Welcome to Fort HealthCare

We at Fort Memorial Hospital look forward to caring for you. As our patient, you are the center of our concern. You will receive the very best care from highly trained professionals. You will also benefit from some of the most advanced scientific techniques and technology available today. We are here to provide you with the finest care in a personalized manner. The hundreds of employees making up our hospital staff are dedicated to providing you with quality health care as well as respect for your well-being and dignity.

Thank you for choosing Fort Memorial Hospital for your health care needs. This booklet is designed to help you better understand the services we offer during your stay with us. We continually strive to improve our services and welcome your comments.

We wish you a comfortable stay and a speedy recovery,
The physicians and staff of Fort Memorial Hospital

Locations

Satellite clinics, offering primary and specialty care, are located in Fort Atkinson, Cambridge, Edgerton, Elkhorn, Johnson Creek, Jefferson, Lake Mills and Whitewater. Additional services offered by Fort HealthCare include occupational medicine, rehabilitation and sports medicine, behavioral health, home health, urgent care and more. A full, searchable listing of our provider, clinics and specialties is available at FortHealthCare.com/FindADoctor.

Accreditation

Fort HealthCare is accredited by The Joint Commission. Our accreditation means that we voluntarily ask to be evaluated by an outside, independent organization of health care professionals for compliance with national standards set by our peers. Our accreditation means that we've been evaluated for compliance with those standards and have met them, representing a significant achievement for us as well as peace of mind for you.

Fort HealthCare
FOR HEALTH.

Mission, Vision and Values

Mission and Vision Statement

Our Mission at Fort HealthCare is to improve the health and well-being of our community.
Our vision is to be the healthiest community in Wisconsin.

Our Culture of RESPECT

The RESPECT Values provide guidance and direction to Fort HealthCare employees. The Values are our commitment to you and your families that your welfare and needs will come first. We will do our very best to care for each of you according to these standards of behavior. Please let us know immediately whenever we fail to abide by them.

R-Responsiveness I am responsive.
I listen, educate, inform and guide all customers toward the best possible result.

E-Excellence I achieve excellence.
I exceed expectations in the delivery of care and in the treatment of others.

S-Sensitivity I am sensitive.
I respond with sympathy and empathy, courtesy and kindness, compassion and respect.

P-Professionalism I am a trusted professional.
I develop the skills to provide the highest quality care in the most efficient manner. I ensure the privacy of my customers.

E-Empowerment I am empowered.
I am authorized to provide the safest, most comfortable environment for my customers and initiate service recovery in a consistent and timely manner.

C-Cultural Diversity I respect cultural diversity.
I recognize that needs, wants and expectations vary according to culture, history and personal experience.

T-Teamwork I am part of the team.
I view collaboration, coordination and involvement of others as essential to partnership.

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Dining Information

Partners' Coffee Shop

Hot breakfast entrees, sandwiches and snacks are available in the volunteer operated coffee shop located on the far south-side of the first floor. The volunteers use proceeds to support hospital services, purchase new equipment, and provide healthcare scholarships. Phone: (920) 568-5281

Monday – Friday	8 a.m. – 3 p.m.
Weekends and Holidays	Closed

Java Junction

A variety of coffees, beverages, breakfast pastries, soups and sandwiches are served. Java Junction is located on the first floor mezzanine next to the birthing center. Phone: (920) 568-5274

Monday – Friday	7:00 a.m. – 2 p.m.

Steel Away Cafe (Cafeteria)

Visitors are welcome to dine in the hospital's Steel Away Café located on the south-side ground floor.
Phone: (920) 568-5463

Every Day:	
Hours: Grab & Go Breakfast	7:00 a.m. to 11:15 a.m.
Lunch	11:15 to 1:15
Grab & Go Lunch/Dinner	1:15 p.m. to 7:00 p.m.
Dinner	5:15 p.m. to 6:30 p.m.
Weekends:	
Hot Breakfast	7:00 a.m. to 10:00 a.m.

Vending Machines

Machines are located in the Emergency Department and near Java Junction.

Patient Meals

Please refer to your Room Service menu for meal selections. Dial F-O-O-D (ext. 3663) from your in-room. Your meal will arrive within 45 minutes. Your nurse may give you additional information about timing your meals around your medications, tests and therapies. Guest meals may be ordered on a cash only basis.
Phone: (920) 568-3663

Breakfast	6:30 a.m. – 6:30 p.m.
Lunch and Dinner	11:00 a.m. – 6:30 p.m.

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In-Room Services

Television

Television is provided for you free of charge. For the hearing impaired, a device can be attached to the television giving sub-captions for certain shows. Contact your nurse for a schedule of programs.

Hearing Impaired Services

We offer special services for patients with hearing impairments. These include TTY, a telecommunications and amplified handsets for telephones. Please contact your nurse for assistance in obtaining these services.
Phone: (920) 568-5388

Newspapers

Newspapers are available for purchase near the front entrance of the hospital as well as adjacent to the Partners' Coffee Shop. Free copies of the Jefferson County Daily Union are delivered weekday afternoons by the volunteers.

Telephones

You can make local, toll-free and long-distance telephone calls from the phone in your room. If you would like a telephone with an amplified handset, please contact your nurse.

- Local Call: Dial 9 + local number.
- Toll-Free Calls (800, 866, 877, 888): Dial 9 + 1 + the toll-free number.
- Long-Distance Calls: The easiest way to dial long-distance is with a calling card which can be purchased at various discount stores. With a calling card, dial 9 + 1 + the toll-free number associated with the card. Follow the prompts that will lead you to dialing the long-distance number that you want.
- Calling Collect by charging the call to another number or call person-to-person by dialing 9 + 0 + area code + phone number. You will then reach an automated telephone system that will lead you through the process.

If you need help dialing any number, dial 0 and our internal operator will assist you in placing your call.

Cell phones may be used in the buildings; however, service may not be optimal.

Visitor Information

Visitors

Fort Memorial Hospital tries to meet the needs of its patients and their families and friends by having a liberal visiting policy.

Rest is an important part of any patient's recovery, yet we recognize that having visitors may also be very beneficial to the patient's well-being and recuperation. Sometimes, in the patient's best interest, visitors may have to be restricted. Family and friends: please understand tests, treatments, and therapies take time and strength so you may be asked to wait or visit at another time.

Visitors to all patient care units should be free from infection, which includes coughing, sneezing, or blowing your nose. Children are welcome to visit patients; those under 10 years of age should be accompanied by an adult. We ask that all visitors be cognizant of our patients' needs and welfare when visiting. Please ask the nursing staff about visiting patients where signage at their door indicates some restrictions. We will be happy to instruct and assist you. Should you visit the hospital during the late evening hours, access may be gained only through the Emergency Department entrance.

ATM Service

An automatic teller machine is located on the ground floor in the main lobby near Radiology Services.

Gifts for Patients

Items addressed to you are delivered to your room.

Partners' Gift Shop

Operated by the hospital volunteers, the gift shop is located adjacent to the main entrance. Unique gifts, flowers, greeting cards and sundry items are available for purchase. Hours of operation are posted. The volunteers use proceeds to support hospital services and purchase new equipment.
Phone: (920) 568-5280

Fort HealthCare Website

Our website is www.FortHealthCare.com. There, you will find an overview of our healthcare system comprised for Fort Memorial Hospital, primary and specialty care physician clinics, and health-related programs geared to better living. The website includes a provider directory, health and wellness classes, online bill payment, access to a comprehensive online medical encyclopedia, sign-up forms for our FREE online newsletter and newsworthy items. Also, you can view the Baby Gallery at FortHealthCare.com/Babies, send a patient a greeting through eGreetings, or shop our online Gift Shop.

Through our "Voice of the Patient" feature you can share with us your story of great joy in the birth of your child or your recovery from illness.

If you wish to utilize your personal computer to surf the Internet, Fort Memorial Hospital offers a wireless high speed internet connection.

Great Expectations Birthing Center

Visitors are welcome to share in the celebration of your newest family member. We encourage visitors to come between 11 a.m. and 8 p.m. Remember that mom and baby (and dads, too) are tired after the labor process. Keep your visits brief and full of promises for extra support over the next few weeks.

Our Obstetrics & Women's Health Unit is locked for additional security. Visitors must obtain a Visitor Entry Card from our Information Desk during daytime hours. After 8:00 p.m. all visitors must enter through our Emergency Department entrance to receive the Visitor Entry Card. You will be asked to give your car keys or driver's license in exchange for a temporary Visitors Entry Card. You will swipe the Card at the entrance to the OB unit to open the doors. After your visit, you will return the Visitor Entry Card and receive your car keys or driver's license in return.

Please note signage on the main entrance that you must press the automatic door paddle on the wall in order to enter or leave the unit.

Visitation is limited during the labor process. For the patient's benefit, the number of visitors in the room during labor should be limited to two. Children under the age of 14 should be supervised, by an adult, at all times. If a child is to be present for labor and delivery, they must meet with our preadmission coordinator prior to labor for education. Also, an adult should be available to supervise them if they need to leave the mother's room during labor. All visitors must be free of infection, including cough, sore throat and fever, and wash hands prior to contact with the baby.
Phone: (920) 568-5300

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Pediatric Unit

Visitors are welcome to ensure the healing process of our young patients. If a visitor has a cold or sore throat they should be advised not to visit at this time. The registered nurse may advise the visitors to limit visiting time according to the specific situation. Parents of the hospitalized child are welcomed at any time and are encouraged to participate in the care of their child. Siblings classified as minors are to be accompanied by an adult at all times.
Phone: (920) 568-5100

Intensive Care Unit

Visitors are important to the recovery and comfort of our patients. We ask that visitors go to the Intensive Care Unit (ICU) lounge and call the ICU desk at ext. 5444 to ask if it is a good time to visit. Three people may visit at a time. For the patient's benefit the length of visits may be adjusted at the discretion of the nurse. Flowers and live plants are not allowed in the ICU.
Phone: (920) 568-5444

Lost and Found

If you lost an item and would like to report it or if you wish to check to see if an item has been turned in, please contact the hospital's Information Desk at ext. 5045. The Information Desk maintains a complete log of items.
Phone: (920) 568-5045

Tobacco Policy

Fort HealthCare has a tobacco-free policy. Patients, visitors, volunteers, physicians and employees are not permitted to use tobacco (smoke or smokeless) on hospital grounds or on the grounds of its affiliated clinics.

Hand Hygiene

Hand hygiene is the single most important way of preventing infection. Physicians and all healthcare workers are encouraged to cleanse their hands between every patient contact. Do not be afraid to remind members of the healthcare team to cleanse their hands. Patients and visitors can also help prevent infection in the hospital through hand hygiene. An alcohol-based hand rub, available throughout the facility, may be used to clean your hands when they are not visibly soiled. Please help us keep our hospital clean by cleansing your hands at the following times:

- Before and after visiting a patient
- After coughing, sneezing or blowing your nose
- After using the restroom
- Before and after eating

Isolation

There are times when patients may need to be placed in isolation. This is done to prevent the passing of infection from one patient to another. Depending on the reason for isolation, you may be asked to wear a mask, gown, gloves or perhaps all of these items when visiting. Check with a nurse to clarify the specific requirements for isolation. Please help us by following our isolation rules, and remember to wash your hands after leaving an isolation room.

For the well-being of our patients, no one should visit the hospital if they are not feeling well, have a cold or have been exposed to a contagious disease.

Patient Information

Comments, Questions, Complaints

If you have any comments, questions or concerns about the hospital, please call. Your comments provide valuable information for hospital administration and staff.
Phone: (920) 568-5401 OR (800) 421-4677

Advance Directives

Durable Power of Attorney for Health Care forms are available through the hospital at no cost to you. Our Quality and Integrated Care staff is available to answer questions about these forms or assist with completion. Please let your nurse know if you would like more information.
Phone: (920) 568-5284 OR (920) 568-5279

Dietitians

Our dietitians work in conjunction with physician orders to ensure you have a healthy and appropriate diet during your stay. They provide you with individual counseling if you are on a special therapeutic diet and when necessary, assist you after discharge with managing your diet at home.
Phone: (920) 568-5464

Cardiac and Pulmonary Rehabilitation

Cardiac and pulmonary rehabilitation programs are available for your post-inpatient needs. This program is designed to restore an individual with heart or lung disease to an optimal level of physical, emotional, social and vocational well-being.
Phone: (920) 568-5349

Fort HealthCare Behavioral Health Center

The Fort HealthCare Behavioral Health Center promotes mental health, addiction rehabilitation and education, and is located at 509 McMillen Street. A personal, positive approach is offered for the treatment of addiction and other mental health issues. The services include Intensive Outpatient Treatment (IOT), support groups and individualized outpatient therapy, psychiatry, psychotherapy and psychological testing.
Phone: (920) 563-7995

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Interpreters

For patients who do not speak English or have hearing deficits, an interpreter will be provided either in person or via a language line service. This service is provided without charge to the patient and/or family.

Notary Public

Notary services are available through the hospital's Business Office.
Phone: (920) 568-5401

Organ and Tissue Donations

One option we provide families who have lost their loved one is the opportunity to benefit someone else through organ or tissue donation. You may be approached by a nurse or your physician about the decision to participate in this process. The decision is up to the family. If you have any questions about organ or tissue donations, feel free to talk with your nurse.

Home Care – Fort HealthCare Home Health

For patients unable to leave their home or in other certain situations, our Home Health agency provides at-home nursing care and therapy for heart disease, diabetes, cancers, post-surgical trauma, intravenous therapy, medication supervision, rehabilitative therapy and personal care. We work closely with your physician to offer as many services to you at home as possible.

Home Health services can often allow for early hospital discharge and/or provide an alternative to nursing home placement. Fort HealthCare Home Health is staffed by registered nurses, nurses' aides and occupational, physical and speech therapists. In addition, all Fort HealthCare services and staff are available whenever additional support is needed. Your patient care coordinator will work with you to determine these needs.
Phone: (920) 568-6500

EKG and Stress Testing

An electrocardiogram (EKG) stress test or holter monitor may be ordered by your physician to aid in the diagnosis of heart-related diseases. EKG technicians and nurses perform these testing procedures with the direct involvement of physicians specializing in cardiac medicine.
Phone: (920) 568-5350

Environmental Services

We are committed to providing you with a clean, healthy and comfortable environment and believe that such an environment will aid in your recovery and make your stay with us more pleasant.
Phone: (920) 568-5151

Laboratory

Our state-of-the-art laboratory ensures physicians and patients fast, accurate test results 24 hours a day. It enables computerized reporting back to the nursing units and physician offices. Under the direction of a pathologist, our registered medical technologists and certified laboratory assistants perform a wide variety of tests using minutely calibrated equipment. Our laboratory has been certified by the College of American Pathologists (CAP) for its exceptional technological advances, sophisticated facilities and highly trained professional staff.

Nursing Services Team

Fort Memorial Hospital is a family-centered care facility and it begins with our nursing team. As the vital link between you and your care team, they understand the importance of staying close to both you and your family members. They are concerned and committed to your care.

The nursing services staff at Fort HealthCare consists of more than 250 professional registered nurses, licensed practical nurses and certified nursing assistants. These health care professionals work directly with our hospitalists, your physician and other hospital staff in carrying out your total plan of care.

The primary goal of nursing services is to provide individualized holistic nursing care for you and your family. Nursing practice begins upon admission with an assessment of your individual needs. The nursing staff encourages you to actively participate in planning your care.

Hospitalists

Hospitalists are physicians trained in caring for patients who have been admitted to the hospital. Research has shown that hospitalist care has resulted in shorter hospital stays, lower treatment costs and fewer medical errors. Most important, patients recover faster as the physicians are practiced in the care of common acute illnesses, can recognize and diagnose unusual disorders, and will rapidly respond to crises.

When you are admitted to the hospital, the hospitalist will review your medical record and meet with you and your family to learn more about your condition. The hospitalist will advise your primary care doctor of your admission and he or she will receive regular reports on your treatment. When you are ready for discharge, your hospitalist will prescribe medications, make any arrangements for your follow-up care and communicate with your doctor regarding further treatments based on input from the entire clinical team.

Pastoral Care

Members of the clergy visit the hospital often. If you would like to be visited by your pastor, your nurse will be glad to call for you.

Faith Nursing

The Fort HealthCare Faith Nurse Program is designed to support the spiritual dimension of healthcare. Faith Nurses incorporate care for the whole person – mind, body and spirit to encourage healing. Our program exists both within the Fort HealthCare organization and local faith organizations.

Patient Care Coordinator and Medical Social Worker

Our medical social workers and RN patient care coordinators work with physicians, nurses, all members of the health care team and your insurance company to make certain that your care is well coordinated from admission through discharge. They also work to meet the post discharge needs of patients and their families. They provide resource information on home health care, medical equipment, housing alternatives, support groups, meals on wheels, Lifeline and state and federal agencies. Since services often take time to arrange, early planning is important to ensure continuity of care. Please let your nurse, patient care coordinator or medical social worker know of any special discharge needs you may have, or arrange a visit by our Quality and Integrated Care department.
Phone: (920) 568-5284 OR (920) 568-5279

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Diagnostic Imaging

If diagnostic radiology testing is ordered by your physician, our team of certified professionals are available 24 hours a day to deliver quick, precise test results using the medical industry's most advanced diagnostic equipment.

Our full complement of diagnostic imaging services includes CT (Computed Tomography) scanning, MRI (magnetic resonance imaging), ultrasound, mammography, nuclear medicine with SPECT Imaging, bone densitometry, as well as conventional radiographs. A board-certified physician specializing in radiologic diagnosis and staff radiologist interpret the exams and perform special procedures.
Phone: (920) 568-5420

Pharmacy Services

The Fort HealthCare Pharmacy is responsible for medication use in the hospital. Pharmacists work closely with your doctors and nurses to make sure medications are used safely and properly. Pharmacists are available during most daytime hours to answer your medication-related questions and provide medication education. You have the right to speak with a pharmacist.

Please remember, the Fort HealthCare Pharmacy cannot fill outpatient prescriptions for the public. For your safety, and per regulation, medications adjusted in the hospital must generally come from the hospital supply.

Please let your nurse know if you would like to speak with a pharmacist during pharmacy hours.

Rehabilitative Services

All of our rehabilitative services are available on an inpatient, outpatient or home health care basis.
Phone: (920) 568-5269

Physical Therapy

The treatment goal in physical therapy is to restore the patient to their optimal level of strength, mobility and function. Our physical therapists direct their efforts to getting you back on your feet, often back to work or to a level of independence requiring minimal medical and nursing care. Phone: (920) 563-9357

Occupational Therapy

The treatment goal in occupational therapy is to help the patient become more independent with daily living skills such as dressing, eating, grooming, bathing and homemaking. To do this, the therapist may need to work with you on improving your arm strength, coordination, endurance, memory, judgment or learning skills. Phone: (920) 563-9357

Speech Pathology

Speech pathologists offer evaluation and therapy that encompasses verbal speech, non-verbal communication, language comprehension and swallow studies. Phone: (920) 568-5292

Respiratory Care Services

The Respiratory Care department offers skilled professionals and specialized equipment to diagnose and treat respiratory problems. The staff provides services 24 hours a day, seven days a week, administering a variety of modalities to improve lung function.
Phone: (920) 568-5355

Volunteer Services

Our active Volunteer Services department is an integral part of the hospital's total medical service team. These community-minded volunteers bring greater comfort and cheer to all our patients and visitors. Volunteers and "Volunteens," youths age 14 and older, donate countless hours adding significantly to the hospital's high standards of patient care and services. Volunteers are instrumental in annually raising thousands of dollars toward special projects and scholarships. Phone: (920) 568-5276

MyCompass Patient Portal

Fort HealthCare patients can now direct, manage and monitor their health, and their family's health — easily, immediately, accurately and securely with 24/7 online access via the MyCompass Patient Portal.

MyCompass offers patients an individualized, personal login. Invitations to become participants in the patient portal occur when you visit your Fort Medical Group physician or Fort HealthCare service. After registering to become a MyCompass participant, you'll receive a temporary PIN. Then, you'll receive an email requesting your confirmation and the opportunity to create a secure login.

Once logged in, patients can exchange health-related messages in a secure setting with their providers. The following features are available to Fort HealthCare patients:

- General Messaging to Providers
- Medication Refill Requests
- Review of Most Laboratory Results from Recent Clinic and Hospital Visits, including the Emergency Department
- Review of Immunization History, Allergies and Health History
- Review of Discharge Instructions
- Review of Clinical Summaries as Written by Providers
- Appointment Management

The MyCompass Patient Portal offers exceptional value and convenience to Fort HealthCare patients. Imagine how much time you will save by eliminating the phone tag that seems to be prevalent in today's healthcare. And, you are able to manage the healthcare of minor dependents.

Fort HealthCare is pleased to partner with Cerner Health in providing the MyCompass Patient Portal. The ability to share your private, secure medical information with physicians anywhere, under any circumstances, is an added value- one that helps to assure that the best and most appropriate medical care can be provided to you whenever needed.

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After Your Stay

Payment and Insurance

At the time of discharge, you may pay for all hospital charges not payable by your insurance, such as an insurance deductible. VISA, MasterCard and Discover may be used for your convenience. If not paid at the time of discharge, the Business Office will mail statements to your home regarding your account balance. To save on costs, an itemized statement will not automatically be sent; though it is available by request.
Phone: (920) 568-6080 *(To request an itemized statement.)*

Fort HealthCare's policy is to provide necessary medical services regardless of the patient's ability to pay. In an emergency situation, the hospital will provide services as needed and such services will not be delayed or interrupted in order to acquire financial information. Once services are rendered, every effort will be made to collect for those services. Regardless of insurance coverage, except in cases where the hospital has otherwise agreed, the patient is personally responsible for all billed charges.

As a courtesy, hospital staff will file insurance claims on behalf of the patient. If you decide to bill your insurance yourself, the outstanding balance is due upon receipt of your initial statement. Deductible or co-insurance not covered by insurance is due at time of service. If you are unable to pay your balance in full, arrangements can be made with the Business Office.

If the hospital is unsuccessful in collecting from your insurance company over a period of approximately 90 days, we will look to you for full payment of the entire balance. To assist us in our collection activities it is important all insurance information is provided during the registration process.
Phone: (920) 568-5489

Discharge from the Hospital

Your doctor decides when you are medically ready to leave the hospital and then issues discharge orders. Please consult with your nurse before arranging a pick-up time with your family or friends. Before discharge, your nurse will review your individualized discharge instructions with you.

Patient Rights

Your Health Information Rights

You have several rights with regard to your health information and these include:

The right to inspect and copy your health information.
This may be done by completing an authorization form available from the medical record department. We may charge for copies of records provided.

The right to request to correct your health information.
You may request to correct information contained within your medical record. However, depending on the circumstances we may not agree to your request.

The right to request restrictions on certain uses and disclosures of your health information.
You may request that we not disclose your health information to other people or organizations even if it may affect your treatment or payment of your medical services. For example, you may request to limit the health information provided to family or friends involved in your care or payment of your medical bills. However, we are not required to agree to your request in all circumstances.

The right to request alternate means of communication of your health information from your health care provider.
You may want your provider to share information with you in different ways or different places. This may include sharing information in a private room or calling you at work with follow-up information instead of at your home, etc.

The right to receive a listing of disclosures of your health information.
For more information regarding these rights, please contact the Privacy Office.
Phone: (920) 568-5180

Disclosure of Your Health Information

In most cases, an authorization completed by the patient is needed in order to disclose health information to another person. However, state and federal laws do permit the disclosure of information without an authorization in certain circumstances such as for continuing care, in medical emergencies, for payment of medical services by an insurance company or by order of a court. For a more inclusive listing of these exceptions, please refer to our Notice of Privacy Practices. If you would like a copy, please ask your nurse or call the Privacy Office. Phone: (920) 568-5180

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Speak Up Program

Everyone has a role in making health care safe. The "Speak Up" program, sponsored by The Joint Commission, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services.

This initiative provides simple advice on how you, as the patient, can make your care a positive experience.

S -Speak Up	if you have questions or concerns, and if you don't understand, ask again. It is your body and you have the right to know.
P -Pay Attention	to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Do no assume anything.
E -Educate yourself	about your illness, the medical tests you are undergoing, and your treatment plans.
A -Ask	a trusted family member or friend to be your advocate, advisor or supporter.
K -Know	what medications you take and why you take them. Medication errors are the most common health care mistakes.
U -Use	a hospital, clinic, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission.
P -Participate	in all decisions about your treatment. You are the center of your health care team.

Patient Bill of Rights

1. To Our Patients

- Fort HealthCare believes that a patient who understands and participates in his or her healthcare will benefit to a greater extent than one who does not.
- The following statement is a formal expression of our commitment to you and also informs you of your responsibilities in the care process as a patient of Fort HealthCare. Please do not hesitate to discuss any concerns regarding your care or any aspect of your visit with the healthcare team. If you feel your needs are not adequately addressed, please contact the president at ext. 5401 or (920) 568-5401 and explain your concerns.
- Patients have a fundamental right to considerate care that safeguards their personal dignity and respects their cultural, psychosocial and spiritual values. These values often influence patients' perception of care and illness. Understanding and respecting these values guide us in meeting your care needs and preferences. The goal of Fort HealthCare and our staff is to help improve patient outcomes by respecting each patient's right and conducting business relationships with patients and the public in an ethical manner.
- Patients further have the right to be free from neglect, exploitation, and abuse while receiving care, treatment and services.

2. Patient and Physician

- The hospital care team informs you of the name of the physician (often a hospitalist) or other practitioner who has primary responsibility for your care, treatment, or services.
- Physicians should give patients complete and current information concerning their diagnosis, treatment, alternatives, risks and prognosis as required by the physician's legal duty to disclose. This information shall be in terms and language patients can reasonably be expected to understand. Patients may be accompanied by a family member or other chosen representative when this information is presented and/or throughout their stay. This information shall include the likely medical or major psychological results of the treatment and its alternatives. In cases where it is medically inadvisable, as documented by the attending physician in a patient's medical record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative. Individuals have the right to refuse this information.

3. Pain Management

- Patients at Fort HealthCare can expect to have ongoing assessment of their pain with pain control measures incorporated into their plan of care.
- Patients are encouraged to take a proactive approach to pain management, working with their nurse and physician on identifying appropriate pain management techniques and therapies.

4. Equal Treatment

- Patients of Fort HealthCare can expect the same care, consideration, respect and treatment regardless of age, race, culture, creed, language, color, religion, gender identity or expression, sex, sexual orientation, physical or mental disability, source of payment or socioeconomic status. Patients have the right to be treated with courtesy and respect for their individuality by employees or persons providing service in our healthcare facilities. Reasonable accommodations shall be made for those with communication impairments, and those who speak a language other than English. Fort HealthCare will accommodate the patient's right to religious and other spiritual services as long as such services do not impede the patient's safety or plan of care.
- Patients shall, upon registration, be informed that there are legal rights for their protection during their stay at the facility and throughout their course of treatment and that these are described in this Bill of Rights.

5. Confidentiality of Medical Records

- The information you share with your physician and healthcare team is confidential. Your medical record will not be shown to anyone not associated with Fort HealthCare without your permission unless ordered by a court of law, or as special legislation requires. If anyone else wants information from your medical record, your permission in writing is necessary before it will be released. This right does not apply to complaint investigations and inspections by the department of health, where required by third party payment contracts, or where otherwise provided by the law.

6. Right to Refuse Care

- You may refuse treatment and your physician and healthcare personnel will respect your desires. You may choose to leave Fort HealthCare against your physician's advice. However, your physician and Fort HealthCare are not held responsible for any harm that may result if you refuse recommended treatment or leave against advice. You should discuss with your physician any decision to leave and what risks you take. On the other hand, if you have been discharged from Fort HealthCare and don't feel ready to leave, please discuss your reasons with your physician.

7. Advance Directives

- Everyone admitted to Fort Memorial Hospital will be asked about an advance directive. You have the right to have an advance directive, such as a living will or healthcare power of attorney, concerning treatment preferences and/or identifying a substitute decision maker. The hospital will honor the guidelines of the directive as permitted by the law and hospital policy, or can assist you in developing a living will or healthcare power of attorney. Staff throughout Fort HealthCare will direct you on obtaining information on advance directives.

8. Hospital Transfer

- You may be transferred to another facility when medically necessary and permissible. In this case, you are given complete information and explanation concerning the need for, risks, benefits and alternatives to the transfer and the institution to which you are to be transferred.

9. Managing Your Care or Coordinating Your Care

- You will be informed of the choices available when acute hospital care is no longer required. The patient care coordinator will work with you, your family and your physician to determine your continuing healthcare needs. These include pre- and post-hospital needs.

10. Medical Research

- On occasion, patients are asked to participate in research programs. You will not be involved in a research program without your full knowledge and consent, and you have an absolute right to refuse to participate in any such program.

11. Privacy

- Patients shall have the right to respect and privacy as it relates to their medical and personal care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely. Privacy shall be respected during examination and treatment, grooming, bathing and other activities of personal hygiene, except as needed for patient safety or assistance.
- Patients shall have the right to every consideration of their privacy, individuality and cultural identity as related to their social, religious and psychological well-being.
- Upon registration to Fort HealthCare, a patient or the patient's legal guardian or conservator shall be given the opportunity to authorize disclosure of the patient's presence in the facility, to callers or visitors who may seek to communicate with the patient.
- Because we respect your confidentiality, we do not contact family and friends unless you ask. Feel free to contact family and friends or we will be happy to contact them for you.

12. Visitors

- Patients have the right to receive visitors designated by the patient, including, but not limited to a spouse, a domestic partner (including same-sex domestic partner), another family member, or a friend. Included is the right to withdraw or deny visitation by any/all at any time.

13. Grievances

- Patients can voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption in care.
- Fort HealthCare has a formal process for reviewing patient complaints and helping to resolve conflicts. This process includes a plan to inform patients and their families of their right to make complaints and how to go about having them resolved. This process also involves a patient advocate or representative who reviews the complaint and consults with the appropriate staff (for example, nursing, medical staff, housekeeping). Those issues that cannot be resolved in this manner are referred to Fort HealthCare's administration for intervention.

14. Restraint

- Every patient shall be free from restraints, except in fully documented emergencies for a specified and limited period of time, and only when necessary to protect the patient from self-injury or injury to others. Protective devices may be used only upon the authorization of a physician.

15. Fort HealthCare Billing

- You are entitled to examine and receive an explanation of your hospital bill regardless of the source of payment. Also, you may request information relating to financial assistance from government programs to meet your obligations to the health system. Itemized bills will not be provided automatically due to costs. You are entitled to receive an itemized copy upon request. Please call 568-6580 for an itemized copy.

16. Your Responsibilities as a Patient

Patient responsibilities generally include at least the following:

- Providing information: The patients and family are responsible for providing, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health. They are responsible for reporting unexpected changes in the patient's condition to the responsible practitioner.
- Asking questions: The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- Following the instructions: The patient and family are responsible for following the treatment plan developed with the practitioner. They should express any concerns they have about their ability to follow the proposed course of treatment; the health system, in turn, makes every effort to adapt the treatment accordingly, including pain management.
- Taking accountability for your personal health and well-being.
- Accepting the consequences of not following instructions: If the patient or family refuses treatment or fails to follow the practitioner's instructions, the patient is responsible for the outcomes.
- Following Fort HealthCare rules and regulations: The patient and family are responsible for following the Fort HealthCare's rules and regulations in place to support quality care for patients and in a safe environment for all individuals in the hospital.
- Acting with consideration and respect: Patients and families are expected to be considerate of other patients and personnel by not making unnecessary noise, not smoking, and by using proper language and conduct in interactions. Patients and families are responsible for respecting the property of other persons and that of Fort HealthCare.
- Meeting financial obligations.

The organization's environment may be confusing and we may overlook matters which are important to you. The following suggestions may be helpful for you:

- Ask all of those who are involved in your care to identify themselves if they are not known to you.
- Participate in your care by helping to establish the goals for your treatment plan. Be actively involved with your physician, nurses and other care providers.
- Ask that visitors and others not involved in your care be restricted if you do not feel up to seeing other people.
- Your health and comfort are the primary interest of your medical staff and employees.
- Ask all of those caring for you to follow safety procedures including hand washing. We invite you to Speak Up with any questions you have regarding your care or treatment.

You have the right to report concerns or complaints to:

The WI Division of Quality Assurance
P.O. Box 2969
Madison, WI 53701-2969
Phone (800) 642-6552
www.dhs.wisconsin.gov/bqaconsumer/healthcarecomplaints.htm

-OR-

The Joint Commission
1 Renaissance Blvd.
Office of Quality Monitoring
Oakbrook Terrace, IL 60181
Phone (800) 994-6610
www.jointcommission.com

Fort HealthCare
FOR HEALTH.