



Patient Handbook and Guide to Guest Services



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UnityPoint Health
Allen Hospital

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WELCOME!

Welcome to UnityPoint Health® - Allen Hospital and thank you for trusting us with your care. Our care teams are committed to working together to provide you with exceptional, respectful medical care. Please know that your safety, health, and well-being are our top priorities. We are committed to ensuring that you fully understand your diagnosis and care plan so that you can get back to what matters most to you.

This patient and family handbook was created to anticipate your needs in our efforts to provide a positive experience for you and your family. If you have questions about the care or services that you receive, please don't hesitate to ask members of your care team for support.

Thank you for choosing UnityPoint Health - Allen Hospital for your healthcare needs.

Sincerely,

A handwritten signature in black ink that reads "Jenni A. Friedly". The signature is written in a cursive, flowing style.

Jenni Friedly,
Regional Market President

Ways To Thank Your Care Team



Patient Survey

Healthcare is hard and we want to honor those who have chosen to stay to serve you. The best way to thank your care team is to complete your patient survey. All survey comments are reviewed by Allen Hospital leaders and shared with their teams. We use your feedback to improve our service to you and honor the work of hardworking healthcare professionals.

DAISY Award

UnityPoint Health - Waterloo is proud to recognize our nurses with the DAISY Award for Extraordinary Nurses, a national program honoring the compassionate care and clinical excellence our nurses bring to our patients every day. You can nominate an extraordinary nurse by visiting www.unitypoint.org/patients-and-visitors/grateful-patient/daisy-award.

ROSE Award

The ROSE Award is a program that rewards our nursing assistants (called Patient Care Technicians here). ROSE stands for Recognizing Outstanding Service Excellence. These individuals consistently demonstrate excellence through clinical expertise, extraordinary service and compassionate care. They show outstanding communication skills and kindness with everything they do. Here is the link to the nomination form: [UnityPoint Health - Allen Hospital ROSE Award](#).

Share Your Story

If you are particularly happy with the care you received, experienced a positive outcome from a unique situation and are willing to share your story, please email our marketing department at allenhospital@unitypoint.org with your thoughts and contact information.

Hospital Amenities/Quick Tips

▶ Personal Property, Valuables & Money

We care about your valuables. Please understand we cannot be responsible for lost or stolen personal property. We ask that you do not bring valuables or important items with you. If you find you left something behind after you have left the hospital, please call lost and found at (319) 235-3692 (open Monday - Friday 8 a.m. - 4 p.m.).



▶ Parking/Entrances: Parking is free

For the security and safety of our patients and team members, there are only three entrances into the hospital:



- Entrance 4 (Dale Street) (Emergency Entrance): open 24 hours/day
- Entrance 8 (Donald Street): Monday-Friday: 5 a.m. - 7 p.m., Saturday: 6 a.m. - 4:30 p.m., Sunday: 8 a.m. - 4:30 p.m.
Valet is available at this entrance Monday-Friday, 8 a.m. - 4 p.m.
- Entrance 2: (Dale Street) Monday-Friday, 7:30 a.m. - 4:30 p.m.*

* Entrance hours may change. Please double-check entrance hours information on our website.

▶ Wheelchair & Escort Assistance

- Arriving at Allen: Please use Entrance 8 if you need wheelchair or escort assistance. Escorts are available Monday through Friday, 8 a.m. to 4 p.m.
- While You're Here: Our volunteers are happy to help escort you where you need to go. Please ask a nurse to call for an escort if you need help finding your way to an entrance, the cafeteria, etc.

▶ Wayfinding: Look up!

Near the ceiling, on 1st and 2nd floor, are directional signs that will direct you to key elevators and entrances.



▶ **Interpreters:** Interpreter services are free and provided virtually for many languages. Contact a member of your care team for assistance.

▶ Television

- **TV Guide:** channel 44
- **Relaxation Channel:** (Channel 46) Having trouble sleeping? Our relaxation channel uses leading experts that will help you relax, heal and improve your comfort.
- **Healthwise Channels:** Improve your health by watching any of the many award-winning, educational videos that will help you understand and improve your health.

Channel 47 Mother/Baby Channel 50 Heart
Channel 48 Lung Channel 51 Diabetes
Channel 49 Surgery

▶ **Ordering Room Service:** Allen Hospital offers room service dining to most patients. (Note: Select units do not use the room service program.) You will receive a menu that matches your dietary needs. Room service meals are included as part of your hospital stay. Call 2222 to place an order. Family members may order for you from home by calling (319) 226-2222. We will deliver your meal about 45 minutes after the order is placed.

▶ **Visitor Guest trays:** You may also request to have a guest tray delivered to your room.

Meals can be ordered 6:30 a.m. to 6:30 p.m. There is a \$8 fee per credit card or debit card. Please allow at least 45 minutes for your meal to arrive.

▶ **Café:** (Located on the first floor, turn left off the D elevator)

Hours: Monday-Friday 6:30 a.m.–7 p.m., Saturday-Sunday 6:30 a.m.–2 p.m.

The café uses the latest technology with electronic food ordering and cashless payment. Place your order at the Kiosk where you will receive a printed ticket that you will scan to pay at the checkout station. Need help? Ask any of our team members for assistance.

▶ **The Coffee Lab:** (adjacent to café on first floor) Our full-service coffee shop, proudly serving Starbucks®, offers fresh-brewed coffee, lattes, cappuccinos, mochas, iced coffees, refreshers and much more. The Coffee Lab is open Monday through Friday 6:30 a.m. to 7 p.m. and weekends 6:30 a.m. to 2 p.m. Sorry, we cannot accept traditional Starbucks gift cards or accommodate promotions in the Starbucks app.

▶ Telephone:

- Local calls: Telephone service is available to all patients. Local calls are free. Simply dial 9 and the number.
- Forget your cellphone charger? Call volunteer services to see if they have what you need. (ext. 3692)

▶ **Wireless Internet:** High-speed, wireless Internet access is a free service for patients and their visitors. (UnityPoint Guest)

▶ **Suggested Visiting Hours:** 8 a.m. – 8 p.m. (Please see visitor guidelines on our website for possible restrictions. You can use the “Hospital Amenities” QR code above to go directly to the page.)

▶ **Gift Shop:** (Located on the first floor, in the cafeteria)

Call (319) 235-3880, Hours: Monday-Friday 9 a.m. – 4 p.m.

The Gift Shop will deliver items to patient rooms. Please note that, because of severe allergy, latex balloons are not permitted anywhere at Allen Hospital and flowers and plants are not permitted in patient rooms in the intensive care units.

▶ **Retail Pharmacy:** Allen Pharmacy is available for your prescription needs and offers delivery straight to your hospital room. Most insurances are covered. Allen Hospital Pharmacy also offers free local delivery to your home and medication boxes which put all your prescribed medication into a sealed, pharmacist verified packet with all instructions clearly printed on the outside of each box. Free mail delivery is also offered. Call the pharmacy at (319) 235-3171 to learn more.

▶ **Thank You for Not Smoking:** Smoking is not permitted in anywhere in or on hospital grounds. If you are currently using tobacco or have quit for less than one year, you may request nicotine replacement therapy options.

▶ **A Notary Public** service is available to notarize medical power of attorney documents. Please contact the nursing staff or care manager to make arrangements.

▶ Lost and Found

We hold found items in Volunteer Services which is located on first floor near Elevator B. To report, turn in or ask about lost items, call (319) 235- 3692, weekdays from 8 a.m. to 4 p.m. or call 3692 from your room.

▶ **Gratuities:** All Allen Hospital team members are here to serve you. Tips are neither expected nor accepted. If you wish to express appreciation, please contact the foundation (319) 235-3960.

Patient Concerns, Compliments & Feedback



We realize a stay in the hospital and navigating the complexities of healthcare may place incredible stress on patients and their families. When concerns arise, we are here to help. A patient advocate is a trained professional who will help patients work through challenges and make informed decisions about their care.

If you have any concerns about your care, while you are a patient at Allen Hospital or after being discharged, please contact Patient Relations at (319) 235-3567 or email amh_ptadvocate@unitypoint.org.

▶ Patient Rights & Responsibilities

Please reference the Allen Hospital and Your Rights booklet that was offered to you at registration for more information on the following topics:

- Patient Rights & Responsibilities
- Advance Directives
- Non-Discrimination Notice including Interpretation Services
- Notice of Privacy Practices
- Financial Assistance
- Patient will be free from abuse, financial exploitation, humiliation or neglect

If you would like a copy of the booklet, just ask your nurse or dial 0.

Members of Your Care Team

▶ You Are at the Center of Your Care Team

Care Team Collaboration is an important aspect of care at Allen Hospital, and YOU are the most important member of the team! Our physicians, nurses and other care providers will include you, and your worries or concerns in consideration of how to best care for you. If you ever need more information or have questions or concerns about your care, discuss them with your care providers.

▶ Your Family is an Important Part of Our Care Team

Your family is an important part of your health, your wellbeing and your transition home and we encourage you to ask questions. The white board in your room is used to share information with your care team. You are also welcome to use the white board to point out anything that you feel we should know.

▶ Your Providers

Allen Hospital is privileged to have both physician specialists and hospitalists who are dedicated to your care. A hospitalist is a doctor who is expert in providing hospital care for a variety of conditions and illnesses. They lead the medical team and coordinate care for inpatients. A hospitalist manages your care from the moment you arrive throughout your hospital stay. Allen hospitalists are supported by nurse practitioners. Together our team coordinates care with your primary care provider to ensure you have the proper follow-up upon discharge. Unlike specialists who work solely with one organ system, hospitalists maintain expertise in many areas and will refer patients to specific specialists when needed.

▶ Your Nursing Team

Your nursing team is dedicated to your care and will be your personal resource for and helping you to understand your care plan. Medical terminology can be difficult to understand, and you will find your nurse's friendly, listening ear ready to support you. The members of your nursing team include registered nurses, licensed practical nurses and patient care assistants who work under the supervision of a nurse leader. If you have questions, feel free to ask any member of the nursing team or your nurse leader.

▶ Virtual Care

Portions of your care may be provided virtually. Virtual care is a broad term that encompasses all the ways healthcare providers remotely interact with their patients. In addition to treating patients via telemedicine, providers may use live video, audio, and instant messaging to communicate with their patients remotely.

▶ Communicating Your Pain

Please tell your care team about your pain when it first begins. Early treatment is best because it is easier to control pain when it is mild. Severe pain can be harder to treat.

▶ Coordinating Your Care

Care managers and social workers are specially trained to coordinate your care and treatment plan throughout your hospital stay and help ensure you are ready to leave the hospital as soon as you are able. Care managers and social workers also provide support and guidance as you plan to go home. They work cooperatively with the health care team to guide you through the next level of care, with the best plan based on your needs. They help you understand your choices and assist you with creating a personalized discharge plan. They can assist you in applying for support services, arranging for medical equipment, assisting with referrals for home health services and post-hospital care. Care managers and social workers are available seven days a week. Please let a staff member know if you would like to visit with them.

▶ Nutrition and Diet

Clinical Nutrition Services at UPH Allen Hospital focuses on basic nutrition as it relates to specific disease states. Our Registered Dietitians (RD) are essential members of our health care team. They work closely with the patient's physician and team to assess, monitor, and educate patients regarding nutrition. Appetites can vary while in the hospital, so our Dietitians are here to assist with providing you the best nutritional care to you while you are here.

Meals can be ordered between 6:30 a.m. and 6:30 p.m. Guest trays may be ordered for a \$8.00 fee per credit card or debit card. Please allow at least 45 minutes for your meal to arrive.

► Ethical Concerns

UnityPoint Health - Waterloo's Ethics Committee supports patients and families resolve potential moral and/or ethical health care concerns they may be experiencing. If you and your family are not able to agree about your care or have ethical concerns, an ethics consultation may help. Patients and/or family members can ask for an ethics consult. The ethics committee will work with patients and the medical care team to address concerns and try to find a resolution that is satisfactory to everyone. You ultimately are responsible for your own decisions; the ethics consultation will only share recommendations. This service is free. Ask your doctor, nurse or care manager for more information.

► Spiritual Care

Regardless of your religion, Chaplains are available to patients and families to offer emotional and spiritual support. They help patients and families in crisis or grief. If your need cannot be met by our chaplains, we will contact a local faith leader of your religion. The Oetting Chapel is always open for visitors of all faiths for prayer and meditation. It is located on the first floor, down the hall from Elevator B. For more information or to contact a chaplain, call 3694 from your bedside phone or (319) 235- 3694 from outside the hospital.

► Supportive and End-of-Life Care

Palliative Care is designed to help you and your family make decisions that match your goals with the best possible care for serious, ongoing medical conditions in the hospital or at home. Palliative care is different from hospice because it is for any stage of a serious, ongoing medical condition.

Safety



▶ Controlled Substances

No controlled substances or alcohol shall be permitted in the hospital without proper prescription of legal justification. Any suspected use or misuse of alcohol or controlled substances will be reported, and the hospital reserves the right to remove it from anyone's possession.

▶ Aggression and Violence are Never Okay

Providing you outstanding health care is why we exist. We need your help to provide the best possible patient experience. No member of our team should EVER fear for their safety at work. Administration supports team members in pursuing charges for aggressive behavior they encounter while caring for patients

▶ Speak Up - Help Us Take Care of You

We want you to be comfortable and safe. We never take safe healthcare for granted or stop trying to improve our service. You are the only reason we are here. Please help us take good care of you.

- Tell us about your medical background. Make sure your healthcare providers know medications you take and allergies you have. Let us know if you've ever had a bad reaction to any medication.
- Look at staff ID badges. Expect us to introduce ourselves. We want you to know who we are.
- Be sure we ask your name or read your wrist band before we treat you or give you medicine. If we don't ask, please tell us.
- Before surgery, be sure we ask what kind of surgery you are having and the part of your body to be operated on.

► Choose an Advocate:

It is also important that others besides yourself are aware of your healthcare wishes. Ask a family member or friend to be your advocate.

Your advocate should:

- Ask questions and speak for you if you cannot.
- Know about your signed treatment consent.
- Know your wishes on CPR and life support.
- Know your home care routine and who to contact if your health worsens.
- Stay with you at night if necessary.

► Know Your Medications

- Ask for written information about your medications and side effects.
- Tell your doctor and pharmacist about medication allergies and reactions.
- Make sure you understand the directions for all your medications.
- Allen Hospital provides medications that are individually wrapped or prepared for your treatment. For this reason, medications brought from home are not usually allowed.

► Infection Prevention

The number one way to prevent the spread of infection is by washing or sanitizing your hands. You can also expect your healthcare providers to wash or sanitize their hands every time they enter your room with either hand sanitizer or soap and water. Please speak up if they don't wash or sanitize their hands.

You can also help prevent the spread of infection by using good respiratory etiquette. This means covering your mouth and nose with a tissue when you cough or sneeze. If a tissue is not available, you can cover your mouth and nose with the inside of your elbow.

To protect staff from getting and spreading infections to other patients, staff may wear gowns, gloves, masks or eye protection.

On some patient's doors, there may be a sign indicating "isolation precautions." If there is a sign, all visitors should read and follow the instructions before entering. Certain infections may require staff, families and friends to wear gowns, gloves, masks or eye protection while in a patient's room.

If you have questions, please ask the nursing staff.

► Call, Don't Fall

While you recover from your illness you may be at risk of falling. Falls may occur because of your illness, medications, medical tests or not eating and you may not realize you are weak.

- Please ask for assistance by using your call light and keep the following tips in mind:
- Please plan ahead. We may be caring for another patient, and it can take time to get to you.
- Ask for help if you need to use the bathroom, especially at night.
- Wear hospital footies (tread on bottom) or rubber-soled shoes so that you don't slip and fall.
- Move slowly when changing positions, such as sitting to standing, to prevent fainting.
- Avoid leaning on anything with wheels (bed, wheelchair, bedside table)
- Keep a low light on, especially at night.
- Wear your glasses when getting out of bed.
- If a family member chooses to remain at your bedside, we can provide them with a cot. Please tell the nurse when he or she leaves the room, so your care team knows that you are alone.



Leaving the Hospital

When your doctors inform you that you can leave the hospital, it may take several hours to plan for your discharge. Most of your recovery is completed at home and we want you to be well prepared. This planning begins the day you are admitted.

Before your hospital discharge, your doctor will give instructions for your care. Your nurse will prepare written instructions and review them with you before you leave.

► UnityPoint at HomeSM

UnityPoint at Home is a full-service homecare provider specializing in caring for patients in their homes.

We are accredited by ACHC (Accreditation Commission for Health Care) and affiliated with UnityPoint Health.

► Home Medical Equipment

If you need home medical equipment, visit our retail store at 3733 University Ave. in Waterloo for items such as breast pumps, home and portable oxygen, recliner lift chairs, wheelchairs, walkers, crutches, canes and more. Call (319) 235-5285 to speak with our staff.

► UnityPoint Clinic

Choosing a doctor or provider for ongoing medical needs is an important and personal choice. UnityPoint Clinic offers primary care to manage your overall health along with a network of expert specialists. To learn more about our providers and clinics, go to the unitypoint.org website and click "Find a Doctor."

► Patient Portal - MyUnityPoint

MyUnityPoint is a free, secure patient website that allows you to conveniently manage your personal health online. You can log in at any time, any place. To register, visit chart.myunitypoint.org.



Payment Options and Insurance

Arrangements for payment of your hospital bill are made during admission. If you have insurance coverage, please provide all insurance information we need to file your claim.

Your daily room charge includes your room, nursing care and all your needs.

► Co-Payments / Down Payments

We may ask for co-insurance for services provided before you leave the hospital. If your test or procedure is elective and not covered by insurance, you will be asked to pay the estimated price at that time. You will be billed for any remaining balance.

Allen Hospital offers several payment options for the self-pay portion of your bill. We accept VISA, MasterCard, American Express and Discover credit cards. Payment arrangement guidelines are available upon request.

► Separate Billings: Doctor and Other Medical Fees

Your hospital bill does not include fees for the professional services of your physician or any physician specialists, such as an anesthesiologist, pathologist or radiologist. You will receive separate billings from each physician specialty group involved in your care.

► Insurance (Including Medicare)

We submit your bill to the insurance company for payment. You are responsible to make sure your bill is paid in full. It is also your responsibility to be aware of exclusions, benefits, co-payments and deductibles in your insurance plan. We copy your insurance card each time you register to keep our records up to date.

► To Bill Medicare We Must

- Ask questions to decide whether Medicare should be listed as the primary or secondary insurance. These questions must be reviewed each time of registration to ensure our information is accurate.
- Make sure any test or procedure ordered by the doctor is medically necessary. If Medicare does not consider the test or procedure necessary, you will be asked to sign a form agreeing to pay for the test or procedure.



▶ Medicaid Patients

If you have Medicaid, you must be eligible for coverage at the time of service and present a card for the current month. If the Medicaid card shows you have additional insurance, you must also present that insurance card.

▶ Medicaid/Title 19

If you meet the rules for Medicaid/Title 19, a financial advocate may refer you to an Allen Hospital patient financial coordinator. This person can answer your questions and help you complete an application.

▶ If You Do Not Have Insurance

If you do not have insurance coverage or you think there may be a problem paying for your medical care, we will help you make arrangements. Call our patient financial coordinator at (319) 235-3928 or (319) 235-5099 Monday-Friday, 8 a.m. - 4:30 p.m., or our business office toll-free at (844) 849-1260.

▶ Questions About Your Bill

If you have any questions about the cost of a procedure, treatment or other service, you have a right to access that information. Contact the billing office at (844) 849-1260.

▶ Northeast Iowa Area Agency on Aging (NEI3A)

Northeast Iowa Area Agency on Aging coordinates services for individuals to help them maintain the independence they desire. Services provided include options counseling, case management, meal programs, caregiver support, respite services, evidence base health programs, advocacy, and recreation and education programs.

1-800-779-8707

Allen Foundation

Did someone make a difference for you or your loved one at UnityPoint Health - Waterloo? Many times, patients, their families, and even friends wish to express gratitude for the outstanding and compassionate care received at UnityPoint Health - Waterloo. It could be an extraordinary nurse, helpful volunteer, outstanding provider, or a cheerful housekeeper. The UnityPoint Health - Allen Foundation supports our mission to improve the health of our community through healing, caring and teaching. A gift to the Allen Foundation is a significant way to show your appreciation to our professional healthcare team. Thank a caregiver by contacting the Allen Foundation at (319) 235-3960, email at allenfoundation@unitypoint.org or visit our website at www.unitypoint.org/giving/allen-foundation. You can also share your story at www.unitypoint.org/giving/allen-foundation/your-impact/share-your-story.

KNOW HOW MUCH
YOU MATTER
TO THIS WORLD.



