

A graphic with a light orange background and a white diagonal stripe. The text "SPEAK UP!" is in green, "ENGAGED PATIENTS" is in blue, "ARE SAFER" is in green, and "PATIENTS" is in blue. A small orange square with the number "2" is in the bottom right corner.

SPEAK UP!
ENGAGED PATIENTS
ARE SAFER
PATIENTS 2

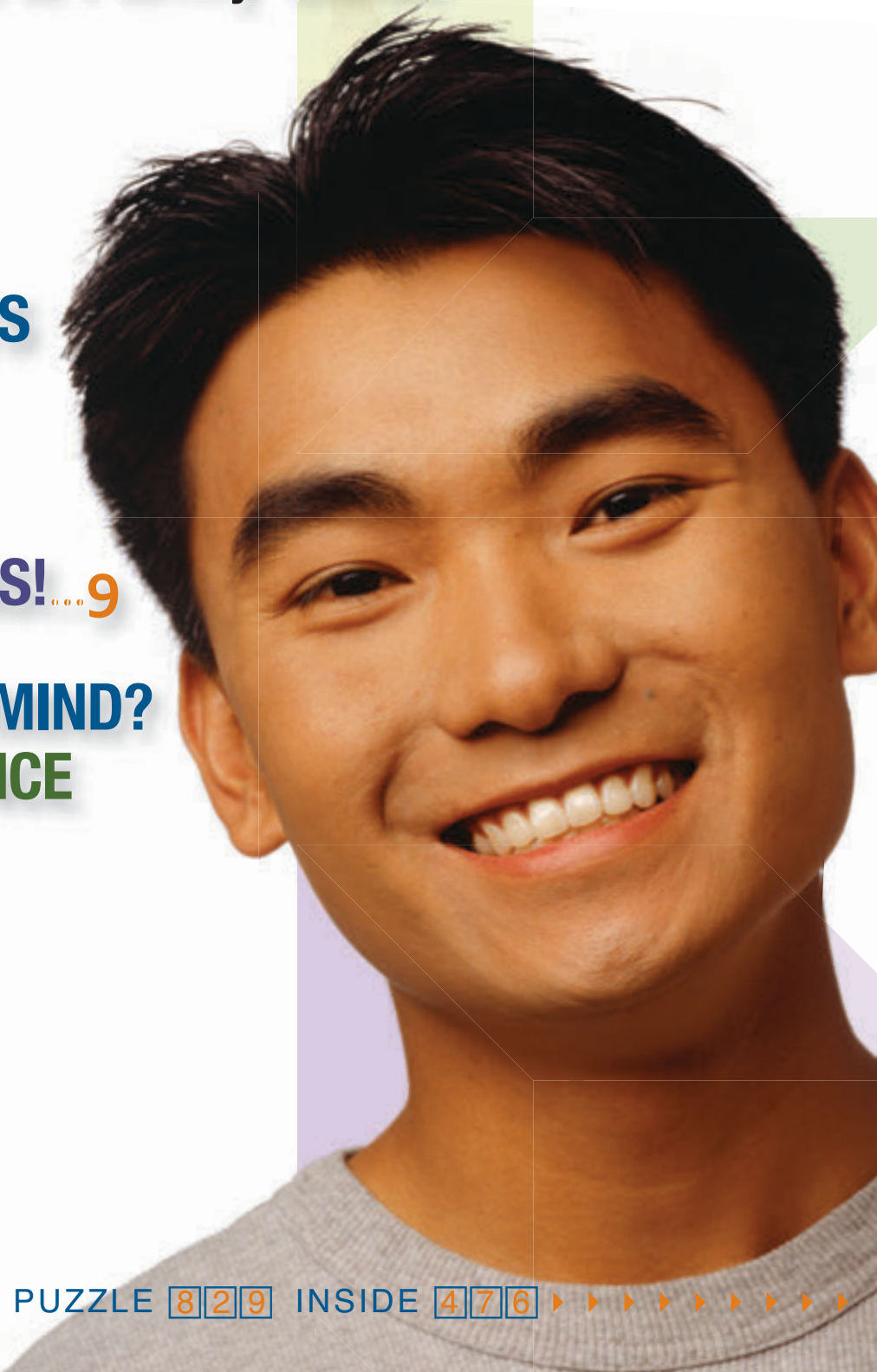
WELCOME VISITORS!...9

WHAT'S ON YOUR MIND?

PATIENT EXPERIENCE

IS ON OURS 14

TV GUIDE...20



8 Ways you can help us ensure your safety

We work hard to keep you safe and prevent errors and accidents while you are in the hospital. Here are some ways you and your family can help us keep you safe:

1. **Share information** with us. Tell us about medicines you are taking, allergies, and any special needs or requests you have.
2. Feel free to **ask questions or express your concerns** about anything you don't understand or are unsure about. If you don't feel your question has been answered, talk to the nurse manager or call the Patient Representatives Office at **612-873-8585**.
3. We want you to understand. **If you need an interpreter, ask for one** whether you are deaf or speak better in another language. Interpreters are available free of charge at any time.
4. Ask a trusted family member or friend to be your **advocate and support person**. With your permission, he or she can help recall what was said, take notes, ask questions, and participate in the planning of your treatment.
5. Keep your call light next to you so you can **call for help when needed**. Don't be afraid to call. We want to meet your needs.
6. If you leave your room for any reason, always **let your nurse know where you will be**.
7. Feel free to **remind staff to check your ID and wash their hands** before performing any procedures.
8. To make sure you fully understand your care instructions, your nurses will ask you to **"teachback" the information using your own words**.



Speak up!

In an emergency... **911**

If you or a family member notices a sudden change in your condition, call your nurse right away. If the nurse doesn't arrive soon enough or you are still concerned, please call the Rapid Response Team by dialing 911 from any hospital

telephone. Do not call from a cell phone. You will be asked for your room number, building, and why you are calling. A team will be notified and arrive right away. Their goal is to come to your aid before a crisis happens.

Contents



Your
Meals

8

Contact information

Please note: To make a call from your bedside phone to an extension within the hospital, dial the last 5 digits of the phone number.

Business Office

(Billing).....612-347-5001

Deaf or Hard of Hearing Services Message

Line.....612-873-7109

Financial

Counseling.....612-873-2767

Gift Shops

Red Lobby.....612-873-3954

Blue Lobby.....612-873-2372

Health Information

Management (Medical
Records)..... 612-873-3179

Kitchen

(Patient Meals).....612-873-9523

Patient Representatives

Office (Issues or
Concerns).....612-873-8585

Security.....612-873-3232

Social Services.....612-873-2244

Spiritual Care.....612-873-2260

Volunteer

Program.....612-873-2512

4 About Us

5 Welcome

7 Your Stay

10 Your Safety
and Security

12 Around the
Hospital

14 Your
Experience

15 Going Home



7 Your
Language

17 Generosity
Heals

16 Your Bill



A little about us



Hennepin Healthcare

is a nationally recognized center for patient care, research, and teaching. At the heart of our medical center is our main campus in downtown Minneapolis, which includes HCMC, an acute care hospital and many primary and specialty clinics. Our downtown campus is also home to Minnesota's largest Emergency Department, where we provide care for the most critical patients 24 hours a day, seven days a week as a Level I Adult Trauma Center and Level I Pediatric Trauma Center. People from across the state and region come here for our world-class trauma care.

Growing Clinic System

More than a trauma hospital, we also operate an expanding system of primary care and specialty clinics in neighborhoods across Hennepin County. Our family of clinics now extends as far north as Brooklyn Park, east to St. Anthony Village, south to Richfield, and west to Golden Valley.

With MVNA and Hospice of the Twin Cities, our care can continue seamlessly into patients' homes and communities. We also now offer care in the palm of your hand with e-visits through our online patient access site, MyChart.

Medical Education and Training

We are proud to be one of the nation's premier health care training institutions. Every year we teach more than 20,000 health care providers – on our campus, through online education, and across the state through our outreach programs. In our simulation center located on the downtown campus, medical providers learn proper techniques, refine interpersonal skills, and build confidence in their abilities.

Continuous Improvement

Along with training tomorrow's health care workers, we are also a leader in the effort to re-imagine and transform the future of health care. Continuous improvement is our way of life, and we are always asking the question, "How can we make things better for our patients, staff, and the community?" We were one of the earliest users of electronic health record technology, and today we are exploring new ways to deliver health care that takes into account the behavioral health and social services needs of our patients along with their medical needs. The goal of this work is to improve the health of our community while lowering health care costs.

Centered Around You

While innovative approaches and state-of-the-art technology are extremely important in health care today, what is most important to the people who work here is our commitment to our patients and families. For every patient, every time, we remain **centered around you.**



We partner:



with our community, our patients and their families to ensure access to outstanding care for everyone, while improving health and wellness through teaching, patient and community education, and research.

On behalf of the nearly 6,500 dedicated employees at Hennepin Healthcare, welcome to our hospital. Thank you for placing your trust in us for your health care needs. We commit to delivering excellent care and service that is *centered around you*.

We understand this may be a difficult time for you and your family. This guide is intended to provide important information and resources to help make your stay with us as safe and comfortable as possible.

At Hennepin Healthcare, we consider you and your family a partner in your care, and we encourage you to ask questions and offer feedback. Please feel free to talk with your nurse or any member of our staff, or contact the Patient Representatives Office at 612-873-8585.

Thank you.

Your leadership team



centered around **you**

Centered Around You conveys our commitment to providing an exceptional experience for all of our patients and families. *Centered Around You* means that we put the patient and family at the center of all that we do and treat them as partners in care. Every staff member you come in contact with at Hennepin Healthcare lives this philosophy in their daily work, including those behind the scenes who may never touch a patient, but who work hard to create a healing experience for you.

Our Promise to You:

- We promise to anticipate patients' needs and create systems that make access easy.
- We promise to smile and provide a warm welcome.
- We promise to introduce ourselves, explain what we are doing, and invite questions.
- We promise to provide a warm handoff and make sure that every patient knows the next step.
- We promise to offer a meaningful goodbye, and thank patients and families for coming to Hennepin Healthcare.

SARAH AND KATE

It's a girl!

"I felt I was exactly where I was supposed to be, with exactly who I was supposed to be with," said Sarah Godfrey when describing the birth of her first child, Kate. She and husband Mike were thrilled by their birth experience in the Hennepin Healthcare Birth Center. The two had prepared a birth plan which included not knowing the sex of the baby until its arrival. Mike was the one who proudly announced, "It's a girl!" The Birth Center provides family-centered care from admission to discharge. Sarah was impressed that her baby was not "whisked away" right after she was born. Instead Kate was immediately placed on her mother's chest and they shared skin-to-skin contact. Kate and Sarah also stayed together in the same room throughout their stay. Hennepin Healthcare was recently designated a Baby-Friendly Hospital, which means we have been recognized as a center of excellence for maternity care practices and infant feeding.

we care, connect, collaborate and coordinate



Your stay



Care Boards

In addition to you and your family, your health care team includes a variety of professionals, including physicians, nurses, and support staff, who work closely together to provide you with the best possible care.

To enhance communication between patients and providers, most patient rooms have a white “Care Board.” Nurses will write important information on your Care Board, including the names of your providers, your diet, and events scheduled for you. The board is updated as your care plan evolves and at shift changes. You are also invited to write down any questions or concerns that may come up during your stay.

Your Doctor

Your primary doctor will discuss your condition with you and explain the findings of any tests or examinations. In addition to your primary doctor, a number of other doctors might be involved in your care. Depending on your unit, these might include resident doctors (MDs receiving additional training in a medical specialty), staff doctors (faculty members in the Hennepin teaching programs and the University of Minnesota Medical School), as well as medical students. Medical students do not make

decisions regarding your medical condition or care, but may take your medical history and do your first examination after admission.

Your Nurse

On each shift a nurse is assigned to care for you. This nurse will help you plan and coordinate your care, and make any special arrangements for your discharge. Your nurse gives you the medicines you need; explains any procedures, tests, examinations, or medicines that your doctor has ordered; and will help you learn how to care for yourself once you leave the hospital. Teaching you about your illness and care is a major part of your nurse’s role.

Transfer of Care Communication (TOCC)

Nurses share information about your plan of care at the change of each shift. This happens at 7 am, 3 pm, 7 pm, and 11 pm. During this time the nurse coming on duty will meet with the nurse that has been caring for you in your room. They will review what has happened during the previous shift, your Care Board, and your goals for the next shift. We do this to make sure that you are involved in your care and that important information is given to the next person caring for you.

Support Services

Interpreters

If English is not your preferred language to communicate or you are deaf or hard of hearing, please let us know. Qualified spoken and sign language interpreters and other auxiliary aids and services, including Deaf Community Health Workers, are available free of charge to help you and your family communicate with staff. ASL translations of key patient information are available on **channel 47 or hennepinhealthcare.org**. Ask a staff member if you need help accessing these resources.

Social Services

Our experienced social workers can support and assist you and your family with brief counseling and referral sources for issues such as grief, death/dying, disability, physical and emotional trauma, adjustment to chronic health issues, family violence, parenting, aging, fertility, and pregnancy. We can help plan for your post-hospital care through referrals to other programs and resources available in the community. Chemical health referrals and assessments are also available. Call **612-873-2244**.

Spiritual Care

Chaplains are available to provide spiritual and emotional support to patients and families who are facing a health crisis, new diagnosis, end of life, loss, difficult treatment decisions, loneliness, and spiritual or ethical issues. Chaplains are also available to coordinate specific religious needs and have a number of items available to support the diverse needs of many faiths. Your nurse can contact a chaplain for you, or you can call **612-873-2260**.

Your room

We want your room to be a clean and comfortable place for you and your visitors. Let your nurse know if the room or bathroom needs to be cleaned, or if you have concerns regarding the temperature of your room. Windows must remain closed for the hospital's heating and air conditioning systems to work properly.

Meals

A professional culinary team directed by our Certified Executive Chef prepares your food. Between meals your tray passer will be



happy to take your order with an iPad. They will present you with food selections designed to meet your nutritional and dietary requirements as ordered by your doctor. Menu items are available to meet ethnic and religious requests. Our Food and Nutrition Services staff is trained to assist you with your menu and to make changes based on your individual needs as directed by your doctor.



Phone

To make a call from your bedside phone to an extension within the hospital, **dial the last five digits of the phone number.** To make a call to an outside number, first dial **"9," then the phone number.** To make a long-distance call, dial **"9 - 0 - area code - phone number."** Long distance calls may be billed to your home phone number or your calling card number, or billed collect to the party you are calling.

We offer these services for deaf and hard of hearing patients:

- Personal iPad to use during your stay for VRS calls and videophone calls. (You will need your login information for Sorenson Ntouch, ZVRS, and/or Purple)
- Sound amplifiers
- Portable telephone devices for the deaf (TDDs)

Activity Cart

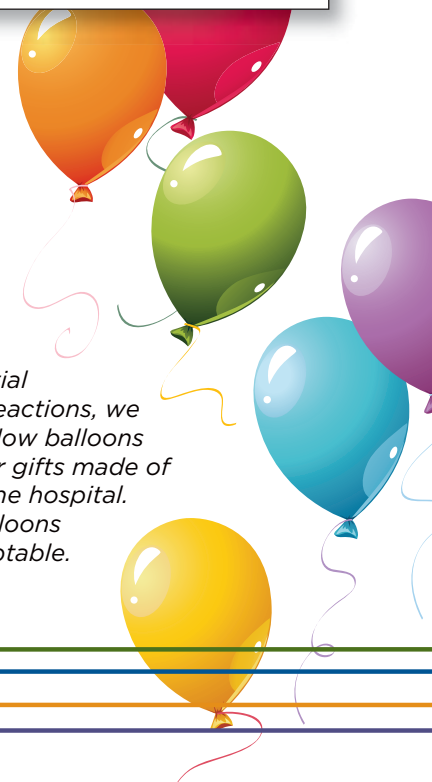
Volunteers, recognized by their red shirts and ID, make rounds with free games, activity items, books, and magazines for patients. A staff member can also obtain materials through the Volunteer Office for you, or you can call **612-873-2512.** This service is available Monday-Friday, 8 am-4 pm.

Mail, Flowers, and Special Gifts

Mail and flowers are delivered daily to patient rooms. Items that arrive after you have left the hospital will be forwarded to your home address. Delivery of mail and packages may take up to two days. Family and friends should address your mail as follows:

Patient's Name
Hennepin Healthcare
Unit Name and Room #
701 Park Avenue
Minneapolis, MN 55415

Because of potential allergic reactions, we do not allow balloons and other gifts made of latex in the hospital. Mylar balloons are acceptable.



Your visitors

We recognize the role of the family and loved ones in the health and wellbeing of patients. You will have the opportunity to identify a primary support person who can be with you throughout your stay as part of your care team. Please know that there may be times when we need to limit visitation for your health and safety or the wellbeing of other patients.

Accommodations

One visitor/support person is allowed to remain overnight if you are in a private room. Limited accommodations for visitors are available in locations in the hospital. Talk with your nurse for more information. There are also many hotels nearby in the surrounding area. We keep a list of hotels that are either within walking distance of the hospital or that provide free shuttle transportation and a hospital discount. Ask a staff member for the Lodging Guide or visit hennepinhealthcare.org/hotels.

Visitor Passes

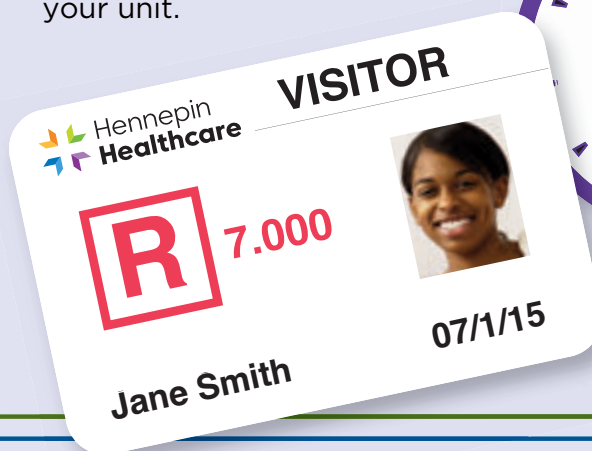
Visitors must show an ID and wear a pass to enter the hospital between 6 pm and 6 am. Passes are required 24/7 in the Emergency Department and select inpatient units. Passes are issued by the Red 1 Welcome Desk.

Visitor Responsibilities

Visitors have the responsibility to:

- Honor the rules and regulations of the hospital and behave in a manner that supports your healing, and the healing experiences of other patients and their families.
- Postpone their visit or call you instead if they are sick.
- Supervise their children while visiting. Children under 18 must be with an adult other than the patient at all times. Children under 18 cannot stay overnight in the hospital.
- Not touch any of your dressings unless told by staff.
- Check with a nurse if they want to bring food or beverages for you. Food must be labeled with your name and the date.
- Clean their hands before entering using the alcohol foam or washing at the sink. Did you know the #1 way to prevent infections is to use hand sanitizer or wash hands?
- Wear a visitor pass when required.

Please check with the nurse for any specific visitation guidelines on your unit.



Your safety and security

Your health and safety tips

Skin Safety

When you are ill and in the hospital, you will spend more time in bed. This can cause serious problems such as pressure ulcers or bed sores. **Prevention Tips:**

- ✓ Change your position at least every 2 hours when in bed. Shift your weight at least every 15 minutes when in a chair.
- ✓ Tell your nurse or other caregivers if you notice painful skin around tubes, splints, stockings, or other devices. This may be a sign it is causing pressure on your skin.
- ✓ Tell your nurse or other caregiver if you have pain in your heels or buttock.
- ✓ Keep the head of your bed as low as your condition allows.
- ✓ Your nurse will check your skin from head to toe at least once each day. Tell your nurse if anything looks or feels different to you.
- ✓ Your nurse may use pillows under your legs so your heels are not touching the mattress.
- ✓ Make sure you are getting adequate nutrition, especially protein, as well as enough liquids such as water, milk, and juice.

Infection Prevention

- ✓ Did you know the **#1 way to prevent infections is to wash hands** or use hand sanitizer? Ask our staff and visitors if they've washed their hands before entering.
- ✓ If your visitors are sick, ask them to call or postpone their visit. Don't let visitors touch any of your dressings unless told by staff.

✓ Tell us immediately if you have:

- Redness, pain, or drainage from a wound, drains, or tubing
- A fever, chills and sweats, change in cough or new cough, burning or pain when urinating

- ✓ Take **ALL** the antibiotics the doctor gives you during and after your stay, even after you start feeling better.

Falls Prevention



Even if you are normally healthy, you may be at risk for a fall when in the hospital. The effects of illness, bed rest, medicines, and the presence of equipment, can affect your balance and cause a fall. **While in the hospital:**

- ✓ Use your call button for help.
- ✓ Ask for help if you feel dizzy, weak, or light-headed.
- ✓ Turn on the light above your bed when getting up.
- ✓ Get out of bed slowly.
- ✓ Wear non-slip footwear when out of bed.

Pain Management

We will ask you often about your comfort level and work with you to best manage your pain. Be sure to tell us when you feel pain. Being in pain or uncomfortable can affect how you heal and the way you feel physically and emotionally.

Your privacy and medical information

Staff responsible for your care keep track of your treatment using our electronic health record. Maintaining your health record helps us provide you with the most efficient and effective care. Your health information is considered private and is available to certain hospital staff, your usual providers, and to you, unless you agree to release it to others. For more information about our privacy practices and how information about your care may be used and disclosed, please review the **Notice of Privacy Practices** and the **Health Care Bill of Rights** included with this guide.



Your identification

Patients

A plastic identification bracelet has been placed on your wrist that should be left on at all times while you are in the hospital.

Your ID bracelet is one way staff can be sure they have the right person when performing a test or giving medicine. Feel free to remind staff to check your ID bracelet.



Employees

All staff are required to wear an ID badge when they are in the medical center.

Your belongings

It may be hard for you to keep track of your personal belongings and valuables during your hospital stay. It is highly recommended that you send items that you can do without home with family. The hospital cannot be responsible for belongings and valuables you choose to keep with you in your room. If this is not possible, you can ask to have your valuables secured during your stay. A staff member will be glad to assist you with this.



Security Services

Our Security staff provide the following services 24 hours a day, seven days a week to patients, visitors, and staff:

- An escort to your car within a two-block radius of the medical center
- Lost and found
- Assistance locating a lost child or adult
- Directions
- Assistance with any safety or security issue

Call Security at **612-873-3232**.

To report an incident, suspicious activity, or any emergency, pick up any telephone in the hospital and dial **9-1-1**.

Alertus

In certain emergency situations, we use a facility-wide notification system called "Alertus" to alert staff and patients. You may hear alert messages on our overhead paging system and you may see alert messages in public areas and even on the TV in your room. Please remain calm during an alert; staff on your unit will inform you of any actions you may need to take.

Scent-sensitive environment

To minimize the potential for adverse health reactions due to scents or fragrances in the environment, please refrain from wearing personal scented products, such as perfume, lotion, or aftershave. They may cause respiratory distress for people with asthma or allergies.



Tobacco use

We have a tobacco policy to protect the health of our patients, staff, and visitors. The use of tobacco and tobacco products is not permitted anywhere on Hennepin Healthcare owned or leased property, including sidewalks and parking ramps.

If you are a tobacco user, we will talk with you about your options when you are first admitted to the hospital. We offer nicotine replacement therapy and other resources to help you avoid smoking during your stay. If you choose to leave the hospital to smoke, you must check out at the nurses' station and return within 30 minutes.

If you are ready to quit smoking, **please talk to your healthcare provider or call Minnesota QuitPlan at 1-888-354-7526.**

Around the hospital

Cafeteria



Located in the Orange Building, Level 3, the cafeteria is open seven days a week including holidays for

breakfast: 6:30-10 am, lunch: 11-1:30 pm and dinner: 4:30-6:30 pm. They have a variety of offerings, including full grill, salad bar, international station, hot entrees, and pizza. For specials, call the **daily menu line at 612-873-2055**. Visa and MasterCard are accepted.

Guest Trays

Your visitors can dine with you – right in your room – with our convenient guest tray program. Simply have them purchase meal vouchers from the cashier in our cafeteria. They never expire and are 100% refundable. At least one hour prior to the patient meal service time, they should call **612-873-9523** to place an order using the voucher number.

ATMs

ATM machines are located in the cafeteria dining area, the Blue Level 1 Lobby, Purple and Red Skyways, and in the Clinic & Specialty Center. A full-service U.S. Bank branch is located in the Red Skyway, open Monday-Friday, 8 am-5 pm.

Coffee Shops



Coffee shops featuring gourmet coffees, specialty drinks, sandwiches, soups, salads, and bakery treats are located in the Purple, Blue, and Red Buildings.

Purple Building, Level 2 Skyway, Monday-Friday, 6:30 am-4 pm

Red Building, Level 1 Lobby, Monday-Friday, 6 am-6 pm, Weekends, 7 am-1 pm

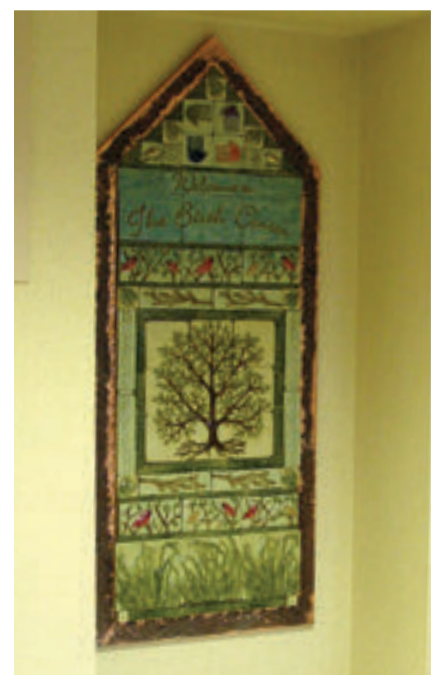
Blue Building, Level 1 Lobby, Monday-Friday, 6:30 am-5 pm

Vending

Vending machines are located throughout the medical center. Proceeds benefit the mission of the Hennepin Health Foundation.

Gift Shops

HCMC has two gift shops in the Blue and Red Building lobbies. They sell gifts, balloons, snacks, health and beauty supplies, candy, greeting cards, postage stamps, Logo items, baby items, and magazines. Fresh flowers are only available at the Red Gift Shop. Proceeds from your purchases benefit patients and families through programs of the Hennepin Healthcare Foundation.



Our Inspire Arts program manages the installation of artwork throughout the hospital and clinics, including art exhibits in the skyway and cafeteria. Exposure to the arts serves to calm, enhance, and inspire patients, visitors, and staff.



Red Building Level 1 Lobby

M-F, 7:30 am-9 pm
Sat., 10 am-5 pm &
Sun., 12 pm-5 pm

Blue Building Level 1 Lobby

M-F, 7:30 am-5 pm



Campus Maps
available in
Welcome
Packet
folder

Driving Directions: 612-873-9800

Parking

Parking Ramps

Discounted parking for patients, families, and visitors is available in the "HCMC" Parking Ramp at 6th St. and Park Ave. and "Hospital" Parking Ramp at 8th St. and Chicago Ave. Both ramps are connected by skyway or tunnel to the campus. Request a validation ticket in your inpatient unit.

Long-Term Parking

Long-term parking permits reduce parking costs when using the "HCMC" Parking Ramp for longer than five days. Ask a staff member for an authorization slip to bring to the Red Gift Shop for purchase. The passes are good for 20 exits or 14 days, whichever comes first.

Spiritual Center

An interfaith Spiritual Center is located in the Red Building, Level 2 Skyway. Open 24 hours a day for patients, families, and staff.

History Center

The Hennepin Medical History Center is a museum celebrating the history of medicine and medical education in Minneapolis. It is comprised of archives, rare books, artifacts, and images of the

history of Hennepin Healthcare, Metropolitan Medical Center, and their predecessor hospitals. Open Tuesdays and Thursdays from 10 am-2 pm in the Blue Building, Lower Level, rooms 226 and 227.

**Connect
with us!**



Computer-friendly campus

Wireless Internet Access



Wireless internet access is available free of charge for people using laptops and other devices on the HCMC downtown campus. Use your network connection utility to scan and connect to "HCMC Guest Access."

Medical Library Services

To get answers to medical questions, patients and families may make an appointment with the librarian in Medical Library Services (Red Building, Level 2) by calling 612-873-2710.

Electronic Health Record and MyChart

Hennepin Healthcare is at the leading edge of implementation and use of our electronic health record system, which

gives your providers instant access to your complete health record anywhere, anytime.

MyChart

MyChart lets you access your health record online, as well as get test results, send messages to your care team, schedule appointments, initiate e-visits, and much more. To request access, go to mychart.hcmc.org

Caring Bridge



A CaringBridge website supports and connects loved ones during critical illness, treatment, and recovery. To set up a personal website, go to CaringBridge.org

Your experience

Our goal is to make sure that every patient who is cared for here has an exceptional experience that is patient and family centered. We take your feedback seriously and welcome your ideas about how to make every experience the best it can be.

You Made a Difference Program

Please let us know when our staff exceeds your expectations so we can recognize them for their good work. Complete the **You Made a Difference comment card** in the enclosed envelope and drop it in the U.S. mail or leave it with a staff member. We will be sure to share the news with the person you want to recognize and their supervisor.

Patient Survey

We want to hear from you. You may receive a patient satisfaction survey in the mail or via email after your stay.

Patients are randomly selected to receive a survey. If you do receive one, please complete the confidential survey and send it back. If you don't receive a survey within one week of your visit and would like one, call **612-873-8585**.

Patient Representatives

Despite everyone's best efforts to make your stay as comfortable and pleasant as possible, problems occasionally arise. If this happens, please discuss the situation immediately with your nurse or the nurse manager on your unit.

Our goal is to resolve problems as quickly as possible. If a problem is not taken care of to your satisfaction, call our Patient Representatives Office at **612-873-8585** or visit them in the **Red Building, Level 2, R2.251**. All concerns are investigated, and you will receive a

response as soon as possible after the office has been notified.

Please refer to the **Health Care Bill of Rights** brochure included in your Welcome Packet for a listing of all your patient rights.

Partner With Us

Work together with staff to improve care and services. Patient and Family Partners participate on committees, focus groups, and patient panels to help us better understand the patient's point of view. Learn more by calling **612-873-3150**.

You may also contact

You have the right to contact the offices below to file a complaint if the Patient Representative is unable to resolve the problem to your satisfaction.

Minnesota Office of Health Facility Complaints
P.O. Box 64970
St. Paul, MN 55164
Phone: 651-201-4201

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Phone: 1-800-944-6610



Going home

Discharge process

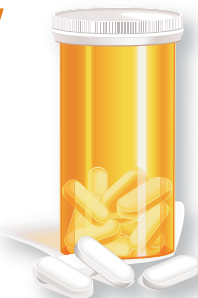
Throughout your stay, we are working toward helping you return home with your medical needs met. Your doctor decides when you are ready to go home and will order any medicine or supplies you may need. Your nurse will review with you any information you've been given for self-care at home. Your nurse may arrange a follow-up appointment for you in the clinic. Your nurse might also arrange for a public health nurse to visit you in your home or might refer you to another

community resource for additional care.

The discharge process usually takes about two hours. Please be sure to check your room carefully to make certain you have all of your personal belongings before you leave.

Pharmacy Services

Your doctor may order medicines for you to take after you are discharged from the hospital. Hennepin Healthcare provides complete pharmacy services including a designated pharmacy for picking up your prescriptions after you have been discharged. This pharmacy is located in the lower level of the Red Building, RL.130, and is open 24 hours a day, 7 days a week.



Your discharge checklist

I have:

- ☐ discharge paperwork including prescriptions
- ☐ instructions for care after the hospital
- ☐ a follow-up doctor appointment scheduled
- ☐ a list of my medicines
- ☐ any valuables/medicines I sent to safekeeping
- ☐ all my personal belongings



NOU AND YIA

*From The Bottom of My Heart
Has Taag Nrho Huv Kuv Lub Sab Tuaj*

Nou has come to Hennepin Healthcare ever since she first arrived in the United States more than 30 years ago. She trusted the staff from the very start, when her provider healed a wound on her arm. Thanks to the patient-centered, culturally competent care that she has received over the years—from the doctors, nurses, and Hmong medical interpreters like Yia—Nou's trust has grown into a deep appreciation and loyalty. She says she would never consider seeing anyone else for her care. "Has taag nrho huv kuv lub sab tuaj, lub tsev khu mob nuav muaj nuj nqes rua kuv heev. Kuv yeej tau txais yaam kws kuv xaav tau hab tso sab phluav." "From the bottom of my heart, this hospital means so much to me. I feel like I get what I need and I feel safe."

Financial information

During your stay, representatives from Patient Access may talk to you about your insurance coverage, eligibility for Medicaid or other public assistance, and any other financial options. It is very important that you give us accurate and detailed information about how your hospitalization will be paid. We want to make the billing process as easy as possible and assist you if you need help paying for your health care expenses.

About your bill

Once you return home, we will bill your health insurance company if you have one. (If you are uninsured, the bill will be sent directly to you.) Once your claim has been processed by your insurance, we will send you a statement showing any remaining balance owed by you. Most insurance plans require patients to pay a

portion of the cost, including any deductibles or non-covered services. Please note that you may receive separate statements for your hospital and physician services.

You will be responsible for paying any amount due from you *within 30 days* of the date on the statement. If you would like to make payment arrangements, or have questions regarding your statement, please contact our Business Office at **612-347-5001** or **1-866-893-9321**. More information is also available at hcmc.org/billing.

Having a baby? Please contact your insurance company or case manager within 30 days of the date of birth to enroll your newborn in health plan coverage.

Financial Counseling

We are committed to ensuring access to health care for all. If your medical bills are a hardship even after your health care insurance has paid their share of your medical costs, or if you are uninsured, please contact a financial counselor at **612-873-2767**. We offer a variety of services that may help you pay for your health care expenses. We also provide assistance with the MNsure enrollment process.

Insurance, Disability, Assistance Forms

If you have any disability paperwork that needs to be completed, please direct it to your primary care clinic and they will assist you with the completion of those forms. If you are interested in applying for Social Security disability benefits, call our on-site disability representative at **612-873-6509**.

Nondiscrimination policy

As a recipient of Federal financial assistance, Hennepin Healthcare does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, creed, religion, sex, marital status, sexual orientation, gender identity or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits, under any of its programs and activities, whether carried out by Hennepin Healthcare directly or through a contractor or any other entity with which Hennepin Healthcare arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84 and 91.

In case of questions, contact:

Provider Name:

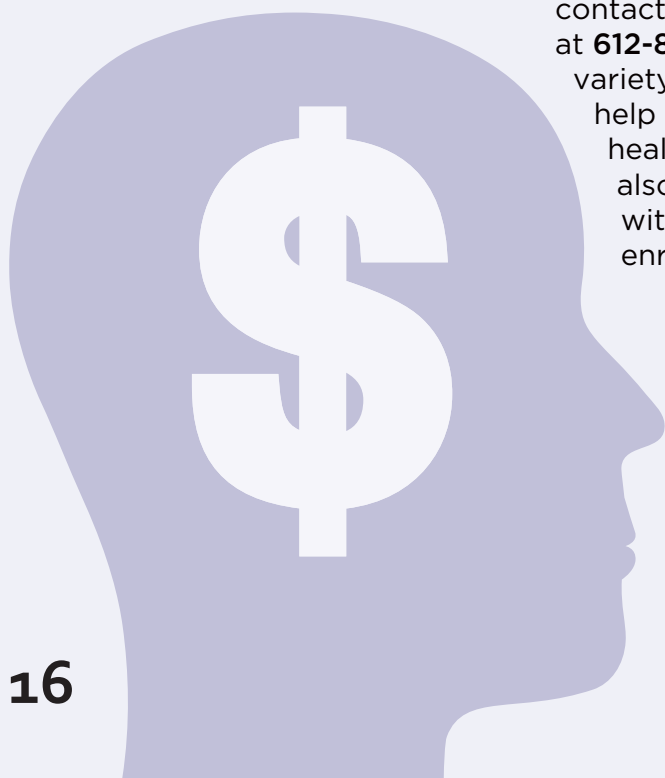
Hennepin Healthcare

Contact Person: Lori Johnson,
Section 504 Coordinator

Phone Number: 612-873-4552

TDD or State Relay Number:

1-800-627-3529



Generosity heals



Why Give?



Because WE SPECIALIZE IN EVERYONE.



Hennepin Healthcare is committed to care for anyone at any time with any condition. We do not do this alone, but through the partnership of thousands of people who give in different ways. Some of these people work here. Others live in the community. A few even reside in different cities or states. They are young and old, wealthy and poor—people who know what it is like to be here. All share the desire to help us do remarkable things for you.

In the hospital where you are today, generosity is bringing the power of the arts to patient bedsides, creating

spaces for family to more comfortably sleep near loved ones day or night, and providing mobile health platforms so patients and physicians can interact from anywhere. And that's just the beginning.

Curious about what GENEROSITY could do next? DREAM WITH US. We welcome your participation as a powerful source in creating the future.

We hope each time you see something special you wonder about the people you will never meet who are making a difference for you today.

Donate

Generosity allows us to enhance patient care, medical education, and clinical research. We welcome financial contributions or in-kind donations of specific items. Recognize a caregiver, department, or loved one through a tribute or memorial, double the impact with a corporate match, or leave a legacy with a planned gift. **612-873-6090 or hennepinhealthcare.org/foundation**

Volunteer

Offer your time and talents as a hospital volunteer. Join our team of over 500 individuals impacting the patient and family experience. Adults and teens welcome. Corporate and civic group experiences are also available. **612-873-2512 or hennepinhealthcare.org/volunteer**

Save a Life

Choose to be an organ, eye, and tissue donor. You can specify your wishes through your health care directive. Talk about it with your nurse. You can also register your wishes at **donatelifemidwest.org**

Hennepin Health Foundation is a nonprofit connecting the generosity of the community with Hennepin Healthcare System, Inc., which operates the hospital and clinics of Hennepin Healthcare. Most people don't realize that Hennepin County funding accounts for less than 3% of our annual revenue.



Hennepin**Healthcare**
Foundation

| www.hennepinhealthcare.org/foundation | 612-873-6090

Notes & things I shouldn't forget



Just for fun **Sudoku**

7		2		8		1		4
			1			7	3	
	6				2			5
			4	1	6		7	
1		7	2	9	8	6		3
	2		7	3	5			
6			9				2	
	1	3			7			
9		5		2		4		6

Instructions

The aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3 x 3 boxes. Good luck!

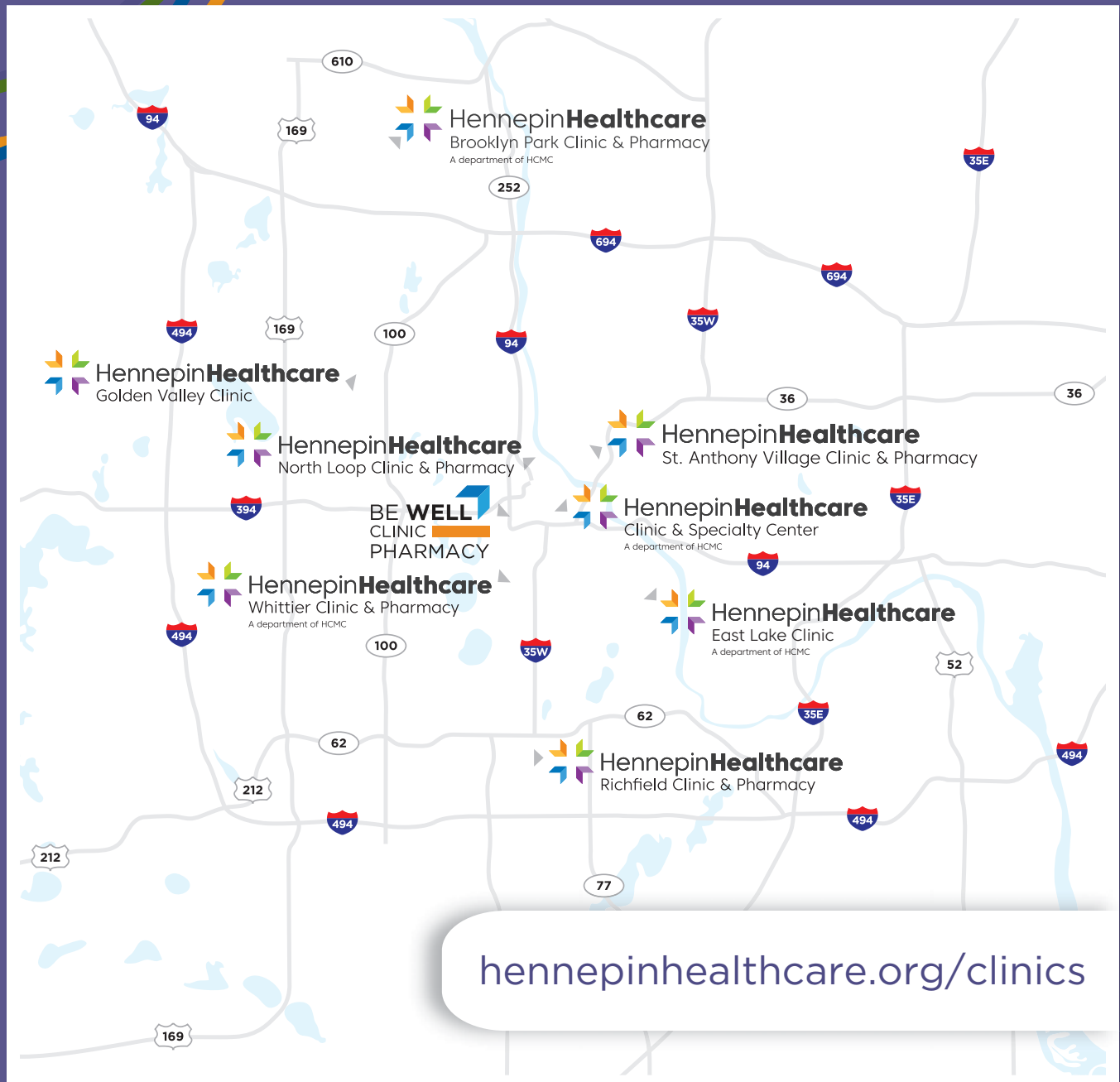
► Solution

7	3	2	5	8	9	1	6	4
5	9	8	1	6	4	7	3	2
4	6	1	3	7	2	8	9	5
3	5	9	4	1	6	2	7	8
1	4	7	2	9	8	6	5	3
8	2	6	7	3	5	9	4	1
6	8	4	9	5	1	3	2	7
2	1	3	6	4	7	5	8	9
9	7	5	8	2	3	4	1	6

Sudoku puzzle provided by www.sudokuoftheday.com. For more games and activities, call the Volunteer Office at 612-873-2512.



Your Neighborhood Clinics



Bringing our expertise into your neighborhood
Appointments: 612-873-6963



TV GUIDE

- | | | | | | |
|----|-------------------------|----|---|----|----------------------------|
| 2 | TPT (2) PBS | 26 | ESPN 2 | 48 | Diabetes Channel - Spanish |
| 3 | CNN | 27 | Big Ten Network | 49 | Diabetes Channel - English |
| 4 | CBS WCCO | 28 | Fox Sports Net | 50 | Children's Books |
| 5 | ABC KSTP 5 | 29 | Golf Channel | 51 | CARE / Relaxation Channel |
| | Eyewitness News | 30 | BRAVO | 52 | TLC The Learning Channel |
| 6 | Metro 6 Regional Access | 31 | Comedy Channel | 53 | A&E |
| 7 | TBS Superstation | 32 | VH1 | 54 | History Channel |
| 8 | WUCW - CW | 33 | BET | 55 | Discovery Channel |
| 9 | Fox 9 KMSP | 34 | Spike TV / Court TV | 56 | Animal Planet |
| 10 | WFTC - My Network | 35 | MTV | 58 | The Weather Channel |
| 11 | NBC KARE 11 | 36 | TNT | 60 | CNBC |
| 12 | KSTC Channel 45 | 37 | USA | 61 | HLN |
| 13 | TPT (17) Life | 38 | Lifetime | 62 | MSNBC |
| 14 | MTN City Cable | 39 | Food Network | 63 | Fox News Channel |
| 15 | MTN Public Schools | 40 | HGTV | 67 | Disney |
| 16 | MTN Public Access | 41 | Nickelodeon | 68 | NBCSP |
| 17 | MTN Public Access | 42 | Cartoon Network | 69 | Hallmark Channel |
| 18 | QVC | 43 | TV Land | 70 | ESQTV |
| 19 | Home Shopping Network | 44 | Sci Fi | 75 | MTN Public Access |
| 20 | KPXM - ION | 45 | ABC Family | 76 | NHK Worldwide |
| 21 | C-Span | 46 | Cardiac Channel | 77 | NASA |
| 22 | WGN | 47 | Patient Information –
ASL-Deaf, DeafBlind,
or Hard of Hearing | 78 | NHK Minneapolis |
| 23 | Shopping Channel | | | 97 | EAS |
| 25 | ESPN | | | 99 | WUMN Univision-Spanish |

Tune in to our weekly radio show, **Healthy Matters**, hosted by Dr. David Hilden Sundays at 7:30 am on WCCO 830 AM or download the **Healthy Matters** podcast from iTunes.

