinard Building. Feel free to park and enter through the FMH Medical Arts Complex main entrance and proceed down the long hallway. Health Information is the second to last door on the left before entering the breezeway to the hospital. Health Information is open from 8 a.m. - 4:30 p.m. Monday – Friday. For information about obtaining medical records call 618-847-8247.

In order to obtain your medical records, you must fill out a "Release of Information Form" in entirety before your request can be processed. Feel free to mail your form in advance to the Health Information Department. Please allow twenty-four hours for processing to be complete. Medical Records can be picked up in the Health Information Department located in the Mattie B. Rinard Building during the hours of Monday-Friday, 8 a.m. - 4:30 p.m.

Administration

Administration is located in the Mattie B. Rinard Building. Feel free to park and enter through the FMH Medical Arts Complex main entrance and proceed down the long hallway. Administration is the last door on the right before entering the breezeway to the hospital.

Emergency

You can park in the main hospital parking lot, south of the hospital, and enter through the south doors near the Emergency Department. The Emergency window is around the corner.

Chapel

Patients and visitors can park in the main hospital parking lot, south of the hospital. Enter through the hospital's main entrance. The Hospital Chapel is down the east hallway from the front entrance.

Insurance and Pre-Certification

To ensure your peace of mind while you are hospitalized, we suggest that prior to your admission you be aware of the type of coverage your insurance policy provides. Check with your place of employment or your insurance company for any unique requirements.

It is your responsibility to determine if pre-certification is required and to provide your insurance company with the appropriate information prior to your hospital visit.

You will need to bring your insurance card and your pre-certification number when you come to the hospital. If you need assistance, please call Registration at 618-847-8275.

Regarding Your Bill

Fairfield Memorial Hospital contracts with several physicians and groups to provide professional services to patients.

In addition to receiving a bill for services provided at Fairfield Memorial, you will be billed a professional fee separately if you receive services provided by:

- Pathology
- Radiology
- Cardiopulmonary/Sleep Study Lab

For your convenience, the telephone numbers for some of the professional bills you may receive are listed below:

Fairfield Memorial Hospital – Business Office.....	618-842-2611	Southern Illinois Surgical Care Associates	618-244-3322 ext. 151
Horizon Healthcare	618-842-4617	Gary Reagan, MD	618-244-6710
Clinical Radiologists, S.C.	800-255-8388	Talley Eye Care	812-453-6113
Pathology Services.....	877-612-2085	Page Foot & Ankle.....	877-248-3668
The Neurology Group.....	615-855-1374	Sajjan Nemani, MD	618-533-8700
Christopher Rural Health Planning.....	618-842-4470	Sridhar Bhaskara, MD.....	812-473-0181
The Heart Group/Heartcare.....	812-464-9133		

If you have billing questions concerning any of the services with which we contract, please call the service directly.

Thank you for using Fairfield Memorial Hospital. We appreciate your confidence in us by choosing us as your healthcare provider. We offer the following information concerning our credit policy to help you understand the responsibility for payment of patient accounts and to keep to a reasonable minimum the amount of time necessary to settle balances. We must rely entirely on patient revenue for operation of this facility, which provides 24-hour-a-day quality services from a full staff of professional and specialty skilled employees.

Business Office

The Business Office is open Monday through Friday, 8:30 a.m. to 4:30 p.m. Please contact our staff by phone at 618-842-2611, or in person, should you have any questions or concerns regarding your hospital bill.

Insurance

Claims are filed upon the patient's behalf based on the information provided at the time of registration. Fairfield Memorial Hospital assumes no liability for pending, delayed, or disputed medical claims. The guarantor of the patient bill will be billed for any remaining balance after the insurance has paid their portion. If no payment has been received from the insurance company 30 days after they were billed, we will look to the guarantor for payment. Any insurance payment received after the guarantor has paid the balance will be refunded to the guarantor.

Pre-Certification Requirements

If any insurance company or third-party payer requires pre-certification, it is the responsibility of the insured to contact them to obtain authorization for services. Additionally, some physicians may not be participating providers in the same insurance plans and networks as the hospital.

Medicare

Claims are submitted to Part A and/or Part B Medicare upon the beneficiary's behalf. In addition, up to two Medicare supplemental insurance of the patient's choice will also be filed. The beneficiary is responsible for any deductible and/or co-insurance and non-covered services (such as a private room) not paid by their insurance.

Private Pay

Payment in full is expected at the time service is provided and should be paid through one of these payment alternatives: cash, check, credit card (MasterCard, Visa, American Express or Discover), or Debit Card.

Payment Arrangements

If unusual circumstances make it impossible to pay the balance when a bill is received, we invite you to call or personally discuss the matter with a financial representative who will set up mutually agreeable monthly payments based on the amount of the bill and guarantor income and expenses. This will avoid misunderstanding and enable you to keep your account in good standing.

Returned Checks

Checks returned for non-sufficient funds will have a service charge of \$15.00 added to the account balance.

Delinquent Accounts

Failure to meet financial obligations may result in delinquent accounts being assigned to a collection agency or attorney for recovery.

Illinois Department of Public Aid

Recipients are responsible for presenting their medical cards at the time of registration. It is important that you be aware that there is a time deadline for submitting claims to the state. If you fail to furnish your medical card to the Business Office within the required time frame, you will then be held responsible for payment of your bill even though you were covered by a valid medical card at the time of service.

Financial Assistance

You may be eligible for financial assistance under the terms and conditions the hospital offers to qualified patients. For more information, contact the financial assistance representative at 618-842-2611.



Health Care Decisions: Advance Directives

Factors to Consider

Human life is a precious gift. At Fairfield Memorial Hospital, we are committed to providing care and support for all in need. When illness becomes critical, it is necessary to think about difficult decisions regarding lifesaving measures.

Fairfield Memorial Hospital has an Ethics Committee to assist healthcare providers, patients, and families dealing with these difficult decisions. The Ministerial Alliance is on call 24 hours a day, or your clergy member may be contacted to provide spiritual guidance and assistance, upon your request.

Lifesaving procedures may include cardiopulmonary resuscitation (CPR), ventilation, or defibrillation. As a patient, you have a right and obligation to make your wishes on critical healthcare decisions known to family members, physicians, and hospital staff. If you do not wish to receive lifesaving measures, you may request a DNR (Do Not Resuscitate) order be placed on your medical chart. A copy of an Illinois Department of Public Health Uniform DNR-POLST Advance Directive can also be made part of your permanent record. The DNR status does not mean all medical and nursing care will be withheld. Patients will continue to receive quality supportive care that includes providing foods and fluids, personal hygiene, pain control, and ongoing personal attention and comfort.

The following section, *Planning Ahead*, discusses the legal aspects of making your healthcare wishes known.

Planning Ahead

You have the right to make decisions about the health care you get now and in the future. An advance directive is a written statement you prepare about how you want your medical decisions to be made in the future, if you are no longer able to make them for yourself. A do not resuscitate order (DNR order) is a medical treatment order that says cardiopulmonary resuscitation (CPR) will not be used if your heart and/or breathing stops.

Federal law requires that you be told of your right to make an advance directive when you are admitted to a health care facility. Illinois law allows for the following three types of advance directives: (1) health care power of attorney; (2) living will; and (3) mental health treatment preference declaration. In addition, you can ask your physician to work with you to prepare a DNR order. You may choose to discuss with your health care professional and/or attorney these different types of advance directives as well as a DNR order. After reviewing information regarding advance directives and a DNR order, you may decide to make more than one. For example, you could make a health care power of attorney and a living will.

If you have one or more advance directives and/or a DNR order, tell your health care professional and provide them with a copy. You may also want to provide a copy to family members, and you should provide a copy to those you appoint to make these decisions for you.

State law provides copies of sample advance directives forms. In addition, an IDPH website (<http://www.idph.state.il.us/public/books/advdir4.htm>) provides a copy of these forms and a copy of the Illinois Department of Public Health (IDPH) Uniform Do Not Resuscitate (DNR-POLST) Advance Directive.

Healthcare Power of Attorney

The health care power of attorney lets you choose someone to make health care decisions for you in the future, if you are no longer able to make these decisions for yourself. You are called the “principal” in the power of attorney form and the person you choose to make decisions is called your “agent.” Your agent would make health care decisions for you if you were no longer able to make these decisions for yourself. So long as you are able to make these decisions, you will have the power to do so. You may use a standard health care power of attorney form or write your own. You may give your agent specific directions about the health care you do or do not want.

The agent you choose cannot be your health care professional or other health care provider. You should have someone who is not your agent witness your signing of the power of attorney.

The power of your agent to make health care decisions on your behalf is broad. Your agent would be required to follow any specific instructions you give regarding care you want provided or withheld. For example, you can say whether you want all life-sustaining treatments provided in all events; whether and when you want life-sustaining treatment ended; instructions regarding refusal of certain types of treatments on religious or other personal grounds; and instructions regarding anatomical gifts and disposal of remains. Unless you include time limits, the health care power of attorney will continue in effect from the time it is signed until your death. You can cancel your power of attorney at any time, either by telling someone or by canceling it in writing. You can name a backup agent to act if the first one cannot or will not take action. If you want to change your power of attorney, you must do so in writing.

Living Will

A living will tells your health care professional whether you want death-delaying procedures used if you have a terminal condition and are unable to state your wishes. A living will, unlike a health care power of attorney, only applies if you have a terminal condition. A terminal condition means an incurable and irreversible condition such that death is imminent and the application of any death delaying procedures serves only to prolong the dying process.

Even if you sign a living will, food and water cannot be withdrawn if it would be the only cause of death. Also, if you are pregnant and your health care professional thinks you could have a live birth, your living will cannot go into effect.

You can use a standard living will form or write your own. You may write specific directions about the death-delaying procedures you do or do not want.

Two people must witness your signing of the living will. Your health care professional cannot be a witness. It is your responsibility to tell your health care professional if you have a living will if you are able to do so. You can cancel your living will at any time, either by telling someone or by canceling it in writing.

If you have both a health care power of attorney and a living will, the agent you name in your power of attorney will make your health care decisions unless he or she is unavailable.

Mental Health Treatment Preference Declaration

A mental health treatment preference declaration lets you say if you want to receive electroconvulsive treatment (ECT) or psychotropic medicine when you have a mental illness and are unable to make these decisions for yourself. It also allows you to say whether you wish to be admitted to a mental health facility for up to 17 days of treatment.

You can write your wishes and/or choose someone to make your mental health decisions for you. In the declaration, you are called the “principal” and the person you choose is called an “attorney-in-fact.” Neither your health care professional nor any employee of a health care facility in which you reside may be your attorney-in-fact. Your attorney-in-fact must accept the appointment in writing before he or she can start making decisions regarding your mental health treatment. The attorney-in-fact must make decisions consistent with any desires you express in your declaration unless a court orders differently or an emergency threatens your life or health.

Your mental health treatment preference declaration expires three years from the date you sign it. Two people must witness you signing the declaration. The following people may not witness your signing of the declaration: your health care professional; an employee of a health care facility in which you reside; or a family member related by blood, marriage or adoption. You may cancel your declaration in writing prior to its expiration as long as you are not receiving mental health treatment at the time of cancellation. If you are receiving mental health treatment, your declaration will not expire and you may not cancel it until the treatment is successfully completed.

Do-Not-Resuscitate Order

You may also ask your health care professional about a do-not-resuscitate order (DNR order). A DNR order is a medical treatment order stating that cardiopulmonary resuscitation (CPR) will not be attempted if your heart and/or breathing stops. The law authorizing the development of the form specifies that an individual (or his or her authorized legal representative) may execute the IDPH Uniform DNR-POLST Advance Directive directing that resuscitation efforts shall not be attempted. Therefore, a DNR order completed on the IDPH Uniform DNR-POLST Advance Directive contains an advance directive made by an individual (or legal representative), and also contains a physician’s order that requires a physician’s signature.

Before a DNR order may be entered into your medical record, either you or another person (your legal guardian, health care power of attorney or surrogate decision maker) must consent to the DNR order. This consent must be witnessed by one person who is 18 years or older. If a DNR order is entered into your medical record, appropriate medical treatment other than CPR will be given to you. This webpage provides a copy of the Illinois Department of Public Health (IDPH) Uniform Do Not Resuscitate (DNR-POLST) Advance Directive that may be used by you and your physician. This webpage also provides a link to guidance for individuals, health care professionals and health care providers concerning the IDPH Uniform DNR-POLST Advance Directive.

What happens if you don’t have an Advance Directive?

Under Illinois law, a health care “surrogate” may be chosen for you if you cannot make health care decisions for yourself and do not have an advance directive. A health care surrogate will be one of the following persons (in order of priority): guardian of the person, spouse, any adult child(ren), either parent, any adult brother or sister, any adult grandchild(ren), a close friend, or guardian of the estate.

The surrogate can make all health care decisions for you, with certain exceptions. A health care surrogate cannot tell your health care professional to withdraw or withhold life-sustaining treatment unless you have a “qualifying condition,” which is a terminal condition, permanent unconsciousness, or an incurable or irreversible condition. A “terminal condition” is an incurable or irreversible injury for which there is no reasonable prospect of cure or recovery, death is imminent and life-sustaining treatment will only prolong the dying process. “Permanent unconsciousness” means a condition that, to a high degree of medical certainty, will last permanently, without improvement; there is no thought, purposeful social interaction or sensory awareness present; and providing life-sustaining treatment will only have minimal medical benefit. An “incurable or irreversible condition” means an illness or injury for which there is no reasonable prospect for cure or recovery, that ultimately will cause the patient’s death, that imposes severe pain or an inhumane burden on the patient, and for which life-sustaining treatment will have minimal medical benefit.

Two doctors must certify that you cannot make decisions and have a qualifying condition in order to withdraw or withhold life-sustaining treatment. If your health care surrogate decision maker decides to withdraw or withhold life-sustaining treatment, this decision must be witnessed by a person who is 18 years or older. A health care surrogate may consent to a DNR order, however, this consent must be witnessed by two individuals 18 years or older.

A health care surrogate, other than a court-appointed guardian, cannot consent to certain mental health treatments, including treatment by electroconvulsive therapy (ECT), psychotropic medication or admission to a mental health facility. A health care surrogate can petition a court to allow these mental health services.

Final Notes

You should talk with your family, your health care professional, your attorney, and any agent or attorney-in-fact that you appoint about your decision to make one or more advance directives or a DNR order. If they know what health care you want, they will find it easier to follow your wishes. If you cancel or change an advance directive or a DNR order in the future, remember to tell these same people about the change or cancellation.

No health care facility, health care professional or insurer can make you execute an advance directive or DNR Order as a condition of providing treatment or insurance. It is entirely your decision. If a health care facility, health-care professional or insurer objects to following your advance directive or DNR order then they must tell you or the individual responsible for making your health care decisions. They must continue to provide care until you or your decision maker can transfer you to another health care provider who will follow your advance directive or DNR order.

In case of emergency, how will a hospital know that I have a Living Will or who my health care agent is?

Carry the information in your wallet or purse. The information should include your name, the location of your Power of Attorney or Living Will documents, and the names of your agent and successors. Also include telephone numbers where the agents/successors can be reached.

Where can I get additional information about a Living Will and Health Care Power of Attorney?

Contact your nurse and ask for assistance. They will arrange for Social Service personnel to come to your room to discuss Advance Directives. This person can offer information, blank forms, or assistance in filling out the forms. This service is available weekdays from 8:00 a.m.–4:30 p.m.

Hospital Services

Fairfield Memorial Hospital offers numerous services, including a 30-bed Skilled Care Unit, Home Health Services, 24-hour Emergency Care, Horizon Healthcare (physician clinic), Intensive Care Unit, Designated Comfort Care Rooms, Surgical Services, Diagnostic Imaging (CT Scanning/Radiology), Cardiac Rehabilitation, Sleep Studies, 24-Hour Laboratory Services, Chemotherapy, Diabetes Education, Physical Therapy, Occupational Therapy, Speech Language Pathology, and Respiratory Therapy. Additional information on the wide variety of services available to patients at Fairfield Memorial Hospital may be found on our website at www.fairfieldmemorial.org. Services provided in the Mattie B. Rinard Medical Center and Fairfield Memorial Hospital Medical Arts Complex include DaVita Dialysis, FMH Senior Life Solutions (an intensive outpatient geriatric psychiatric unit), Wound Care Center, and visiting specialists in Cardiology, Oncology, Urology, and Podiatry care.

Cardiopulmonary/Sleep Studies

The Cardiopulmonary Department is involved in the evaluation, treatment, management, and care of patients with deficiencies and abnormalities associated with the heart and lungs. The department performs a wide range of testing to assist the physician in the diagnosis and treatment of patients. Some of these services include oxygen maintenance, nebulizer therapy, BiPap/CPAP administration, and ventilator management. Cardiac testing includes holter monitors, cardiac event monitors, EKG's, and cardiac stress tests. Other tests performed in the cardiopulmonary department include EEG's, Pulmonary Function Tests, Simple Spirometry Testing, and Sleep Studies. All services are provided by licensed Respiratory Care Practitioners under the direction of a physician.

Diabetes Education

Fairfield Memorial Hospital was Southeastern Illinois' first Diabetes Self Management Program. Diabetes Education can provide you and your family with increased knowledge about diabetes, help you maintain a healthy lifestyle and teach self-management skills. A physician's referral is necessary to participate in the Diabetes Outpatient Education Program. Education is offered through individual educational sessions, group classes, diabetes support groups, and health fairs. The diabetes education team consists of Certified Diabetes Educator (Primary Educator), Physician, Registered Dietitian, Social Worker, Pharmacist, Wound Care Specialist, Foot Care Specialist, and Physical Therapist.

Diagnostic Imaging

The Diagnostic Imaging Department provides seven major areas of service including: State-of-the-Art Ultrasound, Nuclear Medicine, 32-slice CT scanner, 3D Mammography, PET/CT, MRI, and X-Ray. 3D Mammography at FMH is FDA and MQSA accredited and has computer aided detection. FMH offers many studies that are found in the larger hospitals with the peace of mind that the studies are being done close to home and by highly skilled registered technologists who will treat the patient as a friend, not just "the patient."

Dialysis

Outpatient dialysis services are provided on-site in the Mattie B. Rinard Medical Center by DaVita, Inc., Wayne County Dialysis. The dialysis clinic operates 8 hemodialysis stations, with each station is equipped with a dialysis machine, recliner, personal television and Wi-Fi access for patient enjoyment. The clinic is equipped with a state of the art water treatment system, creating ultra-pure water necessary for dialysis, and has facilities for Continuous Ambulatory Peritoneal Dialysis (CAPD) and Continuous Cycling Peritoneal Dialysis (CCPD). For further information about the facility, contact Wayne County Dialysis 618-842-7204.

Laboratory

The Laboratory is The Joint Commission accredited, CLIA-certified, and high complex facility offering a wide range of services. The laboratory offers a complete menu of cardiac testing, BNP determination, in-house thyroid testing, therapeutic drug testing, microbiology, and transfusion services, as well as, standard testing capacities. The laboratory utilizes state-of-the-art analyzers and automated equipment, kept at optimal operating efficiencies through an extensive quality-control program. Staffed by professional, licensed technicians, technologists, and phlebotomists, the laboratory provides an excellent level of diagnostic care for its clients, physicians, and the community. Laboratory services are available 24/7 in the hospital; Monday-Friday, 8:30 a.m.-5:00 p.m., in the FMH Medical Arts Complex, and Monday, Wednesday and Friday, 7:00 a.m.-9:00 a.m., at the Edwards County Health Department in Albion.



Therapy Services

Fairfield Memorial Hospital offers specialized therapy services to help patients achieve their maximum potential and return to a healthy lifestyle. Services include physical therapy, occupational therapy, speech language pathology (offering VitalStim therapy - muscle stimulation of throat for better swallowing), Cardiac Rehabilitation, Balance Recovery Program, and industrial rehabilitation program. Individuals of all ages will benefit in a variety of settings that include outpatient, inpatient, skilled care, and home health with a physician referral. Outpatient therapy services are available weekdays from 7:00 a.m. to 5:30 p.m.

Cardiac Rehabilitation is located within the Therapy Services Department. The Cardiac Rehabilitation program is monitored by a dedicated Physical Therapist Assistant and is designed to encourage and educate the patient and help to set up an individualized exercise program. FMH offers phases two and three Cardiac Rehab. Phase two consists of a 12-18 week program to specifically monitor weight gain/loss, blood pressure, heart rate, and rhythm. Phase three is for patients who would like to continue the exercise program once the second phase is complete.

Home Health Care

Fairfield Memorial Hospital Home Health is committed to meeting the special needs of patients of all ages and is dedicated to providing our clients with the best in-home care services. These services extend the quality of healthcare that is available to our community.

Many times, when patients are recovering from an illness, surgery, or an injury, they would rather remain in the familiar comforts of home, which can enhance recovery and rehabilitation. Activities are directed toward helping patients to attain and maintain their highest level of independent living and to help the family provide support.

Fairfield Memorial Hospital Home Health offers a professional staff with the education and experience to provide superb home healthcare. Our staff is available to patients 24 hours a day, seven days a week.



Skilled Nursing Care

The patient, his or her physician, and registered nurse work together to develop a customized care plan, with the physician receiving regular reports to stay abreast of the patient's progress.

Therapy Services

Therapists educate and instruct patients and families in therapeutic activities to assist in the recovery from various illnesses and injuries through physical therapy, occupational therapy, and speech language pathology.

At Fairfield Memorial Hospital Home Health, nothing is more rewarding to us than to know we can help you recover in the comfort and security of your own home. We serve patients in all of Wayne and Edwards counties, as well as in portions of Richland, Clay, Marion, Jefferson, Hamilton, and White counties in Illinois.

Horizon Healthcare

Horizon Healthcare, an affiliate of Fairfield Memorial Hospital, is a Certified Hospital Based-Rural Health Clinic with a medical group consisting of four doctors (Christopher Ballard, MD; Wesley Thompson, MD; Marla Lafikes, MD; and Nicole Fyie, MD), three mid-level providers (Kayla Bell, PA-C, Brittany Faris, PA-C, and D. Wayne Stennett, APN), and two clinical therapists (Becky August, LCSW and Jill Barnfield, LCSW). All physicians are Board Certified in Family Medicine and the Physician Assistants are certified. Horizon Healthcare cares for newborns through geriatrics. To schedule an appointment with any of the providers at Horizon Healthcare call 618-842-4617.

Medical Surgical Unit

The Medical Surgical unit has all-private rooms and baths, state-of-the-art equipment, and provides services for the neonatal through geriatric population. The Medical Surgical Unit has multiple ancillary supports, including utilization review, diabetes education, a dietitian, social services, speech language pathology, physical therapy, and occupational therapy. There is an eight-bed telemetry unit for cardiac monitoring from the nurses station. The nursing staff has credentials that include certifications such as, Advanced Cardiac Life Support Certification, Pediatric Advanced Life Support Certification, Trauma Nurse Core Certified, and Certified Medical Surgical Nurse.

Intensive Care Unit

The ICU has state-of-the-art equipment as well as ancillary support from all departments, including Respiratory Therapy. The ICU is able to stabilize and support any patient, from neonatal through geriatrics. The patients are also in constant visual contact with nursing staff.

Emergency Department

Fairfield Memorial Hospital has board-certified physicians in house 24 hours a day, seven days a week. We also have specialty physicians on call, including pediatricians, general surgeons, and radiologists. All RNs and ERT-As are certified in Advanced Cardiac Life Support, and Pediatric Advanced Life Support. Other nursing staff certifications include Sexual Assault Nurse Examiner, Hazmat Instructor, Pre Hospital Trauma Life Support Instructors, Advanced Burn Life Support, EMS Lead Instructors, CPR Instructors, and have successful completion of the Trauma Nurse Core Course. Many of the nurses also have experience in many other departments including obstetrics, surgery, and many more. FMH is also the training center for area ambulance services.

Senior Life Solutions

Fairfield Memorial Hospital Senior Life Solutions is an intensive outpatient program offered to help older adults with life's challenges. We help seniors cope with depressed mood, unresolved grief, anxiety, nervousness, worry, isolation or loneliness, difficulty handling health/physical changes, difficulty concentrating, sleep or appetite changes, feelings of hopelessness or helplessness, anger, low self-esteem, or personality changes.

Senior Life Solutions provides group, individual, and family therapy as well as medication management for behavioral health diagnosis. Clients will be provided a noon meal during the treatment day. We coordinate the patient's care with the individual's primary care physician. The program treatment usually lasts for six to twelve weeks (two to four days per week), and follow-up care is provided after discharge.

The treatment team is multi-disciplinary in design to ensure the best quality patient care possible for those who trust us with their behavioral health needs. Along with the patient, family members, and the primary care physician, the team includes a medical director, program director, primary therapist, and unit clerk.

The hours of operation are Monday through Friday from 8:00 a.m. until 4:30 p.m. To call for an appointment or to make a referral, please call 618-847-8298.

If you'd like to discover how to handle life's challenges and enjoy life once again, we can help.

Skilled Care Unit

The Skilled Care Unit at Fairfield Memorial Hospital provides short-term skilled care nursing and services to those who require medical care, nursing care, and/or rehabilitation services. Skilled Care is available to all Medicare, private pay, and private insured, geriatric patients.

Under the direction of the patient's physician, Skilled Care can provide the following for each resident:

- Physician services
- Physical therapy
- Occupational therapy
- Speech language pathology
- Respiratory therapy
- Skilled nursing services
- Medication
- Blood transfusion
- Wound care (severe or multiple wounds)

Discharge

Discharge planning begins upon admission and continues throughout the stay.

Patient Responsibility

While you are receiving Skilled Care services, you will be encouraged to participate in your daily care unless you are unable to do so. This will help you get better, function more independently, and learn to take care of your health needs.

Fairfield Memorial Hospital's Skilled Care unit is Medicare-certified and licensed by the Illinois Department of Public Health.

Wound Care Center

Fairfield Memorial Hospital Wound Care Center, managed by Wound Care Specialists, provides a comprehensive outpatient wound care program to manage chronic or non-healing wounds. Our team of physicians, wound care nurses and technicians are extensively trained in advanced wound care techniques. Working closely with referring physicians, each patient is evaluated and a treatment plan is customized to meet each patient's individual needs.

For a consultation, call the center directly or you can be referred by your doctor. To make an appointment directly, call 877-295-2273.

Surgical Services

The Department of Surgical Services offers a variety of peri-operative services, including general anesthesia, spinal and epidural anesthesia, pain management, and intravenous sedation. Outpatient services include endoscopy procedures, bone marrow aspirations, paracentesis, scan biopsy, angiography, esophageal motility studies, ambulatory pH studies, and intravenous infusions. Surgical services include general surgery, gynecology, urology, endoscopy, ophthalmology, and podiatry.



The Pain Center of Fairfield Memorial Hospital

If you're experiencing chronic pain, talk to your doctor about visiting the Pain Center of Fairfield Memorial Hospital. We strive to deliver the most advanced, minimally invasive services to restore function, relieve pain and renew the hope of patients. We serve individuals with chronic pain caused by a wide variety of medical issues and chances are, the providers have treated someone with pain just like yours. Don't wait. Start living without pain today. For more information call 618-842-2082.

Community Resource Guide

Fairfield Memorial Hospital's Community Programs

Fairfield Memorial Hospital is dedicated to improving the health of the community through programs that enhance the lives of individuals. Through our community programs, we reach out to the communities we serve and help people understand their health needs in order to make informed decisions about healthcare.



Community Health Education and Support Groups:

Cancer Support Group:

The Cancer Support Group is open to anyone who is currently being treated or has been treated for cancer. Meetings occur the 2nd Thursday of each month from 6-7 p.m. in Fairfield Memorial Hospital's Medical Arts Complex Community Education Room with light refreshments and education provided. For further information call Fairfield Memorial Hospital at 618-842-2611.

Bereavement Support Group:

The support group meets the first Sunday of each month from 2:00 p.m. to 4:00 p.m. at United Methodist Church in Fairfield. Contact Marshall Hamilton at 842-9083. Offered through Hospice of Southeastern Illinois.

Diabetes Support Group:

The support group meets the first Tuesday of every month at Fairfield Memorial Hospital's Medical Arts Complex Community Education Room at 7:00 p.m. For further information, contact the Diabetes Education Department at 618-842-8241.

Quit Smoking Group:

"Freedom from Smoking," an American Lung Association eight-session group program to help smokers quit, is held each Monday at 5:30 p.m. at the Wayne County Health Department. Nicotine patch replacement is offered free of charge for those wishing to use it. To register, contact the Wayne County Health Department at 842-5166, ext. 114

Multiple Sclerosis Support Group:

The support group meets the first Saturday of the month at 10:00 a.m. at Fairfield Memorial Hospital. Offered through the Tri-State Multiple Sclerosis Association of Evansville, Indiana. Please call 618-842-2839 for more information.

CPR:

CPR Certification Classes are held the first Wednesday of each month at Fairfield Memorial Hospital. To register for classes, call 847-8243.

FMH Skilled Care Resident/Family Council Meeting:

FMH Skilled Care Resident/Family Council Meeting is held the third Tuesday of each month at 10:00 a.m. in the Skilled Care Living Room. It is open to families of those with loved ones currently staying in the FMH Skilled Care Unit. For more information call 618-847-8245.

Speakers Bureau:

The Speakers Bureau is available to any community group wishing to have a healthcare professional speak at their event. To set up a speaker for your organization, call the Marketing Department at 618-847-8242 or visit our website at www.fairfieldmemorial.org for topics available.

Crisis Resources

Domestic Violence

For those finding themselves in a crisis situation, the following resources are available.

Stopping Women Abuse Now (SWAN): 24-hour crisis hotline
888-715-6260

- Hours: Open 24 hours per day
- Emergency shelter for women and children
- Counseling available
- Court advocacy program

Child Abuse

If you suspect child abuse or neglect, please contact immediately:

Department of Children and Family Services
24-hour crisis hotline: 800-252-2873

- Hours: 8:30 a.m. to 4:00 p.m.

If you want to request counseling or preventative services:
Phone: 618-242-6556

Elder Abuse

Stopping Women Abuse Now (SWAN): 24-hour crisis hotline
888-715-6260

- Hours: Open 24 hours per day
- Financial assistance available
- Court advocacy program
- Housing available

Nursing Home hotline
800-252-4343

Sexual Assault

Sexual Assault Family Emergencies (SAFE): 24-hour crisis hotline
800-625-1414

- Telephone crisis intervention
- Rape counseling

Glossary of Patient Care Terms

Advance Directives

Written instruction recognized under state law relating to the provision of healthcare when an individual is incapacitated. Advance Directives include Living Wills, Illinois Uniform DNR Advance Directive, and Durable Power of Attorney for Healthcare.

Computed Tomography scanner:

Diagnostic equipment that produces cross-sectional 3-D images of the head and/or body.

Do Not Resuscitate (DNR)

A legal order written either in the hospital or on a legal form to respect the wishes of a patient to not undergo CPR or advanced cardiac life support if their heart were to stop or they were to stop breathing.

Durable Power of Attorney of Healthcare

Allows an individual to designate in advance another person to act on his/her behalf if he/she is unable to make a decision to accept, maintain, discontinue, or refuse any healthcare services (see Advance Directives).

Electrocardiography (ECG or EKG)

A transthoracic (across the thorax or chest) interpretation of the electrical activity of the heart over a period of time, as detected by electrodes attached to the outer surface of the skin and recorded by a device external to the body.

Electroencephalography (EEG)

The recording of the brain's spontaneous electrical activity over a short period of time, usually 20–40 minutes, as recorded from multiple electrodes placed on the scalp.

Emergency Care

Immediate medical treatment for life-threatening or severe medical conditions that, if not treated immediately, might result in a long-term medical problems or loss of life.

Home Healthcare

Provides healthcare services in a patient's home.

Living Will

Document generated by a person for the purpose of providing guidance about the medical care to be provided if the person is unable to articulate those decisions (see Advanced Directives).

Magnetic Resonance Imaging (MRI)

A non-invasive diagnostic technique used to create images of body tissue and to monitor body chemistry; uses radio and magnetic waves instead of radiation.

Medicaid

State programs that finance healthcare for persons whose income and resources are insufficient to pay for these services; Title XIX of the Social Security Act provides federal matching funds for this program.



Medicare

Federal hospital and supplemental medical insurance program, totally funded by Title XVIII of Social Security Act, for persons age 65 and over and some disabled individuals.

Methicillin-Resistant Staphylococcus Aureus (MRSA)

A bacterium responsible for several difficult-to-treat infections in humans.

Nuclear Medicine

The use of radioisotopes to study and treat disease, especially in the diagnostic area.

Outpatient Care

Treatment provided to a patient who is not currently hospitalized but who visits a hospital.

Positron Emission Tomography (PET)

PET detects changes in the cellular function, providing direct measure of biochemistry and functional (e.g., metabolic) activity.

Pre-Admission Certification

Process in which a healthcare professional evaluates an attending physician's request for a patient's admission to a hospital by using established medical criteria.

Skilled Nursing Facility

A facility, either freestanding or part of a hospital, that accepts patients in need of rehabilitation and care who qualify for Medicare coverage. SNFs must be certified by Medicare and meet specific qualifications, including 24-hour nursing coverage and availability of physical therapy, occupational therapy, and speech language pathology.

Ultrasound

Refers to sound that has different velocities in tissues that differ in density and elasticity from others; this property permits the use of ultrasound in outlining the shape of various tissues and organs in the body.

Vital Signs

Measurements of body temperature, pulse and respiratory rates, and blood pressure.

Going Home

Take home care instructions:

Important telephone numbers:

Notes:

Directions to Fairfield Memorial Hospital

From the South (*Interstate 64*):

Exit at Exchange 110. Turn North onto Rt. 45. Go approximately 9 miles. Turn left (West) onto Main Street (Rt. 45 and Rt. 15). Go approximately 1.5 miles. Turn right (North) onto Dr. Scranton Memorial Drive to enter the hospital's main parking lot.

From the West:

Take Route 15. Upon entering Fairfield turn left (North) onto 11th Street. Go one block. Turn left (West) onto Main Street. Take the first right (North) onto Dr. Scranton Memorial Drive to enter the hospital's main parking lot.

From the North East (*Mt. Erie*):

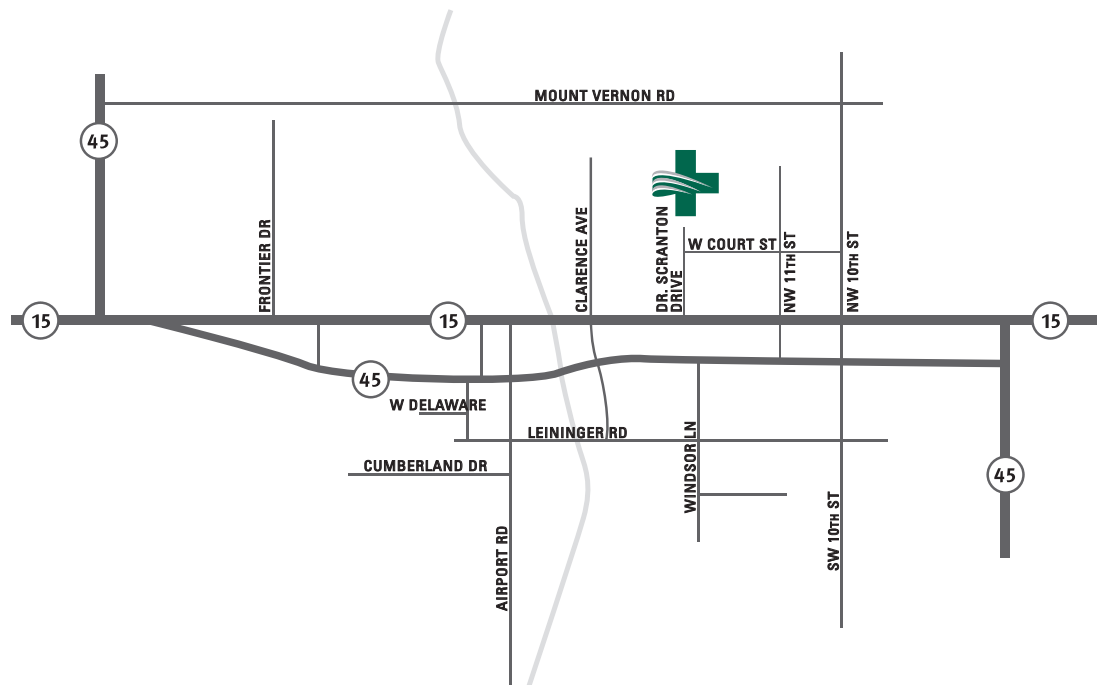
Take 161 Extension West to Enterprise Road. Turn South on the Enterprise Road. Go approximately 12 miles to a stop sign (T road). Turn right (West) and follow Park Street around to NE 7th Street to Rt. 15 (stop sign). At Rt. 15 turn right (West) traveling through two 2 stoplights. The hospital is located on the North side of the road just four more blocks after the 2nd stoplight. Turn right (North) onto Dr. Scranton Memorial Drive to enter the hospital's main parking lot.

From the East (*Albion*):

Take Rt. 15 West from Albion. After entering Fairfield, travel about 1.5 miles. The hospital is located on the right (North) side of the road. Turn onto Dr. Scranton Memorial Drive to enter the hospital's main parking lot.

From the North (*Flora*):

Take Rt. 45 South 28 miles to Fairfield. Turn left (North) onto 11th Street. Go one block and turn left (West) onto Main Street. Turn right (North) onto Dr. Scranton Memorial Drive to enter the hospital's main parking lot.



Directions to FMH Medical Arts Complex

From the South (*Interstate 64*):

Exit at Exchange 110. Turn North onto Rt. 45. Go approximately 9 miles. Turn left (West) onto Main Street (Rt. 45 and Rt. 15). Go approximately 1.5 miles. Go two blocks and the Medical Arts Complex is on the left (West) side of the street.

From the West:

Take Route 15. Upon entering Fairfield turn left (North) onto 10th Street. Go two blocks and the Medical Arts Complex is on the left (West) side of the street.

From the North East (*Mt. Erie*):

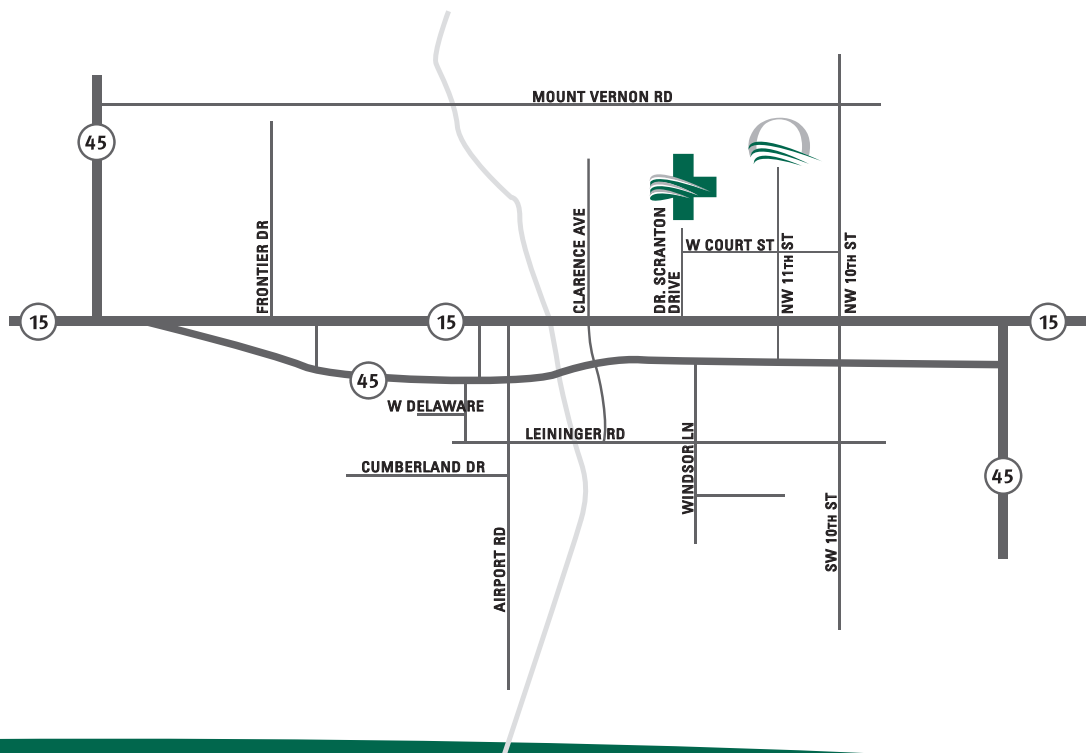
Take 161 Extension West to Enterprise Road. Turn South on the Enterprise Road. Go approximately 12 miles to a stop sign (T road). Turn right (West) and follow Park Street around to NE 7th street to Rt. 15 (stop sign). At Rt. 15 turn right (West) go through two stoplights. The Medical Arts Complex is located on the on 10th Street just three more blocks after the 2nd stoplight. Turn right (North) onto 10th Street and go two blocks, the Medical Arts Complex is on the left (West) side of the street.

From the East (*Albion*):

Take Rt. 15 West from Albion. After entering Fairfield, travel about 1.5 miles. Turn right (North) onto 10th Street. Go two blocks and the Medical Arts Complex is on the left (West) side of the street.

From the North (*Flora*):

Take Rt. 45 South 28 miles to Fairfield. Upon entering Fairfield turn left (North) onto 10th Street. Go two blocks and the Medical Arts Complex is on the left (West) side of the street.



FAIRFIELD MEMORIAL HOSPITAL

303 Northwest Eleventh Street

Fairfield, Illinois 62837

618.842.2611

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