



# **Patient Information Guide**

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Dear Friends and Neighbors,

Welcome to Highpoint Health. We are happy that you have chosen Highpoint Health for your care and we look forward to serving you and your family and friends. During your stay with us, our staff will do everything they can to address your needs promptly and make sure you feel comfortable and safe. We want you to feel confident that you have made the right decision in choosing Highpoint Health as your care provider.

Our Mission at Highpoint Health is to *deliver quality and affordable care, improve the health of our community and embody excellence in all we do*. To all of us at Highpoint Health, these are not just words but a testament to the way we care for our patients, their families and our community. This means truly caring from the heart about our patients, just like we do our own families, and giving our professional best to them, each and every day.

At Highpoint Health, our Employees, Providers, Board of Trustees and Volunteers are dedicated to providing you with an exceptional, personalized healthcare experience. When staying with us, please do not hesitate to ask if you have a question, concern or even a special request. We are here to listen and will do our very best to answer your questions, address your concerns and accommodate your requests or those of your loved ones.

As your friends and neighbors, it is our honor to serve you and we truly hope that you will continue to choose Highpoint Health for all your healthcare needs.

On behalf of our Highpoint Health family, I thank you for entrusting Highpoint Health with your greatest possession, your health and well-being.

Sincerely,



Michael W. Schwebler  
President & Chief Executive Officer

## Our Mission

Our Mission is to deliver quality and affordable care, improve the health of our community and embody excellence in all we do.

## Our Vision

Our vision is to be independent and the healthcare provider of choice in our region.

## Our Promise

Hearing. Helping. Healing.

Better healthcare happens when each of us takes a personal interest in the well-being of others. By showing our compassion and lending a hand, we improve the quality of care we deliver. For our patients, we need to bring our professional best to our day-to-day interactions with patients and each other. Any time. Every time.

## **PATIENT REGISTRATION**

Depending upon the reason for your visit to the hospital, you will be instructed to go to a specific department or area of the hospital to complete the registration process.

Upon arrival, all inpatient and outpatient surgery patients should go to Outpatient Surgery on the first floor of the hospital, adjacent to the main hospital lobby. Endoscopy patients should go directly to the Endoscopy Suite, #240, on the second floor of the Highpoint Health Professional Building. Patients coming to the hospital for rehabilitation services (physical, occupational and speech therapies) should register in the Physical Therapy Department on the ground floor of the hospital. Patients arriving for therapy may wish to park in the designated lot at the far end of the hospital, adjacent to the Community Mental Health Center parking lot.

All other non-emergency patients should go to Registration on the ground floor of the hospital. This includes, but is not limited to, patients coming to the hospital for imaging, blood work, stress tests, nuclear medicine procedures and inpatient admissions. Patients arriving prior to 6:30 a.m. or after 6:30 p.m. on weekdays; prior to 7:00 a.m. or after 12:00 noon on Saturday; or anytime on Sunday, are asked to go to the Patient Registration Desk in the Emergency Department.

At each of these locations, a registrar will finalize your registration process and direct you to the appropriate area for your procedure. Except in the case of extreme emergencies, all patients must be registered before receiving treatment.

### **CONFIDENTIAL PATIENTS**

Confidential patients are individuals who want their visit to the hospital to be kept private, or in other words, "confidential." The name and room number of confidential patients will not appear in the patient directory. Because of this, confidential patients will not receive flowers, mail or other gift deliveries; receive telephone calls which come through the hospital switchboard, Information Desk, nurses' stations or other departments; or have their presence acknowledged and/or their condition, room number or hospital phone number provided to their family and friends, either in person or by telephone.

### **AN IMPORTANT MESSAGE FROM MEDICARE**

Individuals with Medicare who are admitted to the hospital as inpatients will receive an information sheet entitled *An Important Message From Medicare About Your Rights*. The message provides information regarding patients' rights, planning for discharge and the process by which a patient may appeal a planned discharge date.

### **NO SMOKING**

The campus of Highpoint Health is tobacco-free. Smoking and/or the use of tobacco products is prohibited anywhere within the hospital, garage and professional building, as well as anywhere on hospital property.

## **ADVANCE DIRECTIVES, PATIENTS' RIGHTS AND RESPONSIBILITIES**

### **ADVANCE DIRECTIVES**

Shortly after being admitted to Highpoint Health, all individuals are asked if they have a current Advance Directive or if they desire to execute one. At this time, each patient is given a packet of information. It is suggested that patients discuss this information thoroughly with their loved ones, physician and attorney before making any decisions.

Highpoint Health recognizes and respects that all adult individuals with decision making capabilities are able to participate in decisions concerning their healthcare and medical treatments. Advance Directives will be followed to the extent permitted and required by Indiana law and the hospital will not condition the provision of medical care or otherwise discriminate against an individual based on whether an Advance Directive has been executed.

If you would like to receive information on Advance Directives prior to your admission to the hospital, please call the Health Information Management Department at 812/537-8250 or 800/676-5572, extension 8250. They will be happy to make arrangements so that you may pick up the requested information.

### **PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES**

A copy of *The Patient's Bill of Rights and Responsibilities* is located at each Registration area and can be provided upon request.

With your patient rights come your patient responsibilities.

1. You have the responsibility to provide your doctor and staff members with accurate information about past illnesses, current health problems, and any medications you have been or are taking.
2. You have the responsibility to follow the directions of your physician and others that care for you and to ask questions if you do not understand instructions or you do not think you can follow them.
3. You have the responsibility to provide accurate financial information and to make satisfactory arrangements regarding your hospital bill.
4. You have the responsibility to seek information and guidance about your healthcare and to express your point of view about any aspect of that care.
5. You have the responsibility to respect the rights of others by observing the hospital's tobacco-free regulations and other safety policies.
6. You have the responsibility not to disturb other patients by being considerate in limiting noise and observing visiting rules.

### **STANDARD PRECAUTIONS**

Highpoint Health and its employees comply with the Indiana Universal Precautions Rule and the statement of Universal Precautions and Patients' Rights. A complete copy may be obtained by asking your nurse or registrar.

## **INTERPRETATION SERVICES**

### **FOREIGN LANGUAGE INTERPRETATION SERVICES**

Highpoint Health has arrangements for foreign language interpretation services for appropriate patients. The hospital requests that patients who will require these services advise the hospital of their needs as much in advance as possible. A request for an interpreter in an emergency situation will be handled as quickly as the situation allows.

### **SIGN LANGUAGE/HEARING IMPAIRED INTERPRETATION SERVICES**

Highpoint Health has an arrangement with an organization to provide sign language and other hearing impaired interpretation services for appropriate patients. The hospital requests that patients who will require these services advise the hospital of their needs as much in advance as possible. A request for an interpreter in an emergency situation will be handled as quickly as the situation allows.

### **HEARING IMPAIRED TELEPHONE (TDD)**

Highpoint Health offers a telecommunication device (TDD) for the hearing impaired. Please contact the Clinical Supervisor at 812/532-2899 to request this special telephone.

## **HOSPITAL BILLING AND PAYMENT**

Your hospital bill is your responsibility and it is due and payable upon receipt of your statement. It is also your responsibility to provide all necessary information to the hospital or other sources, so that your bill may be paid promptly.

By paying your bill promptly upon receipt of your statement, a courtesy prompt-pay discount may be available upon request. To facilitate this, please contact the Patient Accounting Customer Service unit, prior to sending your payment, at 812/537-8220 or 800/676-5572, extension 8220.

A variety of payment plans are available if payment in full cannot be made upon receipt of your statement. Therefore, it is important for you to contact the Patient Accounting Customer Service unit at 812/537-8220 or 800/676-5572, extension 8220, so that they may assist you in establishing a payment plan or in applying for financial assistance.

Appointments with Financial Counselors are available by calling 812/537-8220 or 800/676-5572, extension 8220. You may wish to meet with them prior to the day of your admission. If that is not possible, you may request to see them at the time of admission, during your hospital stay or at the time of discharge.

Fees charged by your family physician or specialist, as well as others involved in your care such as a radiologist, pathologist or anesthesiologist, are not included in your hospital bill. You will be billed directly by these individuals.

Questions about your hospital bill should be directed to the Patient Accounting Customer Service unit at 812/537-8220 or 800/676-5572, extension 8220. The office is open for your convenience, Monday through Friday, from 8:00 a.m. to 4:30 p.m.



## **CHAPEL, CHAPLAIN SERVICES, CLERGY VISITATION**

### **CHAPEL**

A nondenominational chapel is open to all hospital patients and visitors, 24 hours a day. It is located near the Snack Bar on the first floor of the hospital.

### **CHAPLAIN SERVICES**

Highpoint Health offers the services of a full-time Chaplain for patients and their family members and loved ones who desire emotional support and/or spiritual guidance or counseling. The Chaplain is available for patient room visits as well as consultations in her office. To speak with the Chaplain, please call extension 8259 or 812/537-8259.

### **CLERGY VISITATION AND NOTIFICATION**

Highpoint Health understands and appreciates the spiritual needs of many of its patients and visitors. The hospital welcomes visits from members of the clergy as appropriate for the individual. If a patient so desires, the hospital will gladly notify their clergy of their hospitalization. Patients who have no local religious affiliation but who request to see a member of the clergy may be accommodated through the hospital's Chaplain Services Program and/or the hospital's Minister-On-Call Program. This multid denominational program is available to all patients and visitors, and offers support, counseling and spiritual guidance.

## **VISITING**

### **VISITING HOURS**

- Visiting hours for the Medical/Surgical Units and all outpatient areas are unrestricted.
- Lounges for family members are located on the individual nursing units.
- Members of the clergy are welcome to visit patients, however, they must abide by the hospital's visiting policies for the public.
- The Birthing Center and Intensive Care Unit have additional guidelines specific to their departments. Please call the Birthing Center at 812/537-8273 or 800/676-5572, extension 8273, or the Intensive Care Unit at 812/537-8267 or 800/676-5572, extension 8267, for information specific to that department.
- Visiting in the treatment area of the Emergency Department will be at the discretion of the staff.

### **VISITOR DEFINITION**

Visitors are defined as family members, friends, designated support persons, clergy and anyone else which the patient allows.

Patients may designate an individual as their "support person" to assist them with certain decisions and other matters during their hospital stay. This person may be a family member, friend or other individual. The support person can invoke the patient's visitation rights if the patient is unable to do so for themselves. The support person does not have to be the patient's legal representative or power of attorney (one who is legally responsible for making medical decisions on the patient's behalf).

### **RESTRICTION OF VISITING**

Highpoint Health does not restrict or deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or disability. During various seasons or time periods, visitation may be restricted to reduce the possible spread of disease, such as the flu.

The patient may request to restrict visitors at any time. The hospital will, at the request of the patient, change the patient's status to confidential. The patient can request this status change at any time during their stay.

Highpoint Health's visiting policy is provided to each inpatient upon admission and is posted in all hospital elevators, as well as the parking garage.

## **PATIENT AND/OR VISITOR SERVICES**

### **NOTARY PUBLIC SERVICE**

As a convenience for our patients and their families, the services of a Notary Public are available most weekdays during normal business hours. Legal documents which pertain to patient care, responsibility or related matters will be executed free of charge. For additional information, please contact the Administration Department at 812/537-8200 or in-house at extension 8200. For assistance during the evening or on the weekend, please ask to speak with the nursing supervisor.

### **PHARMACY SERVICES**

As an additional service, some patients may be eligible to have prescriptions filled one time at the Highpoint Health Pharmacy. Eligible patients are:

- Individuals who have just been discharged from the Emergency Department where prescriptions were written for their use;
- Individuals who have just been discharged from Outpatient Services where their physician has written a prescription for their use;
- Inpatients who have just been discharged and who have a new prescription from their physician.

All prescriptions must be new and pertain to the recent hospitalization. Prescriptions may only be filled at the Highpoint Health Pharmacy the first time. Requests for refills of prescriptions cannot be accepted. Those orders allowing refills may be transferred to the pharmacy of the patient's choice.

Patients with prescriptions for controlled substances must present a state-issued form of picture identification, such as a driver's license, when picking up their medication from the Pharmacy. Payment must be made by the patient upon receipt of the medication or item. Cash, personal checks and most major credit or debit cards will be accepted as payment. The Highpoint Health Pharmacy does not accept third party checks nor may items be charged to an insurer or a hospital account.

The Outpatient Pharmacy hours are 8:00 a.m. to 6:30 p.m., daily.

### **GIFT SHOP**

The Gift Shop, operated by the Highpoint Health Auxiliary, is located adjacent to the Information Desk on the first floor. A wide range of merchandise is available for purchase including fresh flowers, jewelry, cards, toys, sundries, newborn items, gifts, balloons, toiletries and seasonal items. Candy, snacks and postage stamps are also available for purchase. Profits derived from the Gift Shop go into the Auxiliary's general fund.

Usual hours are Monday through Thursday from 9:00 a.m. until 8:00 p.m. and on Friday from 9:00 a.m. until 3:30 p.m. Weekend hours vary. Closed on holidays.

## **PATIENT DINING - ROOM SERVICE**

### **PATIENT ROOM SERVICE**

All inpatients and some outpatients have the opportunity to order meals from the hospital's restaurant-style room service menu. Featuring a wide variety of selections ranging from casual to more traditional entrees, snacks, salads and desserts, patients may order room service at their convenience.

Room service begins with breakfast at 6:30 a.m. and is available throughout the day until 7:00 p.m. Lunch/dinner menu items are available from 10:30 a.m. until 7:00 p.m. Special room service menus are also available for patients on therapeutic diets. Patients who are unable to or who choose not to participate in room service will be served well-balanced nutritional meals.

Visitors may order from the room service menu by purchasing meal vouchers in advance from the cafeteria or by paying for the meal at the time it is delivered to the room. A complimentary parent tray is available for a parent/guardian of a pediatric patient as outlined below.

All patients are strongly encouraged to adhere to the diet provided them by the hospital. If food, beverages, snacks or candy items are brought from home or other areas, it is extremely important that they are approved by the nurse before being given to the patient. Unapproved food or drink may compromise the integrity of testing and/or postpone or delay certain medical procedures or tests.

As an additional service, patients may request a visit with one of the hospital's Registered Dietitians. If desired, the Dietitian can assist in developing nutritional guidelines for you to follow at home. Those wishing a visit from a Dietitian should ask their nurse for assistance in scheduling an appointment.

### **FOOD SERVICE FOR PARENTS OF PEDIATRIC PATIENTS**

A room service meal is available, compliments of Highpoint Health, for a parent or guardian of a pediatric patient (14 years of age and younger). Items are available for breakfast, lunch and dinner. One free tray is offered per mealtime.

## **VISITOR DINING**

### **CAFETERIA**

The cafeteria at Highpoint Health is located on the ground floor of the hospital. It is open to all visitors and guests and offers a wide array of hot and cold foods for breakfast and lunch. Items available for lunch include full meals, soups, sandwiches, a salad bar, fruit, ice cream, snacks and desserts. Most items are à la carte.

#### ***Cafeteria Hours***

Weekdays

Breakfast: hot items available 6:30 to 9:30 a.m.

Lunch: hot items available 11:00 a.m. to 1:30 p.m.

Light Menu Items and Snacks: 6:30 a.m. to 1:30 p.m.

*The Cafeteria is closed in the evening and on weekends.*

### **SNACK BAR**

The Snack Bar is located near the hospital lobby on the first floor. It is open to all hospital visitors and guests. Menu items include sandwiches, soups, snacks and ice cream. Profits derived from the Snack Bar go into the Highpoint Health Auxiliary's general fund.

#### ***Snack Bar Hours***

Weekdays 10:30 a.m. to 5:30 p.m.

*The Snack Bar is closed on weekends and holidays.*

### **ROOM SERVICE GUEST TRAY**

Visitors may order from the inpatient room service menu by purchasing meal vouchers in advance for \$5.00 from the cafeteria or by paying for the meal at the time it is delivered to the room. Daily room service is available from 6:30 a.m. to 7:00 p.m. A complimentary parent tray is available for a parent/guardian of a pediatric patient as outlined on page 12.

## **COMMUNICATION, DELIVERIES**

### **WI-FI ACCESS**

Free Wi-Fi (wireless Internet access) is available to all patients, visitors and guests throughout the hospital. Instruction sheets are available. Laptop computers, tablets, cell phones and PDAs are permitted to be used in the hospital.

### **HEARING IMPAIRED TELEPHONE (TDD)**

Highpoint Health offers a telecommunication device (TDD) for the hearing impaired. Please contact the Clinical Supervisor at 812/532-2899 to request this special telephone.

### **MAIL**

Patient mail is sorted and delivered to rooms each weekday morning by members of the Highpoint Health Auxiliary. Mail received at the hospital following a patient's discharge will be forwarded to their home. Mail received at the hospital for a confidential patient will be returned to the sender.

Outgoing mail may be dropped in the specially marked slot located in the hallway between the hospital lobby and the Outpatient Services area on the first floor of the hospital. Postage stamps are available for purchase in the Auxiliary Gift Shop located in the hospital lobby.

### **FLOWER DELIVERY**

Before sending flowers or other scented items, please check to see if the patient has allergies that could be affected by your gift. This is especially important for respiratory patients. Flowers received at the hospital for patients will be delivered to their rooms by members of the Highpoint Health Auxiliary. Most flower deliveries occur in the late morning or afternoon.

No live flowers are delivered to the Baker Intensive Care Unit. Flowers arriving at the hospital for a confidential patient or following a patient's discharge will be returned to the florist.

## **LOST AND FOUND, PERSONAL PROPERTY**

### **LOST AND FOUND**

While Highpoint Health is not responsible for your personal property, we will make every effort to help you locate your misplaced item.

If you are currently a patient and have lost an item, please contact your nurse or care provider (radiologic technologist, etc.) immediately. They will try and find your item for you.

Following your discharge or visit, if you discover you have misplaced an item, please contact the Highpoint Health Security Department at 812/537-8216 or 800/676-5572, extension 8216, at your earliest convenience. Security personnel will check to see if your item has been turned in. If your property is not at the security desk, please be prepared to give a detailed description of your item and information as to where it may have been mislaid. Items not claimed after 30 days will be donated to a local charity.

### **VALUABLES, CASH AND OTHER PERSONAL PROPERTY**

Highpoint Health requests that patients bring limited cash or personal items with them for their hospital visits. Patients should not bring jewelry, credit cards, cash other than pocket change or additional valuable property to the hospital. Highpoint Health is not responsible for money or other items which may be lost, broken or misplaced during your visit.

If you are currently a patient and have cash or valuables with you, please send it home with a family member. If this is not possible, please ask your nurse to contact the Highpoint Health Security Department for a valuables envelope. This envelope, containing your valuables and/or cash, will be placed in the hospital safe until your discharge.

The hospital also requests that you do not bring large electrical appliances or other items such as DVD players or electric blankets to the facility. Safety restrictions require us to prohibit the use of such outside appliances within the hospital. Patients may bring small, personal electrical items including hair dryers and razors, provided the items undergo an inspection by the hospital's nursing staff before they are used. Laptop computers, tablets, cell phones and PDAs are permitted.

## **SUGGESTIONS, CONCERNS AND COMPLAINTS**

If you have a suggestion, concern or complaint about your stay or visit at Highpoint Health, please contact the Administration Department. In-house, the extension number is 8200. When calling from home, please call 812/537-8200 or 800/676-5572, extension 8200, and ask for the Director of Quality/Risk Management.

Your feelings and opinions are important to us. We want to know what you think we are doing right and also the areas in which you think we could change or improve to better meet your needs. Individuals who express a concern or complaint will receive a response from the Director of Quality/Risk Management.

If you feel your problem has not been adequately addressed, you have the right to contact the following agency and report your concern:

Indiana State Department of Health  
Division of Acute Care  
2 N. Meridian Street  
Indianapolis, Indiana 46204  
Phone Number: 800/227-6334  
Website: [www.in.gov/isdh](http://www.in.gov/isdh)

You may lodge a grievance with the ISDH directly, regardless of whether you have first used the hospital's process.