

Patient Guide

Welcome to Progress West Hospital. This patient guide is provided to give you information that is important to you and your visitors. It is part of your care plan, and we will reference it often and add important documents to it during your stay. **Please keep your patient guide at your bedside while you are in the hospital and take it home with you to reference when you leave.**

Our goal is to exceed your expectations in all we do. Your safety and our ability to provide you with excellent care are our highest priorities. Please feel comfortable reaching out to your health care team as we are always available to address any questions or concerns you may have.

Thank you for choosing Progress West Hospital and entrusting us with your care.

Our Mission

To improve the health of the people and communities we serve.

As members of BJC HealthCare, we are committed to providing safe, compassionate and exceptional care. We will:

- Create a supportive and caring environment that meets the individual needs of the patient and family
- Deliver high quality care throughout each patient's journey
- Provide an exceptional, engaged and aligned team of physicians, staff and volunteers
- Invest in new technology and innovations to improve outcomes
- Strengthen relationships with our communities and BJC partners to deliver the best medicine

Our Vision

We will be the provider of choice; partnering with our patients, families and community to achieve their best health.

Our Values

Compassion | Respect | Excellence | Safety | Teamwork

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Every decision is made in the
best interest of the patient
and family.

Be Our Partner for Safer Health Care

At Progress West Hospital, our #1 priority is to provide you with high quality, safe health care. You and your loved ones play an important role in helping us achieve this goal.

After arriving in a private room, you will meet your health care team members. They will ask about your medical history, medications and current health problems. Here are some tips on how to be an active partner with your health care team.

- Follow the safety guidelines.
- Complete any education.
- Set goals with your health care team for plan of care and discharge.

Everyone Has a Role in Making Health Care Safe

Progress West Hospital has many checkpoints in place to prevent errors, but we need you to work with us to keep you safe.

- Ask questions.
- Participate in all decisions about your care.
- Expect answers you can understand. If you need information in another language, we will use an interpreter or provide written materials in your language.
- Send your medications home with a family member on admission. A nurse will secure your medications until discharge if you can not send them home.
- Expect staff to wear their ID badges.
- Tell staff if you are given a food that you are not supposed to eat.
- Read and understand all medical forms before you sign them.
- You and your health care team should agree on exactly what will be done during each step of your care.
- Know how long your treatment will last and how you should feel.
- Make sure you understand what a new test or medication is likely to achieve.
- Be sure you understand all instructions about your care after discharge.



**In Case of
Emergency, call:
636.344.1111**

Help Prevent Infections

- To help reduce the risk of an infection, you may be asked to shower with Dial soap or chlorhexidine the night before and the morning of your procedure. Wear freshly laundered pajamas and sleep in clean sheets after your evening shower.
- Tell the health care team if you have been exposed to a contagious disease recently (e.g. coronavirus or flu).
- Tell visitors to stay home if they are sick.
- Wash your hands with soap and water after using the bathroom and before eating. Alcohol-based hand sanitizer are appropriate during all other occasions.
- Remind people to use the alcohol-based hand sanitizer when entering and leaving your room.
- Cover your nose and mouth with a tissue when coughing or sneezing. Throw the tissue in the trash and perform hand hygiene.
- Avoid touching any incisions or dressings.
- Keep all dressings clean and dry. Tell your nurse if your dressing becomes loose or wet.
- If you have a tube to drain urine or a wound, tell your nurse if it becomes loose or comes out.
- Keep immunizations current. Get a flu shot every year, the COVID-19 vaccine and talk to your doctor about the pneumococcal vaccination.



- Together, you and your surgeon will mark the surgery or procedure site by writing “Yes” where the surgery is to take place. Make sure you agree with the site marked. If you are not able to participate in the marking process, a family member or someone you designate may participate for you.
- Inform us of any special beliefs or customs you have that may affect your care.

Help with Clear Communication

Research shows that the best results are achieved when patients, family or significant others and support persons work as partners with their health care staff to promote safe care.

- Tell us if something doesn't seem right. For example, let us know if you are given a food you are not allowed to eat or a medication you do not recognize.
- Ask questions if a staff member speaks about treatment that is different from that discussed with your doctor.
- Read and understand all medical forms before you sign them.
- Speak up if you have questions or concerns about your care.
- Expect answers you can understand clearly and completely.
- Write down questions about your care as they come up, so you can discuss them with your doctor.

Some illnesses require additional precautions. If needed, an isolation sign will be placed outside your room. It does not list your illness. It does tell staff and visitors about precautions to help prevent the spread of disease. You may be asked to stay in your room or wear a clean gown or clothing if you leave the room. Those entering may be required to wear a gown, gloves and mask. Your nurse will discuss these procedures with you and answer your questions. You may also contact a team member from infection prevention at 636.344.2005.

Ask a Trusted Family Member or Friend to be Your Advocate

- This person can ask questions and speak up for you if you are unable to do so for yourself. Let your health care team know the name of your designated advocate so it can be documented.
- Make sure this person understands your preferences for care.
- Review consents with your advocate before you sign them.
- Make sure your advocate understands the type of care you will need when you get home.

Medication Safety

- Bring a list of your home medications, including vitamin supplements and over-the-counter items, to the hospital and all doctor appointments.
- Ask questions about your medication. What is it, why am I taking it, how much do I take, when do I take it, and what side effects are possible?
- Request written information about your medications.
- Ask your nurse to check any medications that you do not recognize.
- Tell your doctors and nurses about any allergies you have.
- If you have an IV, tell your nurse if the pump alarm goes off or your IV site feels tender or swollen.
- Take your medication as prescribed and talk to your doctor if you have any questions.

Help Prevent Falls

Your risk of falling is greater while you are in the hospital, especially following surgery. Most falls happen when patients try to get out of their bed or chair or go to the bathroom without help. Injuries associated with falls, such as fractures and head injuries, can be life threatening. Our staff is here to assist you, but please help us make your hospital stay safe by following these guidelines.

- Use your call light to call for help whenever you need assistance.
- Please assist us in maintaining your safety by **NOT allowing family members or visitors to help you** get out of bed or your chair or walk to the bathroom. Call - don't fall - please call your nurse to help you before getting up.
- If you are on Fall Precautions, do not get out of bed without help from us.
- Keep items you need, such as glasses, tissue, call button and phone within reach.
- Change your position slowly to avoid getting lightheaded or dizzy.
- Sit up on the edge of the bed for a few minutes before standing.
- If you wear glasses, use them when you walk.
- Wear slippers with non-skid soles.
- Use the call switch in the bathroom if you need help.
- Use caution when getting in or out of the tub/shower.
- Notify the staff when a spill occurs.



Tell Us If You Are Feeling Hopeless

Tell us if you or a loved one is showing any of these suicide warning signs:

- Talking about wanting to hurt or kill oneself.
- Trying to get access to firearms, pills or other means.
- Talking or writing about death, dying or suicide.
- Feeling hopeless.
- Feeling anger or seeking revenge.
- Acting reckless.
- Feeling trapped.
- Increasing alcohol or drug use.
- Withdrawing from friends and family.
- Feeling anxious or agitated.
- Unable to sleep or sleeping all the time.
- Experiencing mood changes.
- Having no sense of purpose in life.



If you need help, the National Suicide Prevention Lifeline provides 24/7, free and confidential support. Call 800.273.TALK (800.273.8255) to speak with a trained staff member. They are available to listen and offer crisis counseling, create a safety plan if necessary and provide mental health referral information.



Help Us Manage Your Pain

You are the best judge of the intensity of your pain and its relief. Pain is a physical and emotional experience. Your past experience with pain and ideas about pain are important to planning your pain treatment. You can help by letting your doctors and nurses know about your experiences with pain. It is sometimes a challenge to achieve pain control without side effects, and pain control may not mean being completely free of pain. However, we work with every patient in collaboration with their physician to achieve the best pain control possible.

Pain can slow your healing and recovery. When pain is controlled, you can:

- Move around more easily.
- Take deeper breaths.
- Cough more effectively.
- Get better rest and sleep.
- Get your strength back more quickly.

We will work with you so that you receive the best pain control possible during your hospital stay.







Please Tell Us:

- When you have pain, where it hurts, how it hurts and how bad it hurts.
- If your pain is new, different or does not get better with medication.
- If there is anything that makes your pain better or worse.
- If you have questions about ways to reduce pain.
- If you know you will be doing something that causes pain, ask for your pain medicine ahead of time to keep the pain under control.
- About any concerns you have about taking pain medication.
- If the pain medicine is making you feel funny, dizzy, nauseated or confused.
- If you worry about the pain medicine being habit forming. This rarely occurs when the medicines are used properly.



Pain Scale

Progress West Hospital uses a pain scale to identify pain severity. The pain scale used most has numbers for rating the level of your pain on a 0-10 scale, with 10 being the most painful. Your nurse will show you this scale and tell you how it works.

	0 No Pain	Does not interfere with ADLs*
	1	
	2 Mild Pain	Mildly interferes with ADLs*
	3	
	4 Moderate Pain	Somewhat interferes with ADLs*
	5	
	6 Severe Pain	Partially interferes with ADLs*
	7	
	8 Very Severe Pain	Greatly interferes with ADLs*
	9	
	10 Worst Possible Pain	Completely interferes with ADLs*

* Activities of Daily Living (ADL) such as: sleeping, eating, mood, walking, enjoyment of life relationships.

Pain Relief Methods

Medications are commonly used to control pain. Other techniques can be used with medications to help them work, or can be used alone to manage pain.

These include:

- Relaxation, guided imagery, controlled breathing and music.
- Controlling your environment and activities, including lights, TV, sounds, smells, stimulation, rest, sleep and visitors.
- Spiritual, social and psychological therapies.
- Physical therapy, heat or cold packs.

Tell your nurse what works best for you.

Communicating Your Wishes

Advance Directives

It is important that you make health care decisions prior to a medical crisis. An advance directive is a document that states your health care treatment wishes when, due to an emergency, you cannot make your own decisions. An advance directive is a general term used to describe living will, health care directive and durable power of attorney for health care.

Ask your doctor or lawyer to discuss the advance directive with you. Make your wishes known to your family, friends and clergy. Give a copy to your family members, physicians and the hospital with each admission.

Living Will

According to Missouri law, the individual, known as the “declarant,” states his or her wishes regarding withdrawal or withholding of medical treatment in a living will. This document is used in the event the declarant’s physician determines that the declarant does not have capacity to make decisions. The declarant is a person who has been diagnosed as terminally ill.

Health Care Directive

This document allows one to state his/her wishes about the use of life-prolonging procedures in advance. The document is used when a person is not able to state his or her wishes.

Durable Power of Attorney for Health Care

A person chooses an “agent” or “proxy” to make health care decisions in the event he or she is too ill to make a decision. The durable power of attorney (DPOA) can also include instructions for specific health-related preferences.

Ethics Consultation

The decisions that surround hospital care can sometimes be challenging. Choosing between treatment options isn’t always easy, especially if the patient is unable to speak for themselves.

Progress West Hospital has an Ethics Consult Team available to all patients and family members to assist in these exact situations. The team’s goal is to listen and advise on ways to align your family values with the right plan of care. After all, every decision should be made in the best interest of the patient and family. To request a consultation with our Ethics Consult Team, contact the house supervisor through the hospital operator. Dial “0” to reach the operator.



During Your Stay

As you enter the hospital, please give all valuables, credit cards and money to your loved ones to take home. Please send your medications home after the nurse has reviewed them with you.

If you use a CPAP machine, please notify your nurse and have your family bring it to the hospital.

If you have any questions about your stay, your transition out of the hospital, or if you have a special need, please ask your nurse or call the operator and ask to speak to the nursing supervisor.

Rapid Response Team

Progress West Hospital has a rapid response team to respond to sudden emergencies. A rapid response team is a group of medical professionals who are trained to help when there are signs that a patient is getting much sicker. The purpose is to activate a team of clinicians who can quickly intervene before a patient's condition becomes critical. They also may make the decision to move the patient to the intensive care unit (ICU). These actions can prevent a patient's condition from becoming more serious.

- How patients and loved ones can help: If a patient experiences a rapidly deteriorating condition, contact a staff member immediately and/or activate the rapid response team by dialing 636.344.1111.

Patient Identification

- Your ID armband and any other bands are important to your safety. If it is incorrect, tell us.
- Show your armband prior to any procedure or medication administration.
- Keep all armbands on throughout your hospital stay. Tell your nurse if your armband falls off.
- In addition to your armband, two of the following three patient identifiers will be checked — your name, date of birth and medical record number.
- Do not provide personal information to anyone who might call you on your room phone.

Tobacco-Free Campus

In compliance with the BJC HealthCare Smoke and Tobacco Free Policy and for the health and safety of our guests and staff, Progress West Hospital enforces a smoke-free campus.

We understand that nicotine is a very powerful drug. During your admission, please ask us about the nicotine replacement products and/or supportive medications that may be appropriate for you. Our goal is to make you as comfortable and as stress free as possible.

While you are here you will need the support of your family and visitors. We appreciate their assistance in maintaining our smoke-free environment. Their cooperation in refraining from tobacco use while visiting will assist you in your efforts, as well. We hope that you take this opportunity of being tobacco free as a new beginning and will continue this upon your transition home. We can provide you with resources to help you succeed.

Telephones

Patients can make calls from their hospital room phone at no charge. To reach a local number (including St. Louis) dial the number with the area code. You do not need to dial a "1" or a "9". Long distance calls may be placed by dialing the ten-digit number as well. Dialing a "1" is unnecessary.

Incoming calls will not be forwarded directly to the room between 10 p.m. and 7 a.m. For emergencies, family and friends should dial 636.344.1000. If you need a TTY phone, please contact your nurse for assistance. Use of your personal cell phone is allowed in the hospital.

Television

Your room has free television service for your entertainment and a channel guide is located in your folder. The television can be put in closed captioned mode by pushing the "CC" button on your bedside remote. Please be considerate of other patients when using your TV.

Internet Access

Progress West Hospital provides free WIFI. You must provide your own wireless device and wireless connectivity. In most cases, all you must do to connect is choose the “View Wireless Networks” option on your phone or device and click on BJCGuest.

Your Internet browser will open our Public Internet Access and Use Agreement. Once you accept these terms, you should be able to connect to the network. Remember to safeguard your valuables.

Food Services and Nutrition

A well-balanced meal will be provided based on your prescribed diet, food preferences and allergies. At Progress West Hospital we offer Dining On Call as we understand that your appetite doesn't always follow a set schedule. Patient meals are available from 6:30 a.m. to 6:30 p.m., seven days a week. You can place your order from your room by calling 636.344.FOOD (3663). Please allow 45 minutes for food to be delivered. A catering associate will provide assistance with your selections and dietitians are available to answer any questions that you may have. Patients should not go to the cafeteria in order to maintain medically advised nutrition.

Case Coordination and Social Services

Case coordinators and social workers are part of the health care team. They assist with the following:

- Obtaining precertification and ongoing certification with your insurance carrier.
- If required after hospital discharge, arranging for medical equipment and locating post-acute care including skilled nursing facilities, rehabilitation facilities, long-term care hospitals and home health services.
- Researching community resources such as support groups, financial assistance for medications, counseling, etc.
- Advocating on behalf of patients suspected of being victims of domestic, child or elder abuse.

Electrical Appliances

Patients may use electric razors, curling irons, flat irons and hair dryers. No other ungrounded electrical equipment is permitted for personal use, unless examined by the hospital engineering staff. Dial “0” and ask them to contact the engineering department.

Mail and Flowers

Mail and flowers can be delivered directly to your room. We will forward mail received after your discharge to the home address given during admission. The hospital will not give out home addresses.

Medical Tests

Your physician orders all tests, which may involve restrictions in diet, medication or physical activity. While inconvenient, such restrictions are important to your health and should be observed strictly. Your care team will explain any tests and restrictions.

See page 22 to learn more about MyChart. This is a secure website that allows our patients access to their BJC test results.

Personal Belongings

Please leave valuables, jewelry and other non-essential items at home. If you brought something valuable by mistake and do not have a loved one to give it to, please request that it is locked up until discharge. Dial “0” from your room phone and ask for security.

Newspapers

Free daily newspapers are available in the hospital lobby and cafeteria.

Photo of You and Baby

New parents, can we take a picture for you? We are honored to be a part of this special time in your life and want to help you capture this memory and milestone. Please let your nurse know that you would like a family photo in front of our Hello World wall backdrop located on the second floor. Tag us on social media, so we can celebrate this new adventure with you.



Visitor Information

Visiting Hours

BJC HealthCare allows patients to have visitors as we recognize the role loved ones play in the healing process. Please read the current policy at ProgressWest.org/visiting-hours.

Visitors will enter the hospital through the main entrance.

ATM Machine

An ATM is located on the first floor, near the reflection room.



Alcoholic Beverages

Alcoholic beverages are not permitted in the hospital or on the hospital grounds.

Cafeteria

The hospital cafeteria is located on the first floor and is open to the public. Hours are as follows, but are subject to change:

Monday-Friday

Breakfast: 6:30 - 9:30 a.m.

Lunch: 11 a.m. - 2 p.m.

Dinner: closed

Saturday and Sunday

Closed

Guest trays are available for a nominal fee. To request a guest tray, contact the Dining On Call at 636.344.FOOD (3663).

E-Greetings

Loved ones can let patients know they are thinking of them during a hospital stay by sending an e-greeting. In just a few minutes a card can be customized, and a team member will print out and hand-deliver the message. To learn more visit ProgressWest.org/e-greeting.

Gift Shop

The Progress West Hospital gift shop is located near the main entrance. The shop offers a variety of gifts, flowers, cards, snacks and toiletries.

Family Lounges

Progress West Hospital has resource areas for family and visitors located on the second, third and fourth floors. These areas include vending machines, microwaves, refrigerators, coffee machines, televisions and wireless connections, as well as coloring books for younger visitors.

Fitness Trail

We invite you to enjoy an exercise path on campus. To view the map visit ProgressWest.org/fitness-trail.

Vending Machines

Vending machines are located on the first floor near the cafe entrance and in the emergency room department lobby, the second, third and fourth floor family lounge rooms.



Other Services

Community Outreach

BJC HealthCare offers a variety of free screenings and other wellness events. For a complete listing of current classes, visit BJCStCharlesCounty.org/events. For assistance in helping you select a class that best fits your needs, please call 636.928.WELL (9355).

Gratuities and Giving

While BJC employees cannot accept gifts or gratuities from patients or their loved ones directly, you can show your gratitude for these special caregivers by making a contribution to the Barnes Jewish St. Peters and Progress West Foundation to help other patients and families. To make a gift of gratitude or to learn more, call 636.916.9796 or visit BJCStCharlesCounty.org/foundation.

Lost and Found

Although Progress West Hospital is not responsible for lost and stolen articles, we will help you and your family in locating personal belongings. To report a lost, stolen or a found item, please call the hospital operator by dialing "0" and request security.

Notary Public

Certified notary publics are available, as schedules permit, at no charge to patients. Please ask your nurse if you need assistance.

Patient and Family Advisory Council

The Patient and Family Advisory Council (PFAC) is a partnership among patients, family members and health care providers. Their goal is to enhance the hospital experience for patients and their loved ones. To learn more, contact our manager of patient experience at Tramaine.Smith@bjc.org.

Spiritual Care

Nondenominational spiritual support is available to patients and their visitors. To contact the chaplain, call 636.344.1483 and leave your name and room number. If you have an immediate need, your nurse can page the chaplain. At your request, the chaplain will notify your clergy. In addition, spiritual care volunteers are available to provide sacramental and devotional support.

The Reflection Room is located off the main hospital lobby and is always open.

Volunteering

Volunteers make an important difference in the lives of patients and families by giving comfort and assistance. Dedicated volunteers serve in many departments throughout the hospital including roles within and outside patient areas. Minimum age is 18. For information, call 636.916.9679 or visit BJCStCharlesCounty.org/VolunteerServices.



Billing and Insurance

At Progress West Hospital, we are committed to providing you with high-quality patient care and services.

- This includes sharing with you information about our billing process for health care services.
- Every time you register for any procedure at the hospital, you will be asked to update your insurance information. We do this to ensure your insurance company is accurately billed and to avoid rejections or delays in payment from them on your behalf.

We will talk with you about patient expenses and send your bill in a timely manner.

Some payments may be required by you at the time services are provided. These may include:

- insurance deductibles
- copays
- payment for services not covered by insurance

Please note: It is possible that you may receive services from other health care professionals while you are at our hospital that will be billed separately. Some fees that may be billed separately include physician, laboratory and radiology services.

If You Have Insurance Coverage

We will bill your insurance carrier soon after health care services have been provided to you. Check with your insurance carrier if you have concerns about your claim or the status of the claim.

If You Do Not Have Insurance Coverage

Depending on your situation, you may qualify for financial assistance. Please contact our financial assistance representatives to determine if help is available to you.

Financial Assistance

Progress West Hospital cares about you. Please refer to the Your Hospital Cares About You brochure. If you do not have this brochure, or would like additional copies, contact the admitting department at 636.344.1109.

Medicare and Medicaid

Federal law requires that a professional organization review hospital admissions of federally insured patients to determine if hospital services received were medically necessary or whether the same services could have been received on an outpatient basis or in a skilled nursing facility. Case coordinators will perform this review while you are in the hospital. In addition, a retrospective review may be performed by the governmental agency responsible for review activities in Missouri.

The Missouri Patient Care Review Foundation requires that information about your stay in the hospital be collected and forwarded for analysis. Federal law requires that this information remain confidential and that unauthorized disclosure is punishable by criminal penalties. Medical information identifiable to individual patients may not be disclosed for any reason other than review purposes. Further information about the monitoring procedures, the patient information required, or policies governing confidentiality may be obtained by calling 800.347.1016.





Your Hospital Discharge and Medicare Appeal Rights

Date of Discharge: When your doctor determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or “your Plan.”

Your Right to an Immediate Appeal without Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave.

You may call Medicare toll-free, 24 hours a day, at 1.800.MEDICARE (1.800.633.4227), or TTY/TTD: 1.877.486.2048, for more information about asking your QIO for a second opinion.

If you appeal to the QIO by noon of the day after you receive this notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by “your Plan,” if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs for your additional days in the hospital if the QIO (or “your Plan”) denies your appeal. You may file for this review by calling 1.800.MEDICARE.

Patient Rights and Responsibilities

At Progress West Hospital, we make every effort to assure that you receive quality and compassionate care during your time with us. If you did not receive a copy of our Patient Rights and Responsibilities, or would like additional copies, contact the admitting department at 636.344.1109.

Your Health Matters

Following these tips can help improve your health and reduce your risk for high blood pressure, heart failure, heart attack, stroke, or developing a blood clot.

Activity

Your doctor can advise the level of activity that is best for you. Aim to be active every day.

Diet

Make healthy choices in the food you eat. Maintain an ideal weight to decrease strain on your body and reduce your risk of heart disease and stroke.

- Follow the diet that your doctor recommends.
- Consume a low sodium (salt) diet. Choose fresh or frozen fruits and vegetables.
- Do not add salt to food.
- Limit canned foods and convenience foods.
- Limit the amount of cholesterol and saturated fats by choosing lean meats and low-fat dairy.
- Avoid alcoholic beverages.

Choose a small serving of fruit instead of a high-fat dessert.

Medications

Your doctor will work with you to prescribe which medications are right for you. Never stop taking a medication unless your physician knows. Do not share medications with other people. If you are having trouble paying for your medication, let your physician know.

Antibiotics

Antibiotics are important medicines used to treat infections caused by bacteria. If you use antibiotics too much or when not needed, they may not work for you in the future. This is called “antibiotic resistance.” Bacteria can become “super bugs,” which are not able to be killed by antibiotics. The more often we use antibiotics, the more likely it is that bacteria will become resistant to them.

Antibiotics can also cause side effects such as rashes, yeast infections, stomach pain, diarrhea, and damage to nerves and tendons. At BJC we care about patient safety and are committed to using antibiotics only when needed.

Questions you can ask your health care provider about antibiotics:

- “Is this antibiotic really necessary?”
- “What are the risks and side effects?”
- “Are there safer options?”

Ways you can help keep infections away:

- Keep hands clean.
- Ask health care providers and visitors to wash their hands too.
- If tubes or catheters are utilized, ask every day if they can be removed.

Doctor Appointments

Keep appointments with your doctor. Your doctor may need to check your blood pressure, blood work or make changes to your medications even if you are feeling fine. Let your doctor know if you are not feeling like your usual self. Bring your medication list with you.

Call 911 if you have signs of a heart attack or stroke:

Signs and Symptoms of a Heart Attack

- chest discomfort/pressure
- neck, jaw or throat discomfort
- abdominal or mid-back discomfort/pressure
- arm, shoulder or hand discomfort or pressure
- nausea or vomiting
- unusual fatigue
- sweating
- trouble breathing
- lightheadedness
- pass out or feel like you might pass out
- racing pulse or a fluttering feeling in your chest
- heartburn
- chest pain or discomfort that does not go away after taking your Nitroglycerin

Signs and Symptoms of a Stroke

- droopy face
- weak arm or leg
- can not speak normally
- severe headache

How Are We Doing?

At Progress West Hospital we strive to deliver excellent care to our patients, families and visitors. Please let us know how we are doing as your well-being and suggestions are important to us.

Leave your feedback on a comment card: In your folder is a comment card. If anything about our team members or amenities made your day, let us know. You can give this card to your nurse or drop it in the feedback box located near the nurses station. All comments, both positive and constructive, help us to continually improve our level of care.

Nominate your nurse for a DAISY award: The DAISY award is a national recognition to celebrate and acknowledge registered nurses. If you feel your nurse went above and beyond the call and provided exceptional care, tell us about it on the card located in your folder.

Provide feedback through a survey: After discharge, you may be asked to participate in a survey. Hearing about your experience and listening to your ideas are the best ways to improve our patient care.

Make a charitable gift: Consider contributing to the Barnes Jewish St. Peters and Progress West Foundation in honor of a health care team member. Learn more at BJCStCharlesCounty.org/foundation or call 636.916.9796.

Contact us: Please reach out if you would like to address anything specific with us.

- Call: 636.344.1000
- Click: BJCStCharlesCounty.org/contact-us
- Email: bjspw@bjc.org

Resolution of Client Concerns

It is the policy of Progress West Hospital for their clients to be informed of their rights and given the opportunity to present their concerns.

The primary contact for patients can be reached by contacting the operator at 636.344.1000 and asking them to contact the nurse manager for your nursing floor or the house supervisor, who is available after hours and on weekends. Either the manager or house supervisor will meet with the complainant to review the problem.

If the problem cannot be resolved promptly by staff who are present, the complainant will receive continuous feedback on the progress of its resolution. The patient may lodge a grievance with the state agency directly, regardless of whether he/she has first used the hospital's grievance process.

Missouri Department of Health and Senior Services
Bureau of Health Services Regulation
P.O. Box 570
Jefferson City, MO 65102-000570
573.751.6303

To report a complaint about quality of care to The Joint Commission, you may mail to:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Phone: 800.994.6610, 8:30 a.m.-5 p.m. CST, weekdays
Fax: 630.792.5636
E-mail: complaint@jointcommission.org
You can find more information at:
jointcommission.org/GeneralPublic/Complaint

Summarize the issue in no more than two pages and provide the name, street address, city and state of the accredited health care organization.

Discrimination is Against the Law

Progress West Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Progress West Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Progress West Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters, and
 - Written information in other formats (large print, audio, accessible electronic formats, braille)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters, and
 - Information written in other languages

If you need **disability aids** or **language services**, contact the **Operator at 636-344-1000**.

If you believe that Progress West Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

BJC HealthCare Corporate Compliance
4901 Forest Park Avenue
St. Louis, Missouri 63108
compliance@bjc.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the BJC Corporate Compliance Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services - Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F
HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



Progress West Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATTENTION: Language assistance services are available to you free of charge.
Call 636-344-1000 (TTY: 1-800-735-2966).

يرجى الانتباه: تتوفر خدمات المساعدة اللغوية، وتُقدم لكم مجاناً. اتصل على الرقم 636-344-1000 (الهاتف النصي: 1-800-735-2966).

Pažnja: Dostupne su vam besplatne usluge jezičke pomoći. Nazovite 636-344-1000
(TTY - Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-735-2966).

注意: 免费提供语言协助服务, 如有需要敬请致电 636-344-1000 (TTY: 1-800-735-2966)。

نوت: خدمات کمک لسانی به صورت رایگان ارائه میشود. با 636-344-1000 در تماس شوید (TTY: 1-800-735-2966).

توجه: خدمات کمک زبان بطور رایگان در اختیار شما می باشد. با 636-344-1000 (TTY: 1-800-735-2966) تماس بگیرید.

Veillez noter : Des services d'interprétation sont à votre disposition gratuitement.
Appelez le 636-344-1000 (numéro pour les malentendants : 1-800-735-2966).

Hinweis: Fremdsprachliche Unterstützung steht Ihnen kostenlos zur Verfügung.
Bitte rufen Sie 636-344-1000 (TTY: 1-800-735-2966) an.

주의: 언어 지원 서비스는 무료로 제공됩니다. 연락처: 636-344-1000 (TTY: 1-800-735-2966).

ئاگاداری: خزمهتەکانییارمەتەزمان بۆ ئێوە بەخۆرایبەر دەست. تەلەفۆنەکەر 636-344-1000 (TTY: 1-800-735-2966).

ध्यान दनिहोस्: तपाईंको लागि भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छन्। 636-344-1000 (TTY: 1-800-735-2966) मा फोन गर्नुहोस्।

Внимание: Вы можете воспользоваться бесплатными услугами переводчика.
Позвоните по телефону 636-344-1000 (TTY: 1-800-735-2966).

Atención: hay servicios de asistencia de idiomas disponibles a su disposición sin costo.
Llame al 636-344-1000 (TTY: 1-800-735-2966).

Paunawa: May maaari kang kuning mga libreng serbisyo ng tulong sa wika.
Tumawag sa 636-344-1000 (TTY: 1-800-735-2966).

గమనిక: భాషా తోడ్పాటు సేవలు మీకు ఉచితంగా లభ్యమవుతాయి. కాల్ 636-344-1000 (టిటిఎ: 1-800-735-2966).

Lưu ý: Các dịch vụ hỗ trợ ngôn ngữ có sẵn và miễn phí cho quý vị.
Gọi 636-344-1000 (TTY: 1-800-735-2966).

Patient Discharge Information

Discharge planning is a process used to decide what a patient needs for a smooth transition when leaving the hospital. Many people require no special services at the time of discharge. From the day you are admitted to the hospital, a number of different staff involved in your care (the multidisciplinary team) will work with you and your loved ones to plan your discharge. Only a doctor can authorize a patient's release from the hospital.

Basics of a Discharge Plan

- Evaluation of the patient by qualified personnel
- Discussion with the patient or his/her representative
- Planning for homecoming or transfer to another care facility
- Determining if caregiver training or other support is needed
- Referrals to home care agency and/or appropriate support organizations in the community

Multidisciplinary Team

- Patient
- Relatives
- Physician
- Nurse
- Case Manager
- Social Worker
- Dietitian
- Pharmacist
- Home Health Coordinator
- Physical Therapist (PT) / Occupational Therapist (OT)

Things To Do Before You Go Home

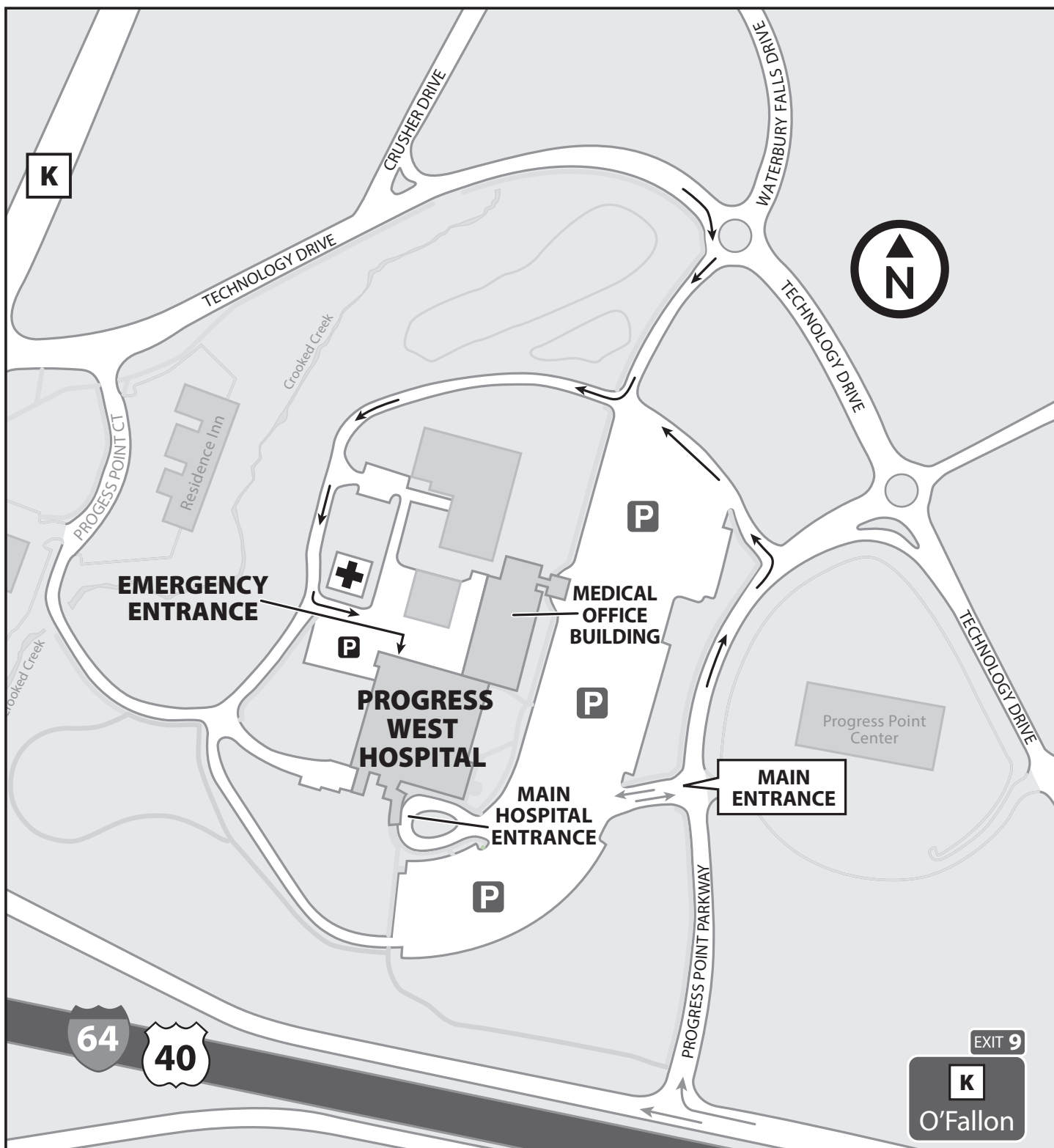
- Please tell your nurse as early as possible if you think you will have any problems with going home.
- Ask your doctor how long you will be in the hospital.
- Ask staff questions about what has happened to you, and what changes you can expect in your health and daily activities when you return home.
- If your physical abilities have changed as a result of your illness, make sure you understand what you can and can't do when discharged.
- Any immediate questions related to the discharge plan, please speak with your attending physician or nurse.

Anticipated discharge date: ____ / ____ / ____



Key Phone Numbers

In Case of Emergency I.C.E.	636.344.1111
Progress West Hospital (Hospital Operator)	“O”or 636.344.1000
Administration	636.916.9403
Admitting	636.344.1109
Case Coordination	636.344.1383
Centralized Patient Scheduling	636.344.1702
Chaplain	636.344.1483
Ethics Consultation	636.916.7032
Environmental Services	636.344.1093
Food and Nutrition	636.344.3662
Foundation (donations)	636.916.9796
Health Information Management (medical records)	314.344.1032
Infection Control/Prevention	636.344.2005
Patient Care Representative	636.916.9837
Patient Accounts/Billing	314.362.8400
Physician Referral (Need a physician? Call to get expert recommendations.)	636.928.WELL (9355)
Security	314.267.8788
Siteman Cancer Center at Barnes-Jewish St. Peters Hospital	636.916.9920
Social Work	636.344.1364
Rapid Response Team	636.344.1111
Volunteer Office	636.916.9679
Community Resources	
Progress West Hospital Community Education	636.916.9650
American Cancer Society (cancer.org)	800.227.2345
American Diabetes Association (diabetes.org)	800.342.2383
American Heart Association (americanheart.org)	800.242.8721
American Lung Association (lungusa.org)	800.548.8252
Middendorf-Kredell Branch Library Consumer Health Resource	636.978.7926
Regional Poison Control Center	800.366.8888
	314.772.5200
St. Charles County Division of Public Health (scchealth.org) St. Charles Location	636.949.7400
	800.822.4012 ext. 7400
The Joint Commission (TJC)	800.994.6610
Veterans Administration	800.827.1000



HOSPITAL

2 Progress Point Pkwy
O'Fallon, MO 63368

MEDICAL OFFICE BUILDING

20 Progress Point Pkwy
O'Fallon, MO 63368

Get Connected
to Your Health

MyChart

MyChart gives you online access to your medical record.

Whether you're at work, on the road, or at home, you can view test results, messages from your doctor, and your key medical information. You can even access your family's records and schedule your next appointment online. So sign up today — and get connected to your health.

Manage your appointments

Schedule your next appointment or view details of your past and upcoming appointments.

Prepare for your visit

Complete forms and questionnaires before your appointment.

Access your test results

No more waiting for a phone call or letter. View your results and your doctor's comments within days.

Communicate with your doctor

Get answers to medical questions without phone tag or unnecessary appointments.

Pay bills online

Access and pay your copays and bills from home.

Request prescription refills

Send a refill request for any of your refillable medications.



For more information or to access your MyChart account,
MyPatientChart.org.

mycare NOTES:

DATE	WHO TO ASK	NOTES AND QUESTIONS

mycare NOTES:

DATE	WHO TO ASK	NOTES AND QUESTIONS