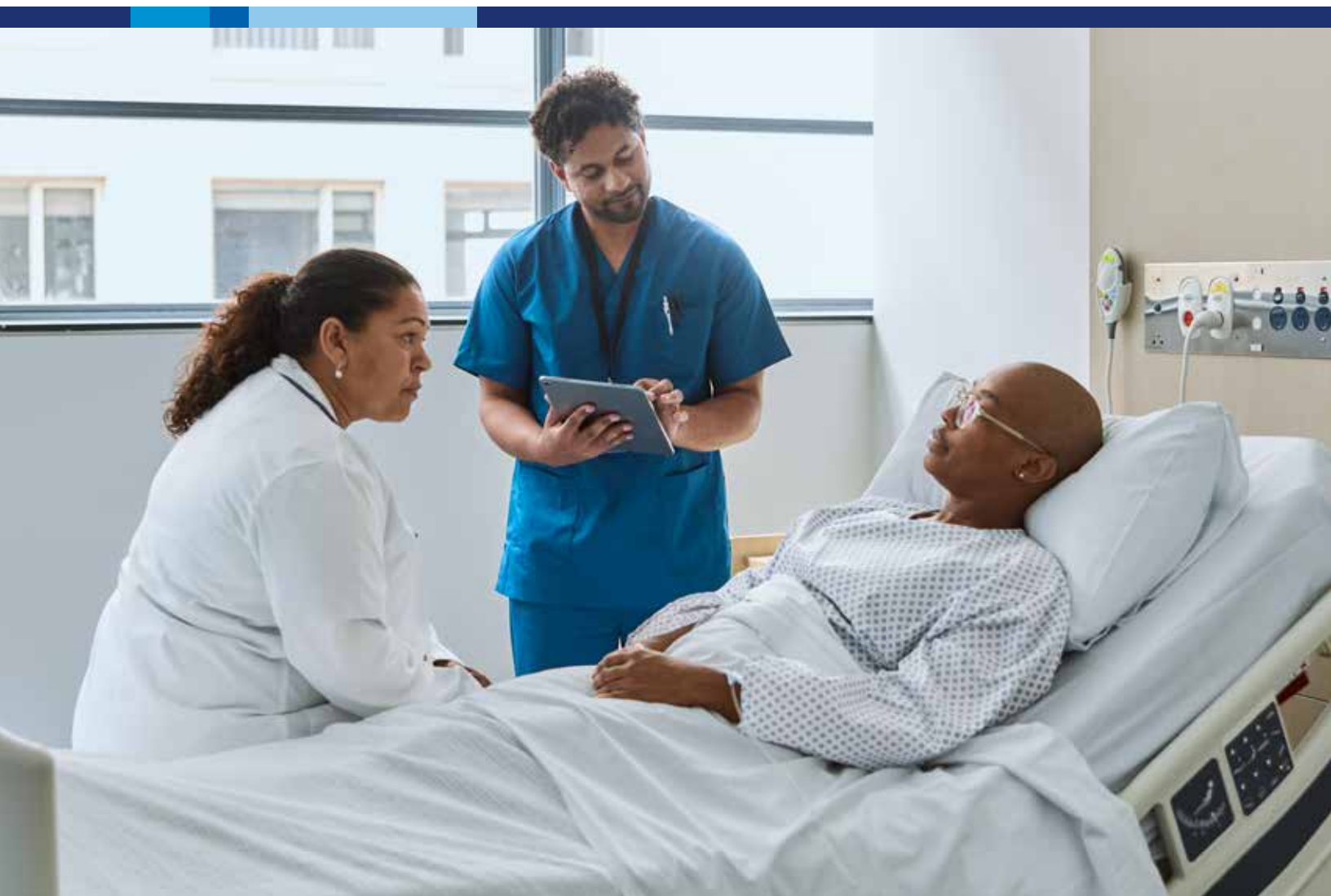


Patient Guide

Providing you with extraordinary care is our highest priority

 Barnes-Jewish West County Hospital



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A Letter from the President

Welcome to Barnes-Jewish West County Hospital.

We are honored that you chose Barnes-Jewish West County Hospital for your medical care. You have already made an important first step in your journey and we consider it a privilege to care for you.

World-class care close to home

Barnes-Jewish West County is intimate and personal while offering extensive skill and resources. Our partnerships offer our patients access to the latest research and advancements in a patient-centered environment.

Accredited by The Joint Commission, Barnes-Jewish West County provides a full range of care, including inpatient and outpatient surgical procedures such as bariatrics, digestive diseases, oncology, ophthalmology, otolaryngology, plastics, spine, and urology. We also provide comprehensive diagnostic and therapeutic services such as pain management and therapy and rehabilitation; comprehensive, advanced radiology; and sleep medicine.

Barnes-Jewish West County has been recognized by The Joint Commission Center of Excellence and named a top performer by *U.S. News & World Report*. Based on patient surveys, Barnes-Jewish West County is consistently rated a 5-star hospital for Patient Experience by Centers for Medicare & Medicaid Services (CMS). Additionally, we are recognized in the top 10% of our peer group by Vizient, Inc., which ranks hospitals on metrics that include safety, patient experience, and health equity.

Barnes-Jewish West County is part of BJC Health System, which means our patients have access to the latest research, medicine, and technology, along with world-class doctors including WashU Medicine Physicians, BJC Medical Group, and private practice physicians. We are also a Siteman Cancer Center satellite, giving our patients access to the most advanced cancer treatment available in the region.

This guide


We know you may have questions about your stay at Barnes-Jewish West County. We hope this guide will be a helpful resource, and if you have any questions or concerns that aren't addressed in this book, please talk to any member of your health care team. We want you to feel safe, informed, and supported every step of the way.

Your feedback matters

Our goal is excellence. Your feedback helps us ensure we are providing the highest quality care, and we want to hear from you—whether you want to share what we are doing well or what we can do to make your stay better. **Please visit barnesjewishwestcounty.org/Patient-Visitor-Information/Contact-Us or call 314-996-8000 any time if you'd like to discuss your care.**

Thank you for trusting us with your health. We promise to take extraordinary care of you.

With gratitude,



Angelleen Peters-Lewis, PhD, RN, FAAN

President

Barnes-Jewish West County Hospital



Welcome to Barnes-Jewish West County Hospital

Our goal at Barnes-Jewish West County Hospital is to exceed your expectations in all we do. Our highest priorities are your safety and providing you with extraordinary care.

Please take a moment to read through this Patient Guide as it has useful information that is important to you and your visitors. The Patient Guide 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.

Please tell us immediately if we can do anything to make your stay more comfortable. If you have any concerns or suggestions, please call our Patient Experience Feedback Line at 314-996-8501.

Thank you for choosing Barnes-Jewish West County Hospital and trusting us with your care.

Our BJC Values



Joint Commission accreditation

Barnes-Jewish West County Hospital is fully accredited by The Joint Commission, which is internationally recognized as a measure of an organization's high standards and clinical quality performance. This accreditation is evidence that the hospital, through its own voluntary efforts, meets or exceeds the standards of excellence The Joint Commission requires.

Our purpose

BJC Health System is dedicated to improving the health and well-being of the diverse communities we serve through an unwavering commitment to excellence in medicine and a spirit of curiosity that drives innovation and exceptional care.

Our vision

- To be the hospital of choice for ambulatory, diagnostic, and short-stay surgical and medical care.
- Deliver exceptional quality and safety with every encounter.
- Be known for our extraordinary people.
- Pursue excellence to maximize value for the patient.



Partner with Us for Safer Care

At Barnes-Jewish West County Hospital, our priority is to provide you with high-quality, safe health care. You and your care partners play an important role in helping us achieve this goal. Here are some tips on how to be an active partner with your health care team.

Multidisciplinary care team

The following people make up your care team:

- Patient
- Dietitian
- Care partner(s)
- Pharmacist
- Physician
- Chaplain
- Nurse
- Physical therapist (PT), occupational therapist (OT), and speech therapist (SLP)
- Case manager
- Social worker

Help prevent infections

- Clean hands protect you from germs that cause infections. Wash them before eating, after using the bathroom, and throughout the day.
- Everyone, including visitors, should sanitize/wash their hands when they enter and leave your room.
- Feel empowered to ask our health care team members if they have cleaned their hands before they provide care.
- If you have an intravenous catheter, avoid touching it and don't get it wet. Notify your nurse if the bandage is wet or dirty or if it comes off. Tell your nurse if the catheter becomes loose or feels painful.
- Sometimes special steps are taken to help prevent the spread of germs. People entering your room may need to wear a gown, gloves, or mask. We will place a sign outside your room with directions if necessary.
- If you are having surgery, you may be asked to shower with a special soap to decrease your chance of getting an infection.
- If you have a urinary catheter, do not pull or twist the catheter tubing.
- If you have a bandage, or a dressing, let your nurse know if it becomes loose or feels uncomfortable.
- Our infection prevention team may enter your room and inspect any vulnerable areas for infection to ensure your safety.

Help prevent falls

- Your risk of falling is greater while you are in the hospital.
- Most falls happen when patients try to go to the bathroom without assistance. Please press your call light to alert our staff when you need to get up or use the restroom. Our staff is here to assist you.
- Keep items you need, such as glasses, tissues, the call button, and phone within reach.
- Wear nonslip socks or shoes to help prevent slipping.
- Change your position slowly to avoid getting lightheaded or dizzy.

Moving patients safely

Barnes-Jewish West County Hospital puts your safety, health, and comfort first. We know that movement is important to help you regain your health and independence. During your stay, you may need assistance in moving, repositioning, or transferring. Barnes-Jewish West County Hospital has a special program that includes policies, education, and patient-handling equipment to keep patients and team members safe.

If you need help moving, we have several types of equipment to safely and comfortably assist you. The nursing staff and other hospital staff will assess your individual needs and determine which equipment matches your mobility needs. Our staff will explain how we use the equipment, so you feel safe and comfortable.



Staying safe while using medications

Your safety is our priority. Here is how you can help us keep you safe when taking medications:

- Be sure to tell us about any medications you take at home, including all over-the-counter medications, herbs, vitamins, and supplements.
- Inform us of any allergies or reactions you have to medication, food, or other things.
- While in the hospital, unless instructed by your physician or nurse, do not take medications brought from home, including vitamins. After the nurse has checked your home medications, please send them home. If this is not possible, we will be happy to lock them up for you.
- Ask questions about your medicines before they are administered. It is important that you know what your medicines are, what they are for, and what side effects you may experience.

Understanding antibiotics

Antibiotics are powerful, life-saving drugs. However, like all medications, antibiotics have side effects and you should only use them when necessary.

When are antibiotics needed?

Antibiotics treat infections caused by bacteria. Antibiotics do not cure viral infections. If you have a viral infection, antibiotics will not help you feel better.

What are the risks of antibiotics?

We care about your safety and are committed to using antibiotics only when needed. If taken when not needed, antibiotics can be harmful and may cause:

- Diarrhea
- Nausea and vomiting
- Allergic reactions
- Antibiotic-resistant infections or superbugs
- Yeast infections
- Damage to nerves and tendons

What is antibiotic resistance?

Antibiotic resistance means that an antibiotic does not work as well as it did in the past. Antibiotic resistance is caused by overuse, inappropriate use, or incomplete use of antibiotics.

What can I do to prevent antibiotic resistance?

As a patient or caregiver, it's important to understand your or your loved one's antibiotic treatment. Here are some important questions to ask your health care team if you are prescribed an antibiotic:

- Do I really need antibiotics?
- What are the risks and side effects?
- How long will I need to take this antibiotic?
- Is it safe to take this antibiotic with other medications or supplements?
- Are there any special directions I need to know about taking this antibiotic? For example, should I take it with food?
- How will I know the antibiotic is working?

Remember, take your antibiotic until you finish it. Do not stop the antibiotic early unless your health care team tells you to. Do not share your antibiotics with anyone.

Find more information about antibiotic resistance at [cdc.gov/drugresistance](https://www.cdc.gov/drugresistance).

Help us manage your pain

At Barnes-Jewish West County Hospital, we care about managing your pain. Pain can affect both your body and your emotions slowing your healing and recovery. We will work with you to provide the best pain control possible during your hospital stay.

When pain is controlled, you can:

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

Your past experiences with pain and your thoughts about it are important for planning your treatment. Here's how you can help:

- Share any experiences you've had with pain with your doctors and nurses: This helps us understand and plan the best treatment for you.
- Work with your care team: Our goal is to manage your pain at a comfortable level, we may not be able to eliminate it completely. We will work with you to find the best approach.

Remember, you are a key part of your pain management team. Your voice matters. 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 control the pain.
- 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 forming a habit with pain medication. This rarely occurs when the medicines are used properly.

Pain relief

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

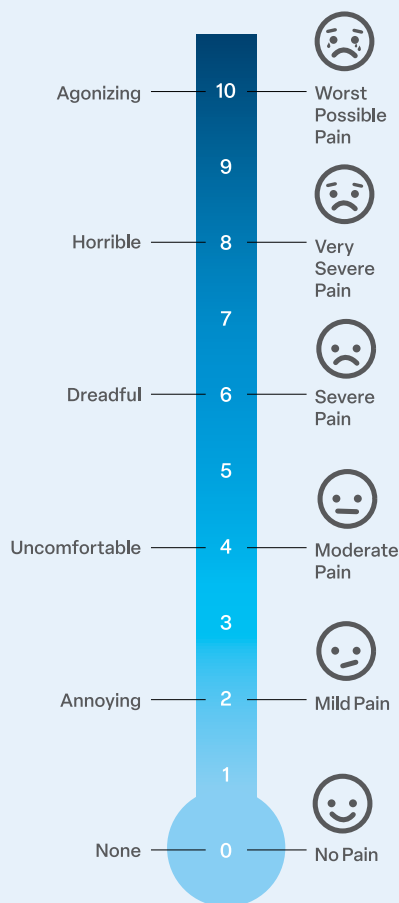
These include:

- Relaxation, guided imagery, controlled breathing, and music, which are available on your bedside tablet
- Controlling your environment and activities, including lights, TV, sounds, smells, stimulation, rest, sleep, and visitors
- Spiritual care
- Physical and occupational therapy
- Hot or cold packs

Pain scale

Barnes-Jewish West County Hospital uses a pain scale to identify how severe your pain is. This helps us understand how much pain you are in and how we can best help you. The pain scale has numbers for rating the level of your pain on a scale from 0–10, with 10 being the most painful.

Nurses will ask you to rate your pain level, and you can use this scale to help guide your answer.



Working together to communicate clearly

We believe the best care happens when patients, families, and care partners work together with their health care team. Here's how you can help us ensure you receive the best possible care:

Speak up: If something doesn't seem right, please let us know.

Ask questions: We invite you to freely ask questions and seek clarification about anything regarding your health care.

Express concerns: If you have any concerns about your care, please share them with us. We are here to provide answers that are clear and easy to understand.

Keep notes: Write down questions or thoughts about your care as they come up. This will help you remember to discuss them with your doctor.

Share your beliefs: Let us know about any special beliefs or customs that may affect your care. We want to respect and accommodate your needs.

During Your Stay

Information to assist you with amenities in your room and around campus



Overhead paging

You may hear overhead paging during your stay. Barnes-Jewish West County Hospital has a Rapid Response Team to respond to sudden emergencies. The Rapid Response Team includes clinicians who can quickly intervene before a patient's condition becomes critical.



If a patient's condition is deteriorating rapidly, contact a staff member immediately and **activate the Rapid Response Team by dialing 314-996-8973 on the phone in the patient's room.**



Nurse call system

Your safety and comfort are our top priorities. If you need help at any time, please use the call button to reach a member of your care team. In addition, your care team members will round regularly to proactively address your needs.



Identification bracelet

As a patient, you will receive an identification (ID) bracelet that includes your name, date of birth, and Medical Record Number.

Your hospital ID bracelet is an important part of your care and safety. It helps our health care team correctly identify you to ensure you receive the right treatments, medications, and procedures.

Please keep your ID bracelet on at all times during your stay. You may receive additional bracelets to highlight allergies or special medical conditions.



Linens

Barnes-Jewish West County Hospital is committed to ensuring a clean environment for our patients while keeping our planet healthy. Water, electricity, and detergent conservation help this cause. Linens are not routinely changed every day. We are happy to change the linens upon your request and when soiled.



Tobacco-free campus

We are pleased to offer a completely tobacco-free campus to our patients, visitors, and employees.

Patients and visitors are not allowed to smoke or vape in the hospital or anywhere on the campus of Barnes-Jewish West County Hospital. This policy covers all areas inside and outside the hospital, including parking lots.

Barnes-Jewish West County Hospital is focused on ensuring our patients have resources to quit smoking. We screen all patients for nicotine use upon arrival. If patients consent, they receive a nicotine replacement and smoking cessation counseling during their stay.

A physician may prescribe a nicotine replacement to encourage patients who received nicotine replacement while in the hospital to remain tobacco free after discharge.



Why should I quit?

If you smoke, quitting may be the single most important thing you can do to improve your health and your chances of a long life. In addition to our counseling, the following resources may help you quit:

National Cancer Institute:

877-44U-QUIT (877-448-7848) or smokefree.gov

National Network of Tobacco Cessation

Quitline: 1-800-QUIT-NOW (1-800-784-8669)



Using the telephone in your room

Local calls: Dial the area code followed by the phone number.

Long-distance or toll call: Dial “0” for operator assistance.

Calls within the hospital: Dial the area code followed by the phone number.

Operator or Nursing Supervisor: Dial “0” for operator assistance.



Television and electronic devices

Your room has free television, movies, games, and entertainment services. The volume and channel control are on the nurse light call button. Each inpatient room also has a bedside tablet called a Patient Engagement System. Use your Patient Engagement System to:

- Order your meals
- Access MyChart
- Watch free movies and shows
- Play games
- Rest and relax with content like calming music, nature sounds, and guided meditations
- Log into some of your personal streaming service accounts
- Recognize extraordinary team members

Ask your care team if you would like help using your Patient Engagement System.





Internet access

Barnes-Jewish West County Hospital provides free WiFi. You must provide your own wireless device. To connect, choose the wireless network BJCGuest. Your Internet browser will open our Public Internet Access and Use Agreement. Once you accept the terms, you should be able to connect to the network.



Mail

Any mail you receive during your stay will be delivered to your room. Any mail received after your discharge will be forwarded to your home address.



Food services

We'll provide you with a well-balanced, patient-selected menu based on your prescribed diet, food preferences, and allergies.

Snack availability varies depending on your prescribed diet. A member of your care team can assist you with your selection. Patients should not go to the cafeteria in order to maintain medically advised nutrition.



Concierge services

Our goal is to enhance service excellence by delivering extraordinary care and making your stay as comfortable as possible. **Call us at 314-996-8412.**

What you can expect and request:

- A concierge greeting
- Notary services
- E-greetings to be brought to you when received
- Flower delivery upon arrival
- Food delivery if a guest orders it
- Connections to hotel accommodations if a guest requests it

Tablet Quick Guide



Welcome

Your room comes with special services just for you and your family. Log on to get started.

Log on

To log on, enter your date of birth using the keypad on the tablet. Example format: 01.01.1970

My Profile

Change your language preference, review your diet, personalize your profile, access WiFi.

My Meals

Order breakfast, lunch, and dinner.

My Treatment Team

Meet the provider who will care for you.

My Stay

Easy access to your information, including MyChart portal.

Entertainment

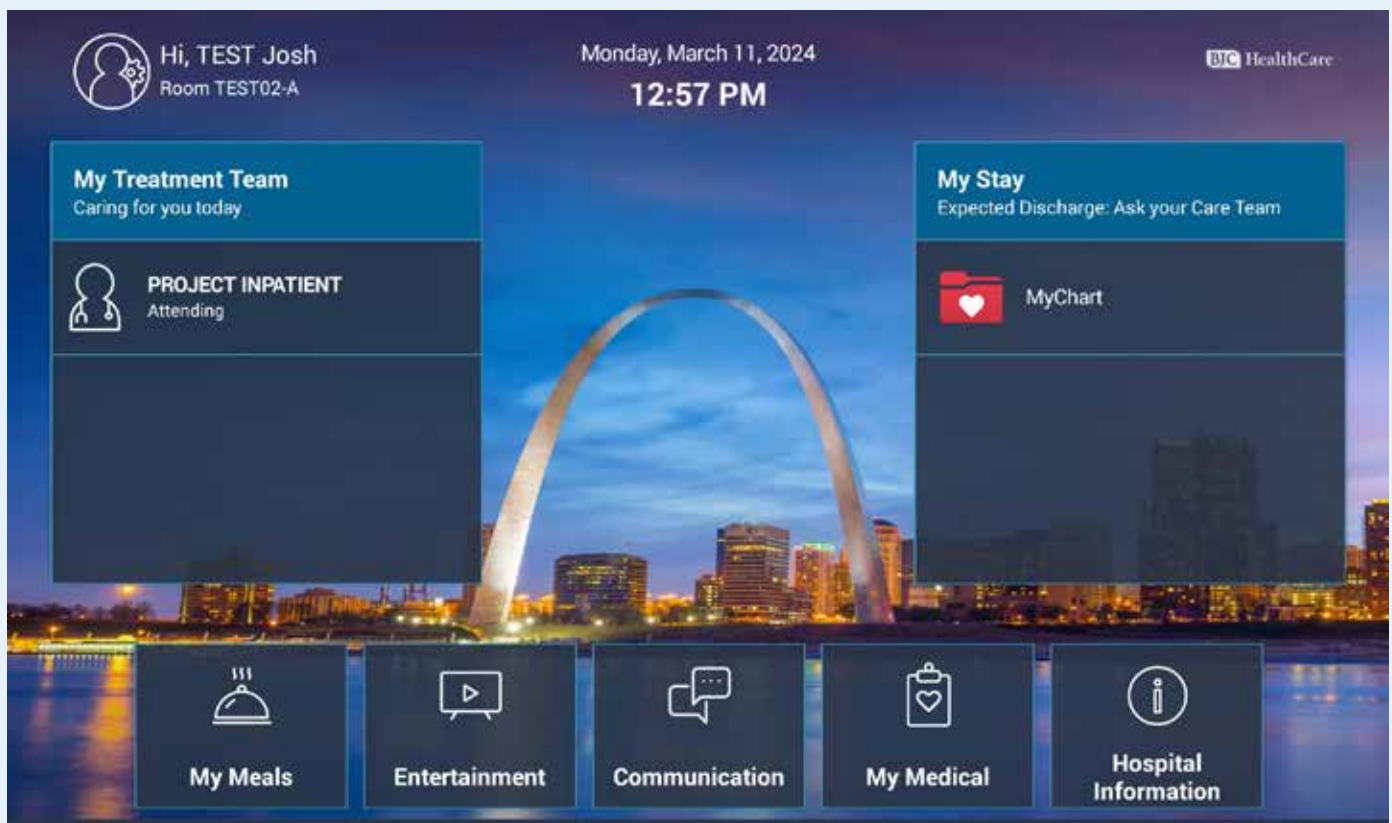
Watch live TV or movies, access calming content, or play games for free. Even watch your streaming accounts (Netflix, Hulu, Pandora, etc.).

Communication

24/7 access to interpretation services or a non-verbal communication tool.

Hospital information

View helpful information about the hospital and our community that may be useful during your stay.



Visitor Information



Hours and guidelines

At Barnes-Jewish West County Hospital, we understand how important it is for you to have the support of family, friends, and others during your stay. We welcome visitors at any time. Your visitors can include family, friends, and others. However, in an effort to be respectful of all patients, visitors are subject to certain guidelines:

Quiet hours: Quiet time is 9 p.m.–9 a.m. Patients need a peaceful environment to recover and heal. Visitors must behave accordingly.

Overnight guests: Visitors may stay in a private patient room overnight if their presence is beneficial to the patient. The patient and nursing staff must give permission.

Smoking: Barnes-Jewish West County Hospital is a smoke-free campus.

In-room bathrooms: These are for patients only. Visitors may not use patient bathrooms.

Reasonable restrictions: Staff may ask visitors to leave a patient's room to allow for patient care.

Preventing illness: To protect all patients and the health of our staff, we discourage visitors who have had a fever, cough, runny nose, sore throat, vomiting, or diarrhea in the last 48 hours from visiting.

Children: Children are welcome but an adult must accompany them at all times. They may not be left unattended in the lounge or waiting areas.

For patients having surgery, care partners may visit prior to surgery. After surgery, staff will notify them when they can see the patient. If there is a sign outside of the patient's room, please check with a nurse before entering.

Cafeteria

The hospital cafeteria is located on the main floor and is open to the public 7 a.m.–2 p.m., Monday–Friday. Breakfast is served 7–10 a.m., and lunch is available 11 a.m.–2 p.m.

If you would like to dine after 2 p.m., you may use our Dining on Call by calling 314-996-8500. Orders can be picked up in the cafeteria 2–7 p.m.

The cafeteria also provides assorted snacks, beverages, and other items. We request patients do not purchase food from the cafeteria in order to maintain medically advised nutrition.

Coffee shop

The coffee shop is located on the main floor and is open to the public. The hours of operation are 6 a.m.–5 p.m., Monday–Friday. Enjoy freshly brewed and specialty coffee along with assorted pastries, sandwiches, and other items.

Vending and ATM

Our vending options and ATM are located on the main floor between the coffee shop and cafeteria. They are available 24 hours a day.

Patient and Visitor Code of Conduct

BJC HealthCare is committed to providing extraordinary care to our patients and families while we maintain a safe, healing, and respectful environment for everyone at our facilities, including our staff. Our Patient and Visitor Code of Conduct sets clear expectations for all to help us meet this goal.

We ask our patients and visitors to help us provide a safe and healing place of care by being:

- Kind
- Respectful
- Polite
- Considerate
- Aware of personal space
- Cooperative with our care teams and staff

The following harmful behaviors will not be tolerated:

- Physical assault
- Intimidation
- Physical or verbal threats
- Harassment, including photographing staff or other patients and visitors without their consent
- Verbal aggression, including yelling or other actions which disrupt the care and treatment of our patients
- Use of inappropriate language, including profanity, sexual, vulgar, or rude language
- Possession of firearms or any weapon on our premises
- Using or being under the influence of drugs or alcohol (with exceptions for those patients requesting or undergoing treatment)
- Offensive comments about race, religion, gender, sexual orientation, or personal traits, or the refusal to see a clinician or associate based on these traits

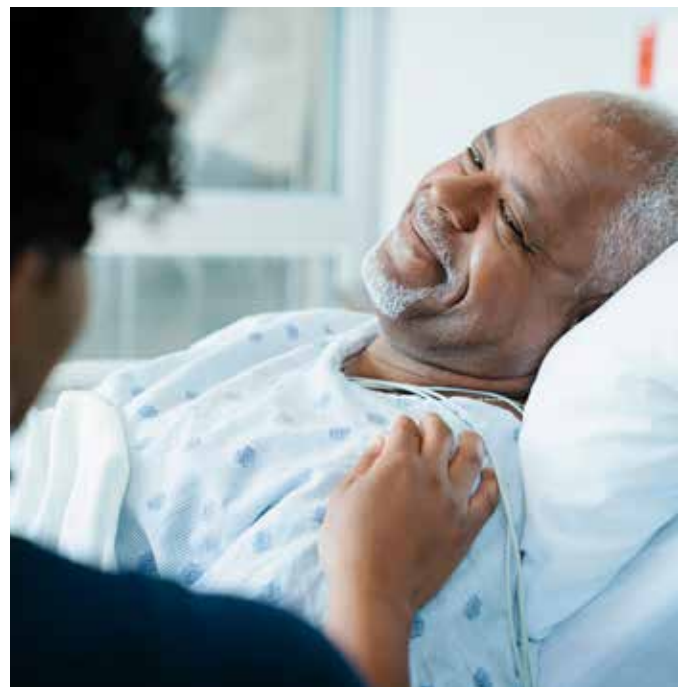
If there are concerns you have violated the Code of Conduct, you will be given the chance to explain your point of view or actions, so long as doing so doesn't further endanger other patients, visitors, or staff.

If these guidelines are not followed:

Patients: You may be asked to leave and make other plans for your non-emergent care needs. If you are not yet stable/medically cleared for discharge, the leadership team will coordinate a plan with your care team to prevent escalation of harmful behaviors until you are ready to be discharged. Repeated violations of the Code of Conduct may lead to review of your status as a patient for non-emergency care.

Visitors: If you fail to comply with the listed expectations, you may be asked to leave the premises, and may be restricted from future visitation privileges.

If you witness or are the target of any of these behaviors, please report it to a member of your care team. BJC supports staff who want to report to local law enforcement instances of workplace violence by a patient or visitor.



Other Services



Spiritual care

Barnes-Jewish West County Hospital offers chaplain and spiritual care visits upon request. If you would benefit from a visit from our chaplain, please let a member of your care team know.

Lost and found

Although Barnes-Jewish West County Hospital is not responsible for lost and stolen items, we will help you and your family locate personal belongings. To report a lost, stolen, or a found item, please call 314-706-2822.

Public safety services

If you would like someone to accompany you to your vehicle for any reason, Barnes-Jewish West County Hospital Public Safety officers are available to assist. Request this service by calling 314-706-2822.

Gratitude

Although Barnes-Jewish West County Hospital employees cannot accept gifts or gratuities from patients or their loved ones directly, you can show your gratitude for these special caregivers by contributing to The Foundation for Barnes-Jewish Hospital to help other patients and families.

Gifts to The Foundation for Barnes-Jewish Hospital support essential patient care services, breakthrough research that leads to better treatments, nursing scholarships, community outreach programs, and much more.

Through the Foundation, donors make possible the mission and work of Barnes-Jewish West County Hospital, as well as Barnes-Jewish Hospital, Siteman Cancer Center, BJC Hospice and Evelyn's House, Barnes-Jewish College Goldfarb School of Nursing, and WashU Medicine.

Community outreach

BJC HealthCare offers a variety of free screenings and other wellness events. For a complete listing of current classes, visit BarnesJewishWestCounty.org/classes. For assistance in helping you select a class that best fits your needs, please call 314-542-WEST (9378) or 844-542-9378.

Patient and Family Advisory Council

Join our Patient and Family Advisory Council and be the voice that shapes the future of Barnes-Jewish West County Hospital. Your insights and experiences can make a difference in enhancing quality of care and ensuring every patient's journey is supported with kindness and excellence. Together, let's build a healthier, more patient-centered community. Email BJCptexperience@bjc.org to sign up today.

Patient discharge information

Discharge planning is a process used to decide what you need for a smooth transition when leaving the hospital. Many people require no special services at discharge. From the day you are admitted to the hospital, a number of different staff involved in your care will work with you and your care partner to plan your discharge. Only a doctor can authorize a patient's release from the hospital. If you think you will have any problems with going home, please tell your care team as early as possible.

Discharge plan basics

- Qualified personnel evaluate the patient
- Discussion with the patient or a patient's representative
- Planning for homecoming or transfer to another care facility
- Determining if caregivers need training or other support
- Referrals to home care agency and appropriate support organizations in the community

To make a gift of gratitude or to learn more, call 314-286-0600 or visit GivingBarnesJewish.org.

Your Hospital Bill

We are committed to sharing information about our billing process with you. We will talk about your patient expenses and send you the bill as soon as possible. There may be some payments required from you when you receive services, such as insurance deductibles, copays, and payment for services not covered by insurance.

- If you have health insurance coverage, we will bill your insurance plan soon after your health care services are provided.
- If you do not have health insurance coverage, we will send a bill to you soon after you receive your health care services.
- This bill will clearly state details of the services provided and when payment should be received.

We want to help patients who do not have health insurance or who need help paying their hospital bills. If you have questions about your bill or would like to ask about receiving financial assistance, please call 314-362-8400 or 855-362-8400.

If you are a Medicare beneficiary, you can call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Other bills you may receive

You may receive bills from your doctors, other providers, and departments who cared for you but are separate from Barnes-Jewish West County Hospital. These may include WashU Physicians. These bills are separate from Barnes-Jewish West County Hospital bills.

Medicare patient rights

No matter what type of insurance coverage you have, you have certain guaranteed rights. As a person with Medicare, you have the right to:

- Have your questions about Medicare answered
- Learn about all of your treatment choices and participate in treatment decisions
- Get a decision about health care payment, services, or prescription drug coverage
- Get a review, or appeal, of certain decisions about health care payment, coverage of services, or prescription drug coverage
- File complaints, sometimes called grievances, including complaints about the quality of your care

For more information on Medicare Part A and Part B coverage, read your “Medicare & You” handbook, or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Source: Medicare Information: CMS Product No. 11435, Dec. 2009.

Medicare and skilled nursing facility care

If your ongoing care plan includes a recommendation for a skilled nursing facility (SNF), guidelines regarding the length of stay. Medicare will only cover the care you get in a SNF if you have been a hospital inpatient for at least three days in a row (counting the day you were admitted as an inpatient but not counting the day of your discharge). If you don't have a three-day inpatient hospital stay, ask if you can get care after your discharge in other settings (like home health care) or if any programs (like Medicaid or veterans' benefits) can cover your SNF care. Always ask the hospital case management department if Medicare will cover your SNF stay.

During the time you are getting observation services in the hospital, you're considered an outpatient. This means you can't count this time toward the three-day inpatient hospital stay needed for Medicare during your SNF stay. Below are some common hospital situations that may affect your SNF stay.

Situation: You come to the Emergency Department and are formally admitted to the hospital with a doctor's order as an inpatient for three days. You are discharged on the fourth day.

Is your SNF stay covered? Yes. You met the three-day inpatient stay requirement for a covered SNF stay.

Situation: You come to the Emergency Department and spend one day getting observation services. You are an inpatient for two more days.

Is your SNF stay covered? No. Even though you spent three days in the hospital, you were considered an outpatient the day you were getting Emergency Department and observation services. This day doesn't count toward the three-day inpatient stay requirement.

Patient Rights and Responsibilities

As an active member of your health care team and our most important partner, we want you to be aware of your rights—as well as your responsibilities—during your stay.

Patient Rights

As a patient, you have the right to:

Respect and dignity

- Receive safe, high-quality medical care regardless of race, color, age, national origin, religion, sex, gender identity, sexual orientation, disability, socioeconomic status, or source of payment.
- Receive medical care that is considerate and respects your personal dignity, values, and beliefs.
- Have an interpreter help you understand important information about your care in a manner that meets your needs in the event of vision, speech, or hearing impairment.

Decisions and information

- Receive information that you or your legal representative can understand in a clear and complete way.
- Be informed about your health condition, treatment options, and both expected and unexpected outcomes.
- Have a person of your choice and your doctor told promptly of your admission to the hospital.
- Be involved in planning your care while you are in the hospital and after you leave.
- Request, accept, or refuse treatments as allowed by BJC policies and the law. Your care provider will explain the medical consequences of refusing recommended treatment.
- Know the names and duties of the health care team members caring for you and any professional relationships between BJC HealthCare and other health care providers or educational institutions involved in providing your care.
- Understand what to expect about pain and participate in planning how pain will be managed to best address your condition.
- Receive information needed to make an informed decision to participate in a research study or to decline.

- Receive a complete explanation if you will be transferred to another facility or organization, including alternatives to the transfer.
- Receive information about continuing health care needs at the end of your visit.

Privacy and confidentiality

- Personal privacy including private discussions about your condition or treatment.
- Refuse to talk with or see anyone not directly involved in your care, including visitors.
- Have an individual of the same gender present during certain parts of a physical examination, treatment, or procedure as requested.
- Request and review your medical records and request amendments when necessary.
- Have your medical records kept private and only shared with your health care team and those who can legally read them.

Safety

- Receive quality care in a safe setting and be free from all forms of abuse, neglect, and harassment.
- Be free from restraints or seclusion unless required to keep you or others safe. Restraints will never be used as a means of intimidation, punishment, convenience, or revenge by staff.

Advance directive

- Receive information concerning advance directives (living will, health care power of attorney, or mental health advance directives) or to create an advance directive and have it followed to the extent allowed by BJC policies and the law.
- Have end-of-life issues related to care addressed with dignity and sensitivity and participate in any discussion concerning any ethical issues arising from your care.

Patient designation of visitors

- Designate who you wish and do not wish to visit you, and you can change your mind at any time. If you cannot speak for yourself, a support person or your representative or guardian may decide for you.

- Hospital visitation will not be limited or denied based on race, color, age, national origin, religion, sex, gender identity, sexual orientation, disability, socioeconomic status, or source of payment.
- In balancing all aspects of care for our patients, it may be necessary to limit or restrict your visitors for various reasons, such as when there is a risk of infection or contagious disease; for safety concerns related to other patients, visitors, or those working in the facility; or to establish hours for visitation for specific patient care units, including limits on the number of visitors or on the ages of child visitors. We will strive to explain the reason(s) to you if these restrictions are needed.

Concerns

- Voice concerns about the care you receive. Please share your concerns with your provider or nurse. If you are unable to resolve it with your doctor or nurse, you may call 314-362-6100. You may also send us your complaint in writing.
- You can also share your concerns with the following groups:

For Missouri hospitals:

Missouri Department of Health and Senior Services

912 Wildwood Drive
P.O. Box 570

Jefferson City, MO 65102

800-392-0210

<https://health.mo.gov/safety/healthservregs/complaints.php>

Missouri Patient Protection Advocacy Agency

925 S. Country Club Drive
Jefferson City, MO 65102
800-392-8667

For all hospitals except Missouri Baptist Sullivan Hospital:

Joint Commission Office of Quality Monitoring

1 Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610

E-mail: complaint@jointcommission.org

For Illinois hospitals:

Illinois Department of Public Health
525 W. Jefferson St.
Springfield, IL 62761
800-252-4343

Patient Responsibilities

As a patient, you have the responsibility to:

- Provide the care team with as much information as possible about your health and medical history, including sharing any important documents, such as an advance directive.
- Choose a person to speak for you in the event you are unable to speak for yourself.
- Speak up if you feel at risk for harm.
- Ask questions if you do not understand information given to you.
- Work with the health care team to develop a plan of care that you are able and willing to follow, as well as a plan for the care you will need after hospitalization.
- Understand that you are responsible for your own decisions if you refuse treatment or do not follow the health care team's instructions concerning the treatment plan.
- Respect hospital property and follow hospital rules.
- Help keep the hospital a safe place, free of drugs, alcohol, and weapons.
- Be considerate of your fellow patients and of our staff. Maintaining a quiet, orderly atmosphere is an important part of the care our patients need.
- Provide complete insurance and other financial information that relates to payment for your care.
- Talk with your nurse before taking any photos or videos.

Advance directives

Barnes-Jewish West County Hospital respects a person's right to participate in planning for their health care, either directly through written instructions or by appointment of another person to make decisions when the patient is unable to communicate their wishes.

An advance directive is any one of several health care instructions such as a living will, health care treatment directive, or durable power of attorney for health care.

As a patient, you have the right to:

- Create an advance directive that states your wishes for health care decisions when you cannot speak for yourself.
- Have the health care team follow your advance directive to the extent allowed by hospital policy and the law.
- Request a consult from the Ethics Committee to assist you in making hard decisions about your care.

Your advance directive becomes effective only if you are unable to participate in making decisions for yourself.

You may change your directive whenever you wish and as often as you wish.

It's important that you discuss your preferences with your family, physician, clergy, attorney, and friends so that others are aware of your wishes. The durable power of attorney for health care allows your physician and hospital staff to talk to the person you have chosen as your spokesperson who, hopefully, would know what you would want under certain, sometimes changing circumstances.

A health care directive requires your family, physician, and hospital staff to interpret your wishes from your written document.

To ensure your wishes are followed:

- Talk with the people in your life who are most important to you about your values, beliefs, and wishes regarding end-of-life care.
- Prepare your instructions when you are not rushed or in a medical crisis.
- Discuss your wishes with your doctor to make sure they understand and can carry them out.
- Sign and date your personal instruction. The appointment of a durable power of attorney for health care must be notarized. A living will must be signed by two witnesses who will not inherit from you. It is your responsibility to obtain witnesses. Hospital staff are not obligated to serve as witnesses.
- Look over your health care directive regularly. Redate and initial it to indicate that your wishes are unchanged.
- Make sure your doctor and those closest to you have a copy of your signed instructions and bring a copy with you each time you are admitted to the hospital. Keep your original where your family can easily find it.
- You can verbally change a health care directive at any time; however, it is better to sign and date a written revocation and destroy all copies of the original directive.
- Neither written instruction nor a durable power of attorney for health care can authorize withholding or withdrawing artificial food and water unless you specifically mention these treatments. If you are appointing a durable power of attorney for health care and wish these treatments withheld or withdrawn, you must specifically give authority to do so to your appointed durable power of attorney.

Durable power of attorney for health care

If you choose to appoint a person to be your durable power of attorney for health care, talk with the person you choose so that they understand your values and your views of life, death, and suffering, and feel able to carry out your wishes. Only your designated agent has the legal authority to make health care decisions for you if you are no longer able to make them for yourself. Your agent may want to consult with other loved ones to assist in making decisions, but the agent has authority during disagreements. Giving a person durable power of attorney for health care does not give them control of your finances.

Ongoing care

Whether or not you decide to complete an advance directive or to revoke one you already have, you will continue to receive medical treatments including comfort measures, which are not explicitly refused and are appropriate for your condition. Each patient will also continue to receive all available support services including nursing care, emotional support, and spiritual assistance.

Should you decide against completing a written advance directive, it is still a good idea to verbally select a spokesperson should you be unable to communicate your wishes. Be sure to let your doctor and hospital staff know whom you have selected.

Honoring your wishes

Barnes-Jewish West County Hospital staff will honor your directives or the instructions of your appointed durable power of attorney for health care as long as those directives are consistent with the mission and ethical values of Barnes-Jewish West County Hospital and hospital physicians. If you have a request for treatment and we cannot meet that request, we will try to assist you or your family to transfer you to another physician or facility that might carry out your request.

Our staff of doctors, nurses, and social workers are here to talk with you about your values and goals, to help you discuss your wishes with loved ones, to help resolve emotional and spiritual conflicts or uncertainties, and to provide information you may need. The hospital social workers can give you the forms you may need to complete an advance directive. The social worker can explain the form to you, answer questions, and help you complete the form.

Your nurse can contact the social worker for you.

Discharge

You will receive written discharge instructions. If you do not, please ask for this information. You should ask about the medicines you will be taking at home to make sure you know what they are for, potential side effects, and if there is any medicine you should stop taking.

Once your physician indicates you will be discharged, please allow time for completion of care, such as obtaining medications and completing therapy. Once you are provided with a discharge time, anticipate leaving the hospital within two hours of that time. If you need transportation assistance, contact Case Coordination.

If your symptoms worsen, please follow instructions provided in discharge paperwork. Remember to keep any recommended follow-up appointments as this will decrease your chance of being readmitted to the hospital. Your health and safety are our top priority.

Discrimination is against the law

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

Barnes-Jewish West County Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - 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
 - Information written in other languages

If you need these services, contact the Nursing Supervisor at 314-440-8487.

If you believe that Barnes-Jewish West County 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 Ave.
St. Louis, MO 63108
314-273-1487, TTY 1-800-735-2966
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 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 hhs.gov/ocr/office/file/index.html



Employee Recognition Programs

Join us in recognizing a BJC HealthCare team member who has delivered extraordinary care.



Thank a Nurse

The DAISY Award is an international recognition program started in memory of J. Patrick Barnes. Pat's family experienced first-hand the difference his nurses made in his care through clinical excellence and outstanding compassionate care. The family created The DAISY Award to express gratitude to nurses and to enable other patients, families, and staff to thank and honor their special nurses.

Please visit DAISYFoundation.org to learn more about Pat's story and how the Daisy Award recognizes Extraordinary Nurses.



Scan the QR Code to complete the online nomination form and recognize a nurse.

Thank you for taking the time to recognize a BJC HealthCare nurse.



Connect Recognition Program

Thank a Team Member

BJC HealthCare is committed to providing extraordinary care to every patient. You and your family are at the heart of all we do because we believe you deserve to live your healthiest life.

We invite you to share your experience and recognize any BJC team member who has provided excellent service and care through our Connect Recognition Program.

This employee recognition program celebrates those individuals who have gone above and beyond for our patients and their families.



Scan the QR Code to complete the online nomination form and recognize a team member.

Thank you for taking the time to recognize a BJC HealthCare team member.



MyChart Bedside

Your secure online health connection

MyChart Bedside helps you quickly and securely access up-to-date medical information through the hospital's medical record system. It allows you to be more involved with your or your family member's care while at the hospital.

Get started today

by downloading the MyChart app on your personal smartphone or tablet and clicking the "View Hospital Stay" button on the homepage.

With MyChart Bedside, you can:

- View your chart
- See much of the same information your doctors and nurses see, such as your lab results and medications
- Plan your day
- Track your upcoming appointments
- Access your personalized education
- See your assigned education throughout your hospital stay and after discharge through the MyChart mobile app
- Take care of your loved ones

As a patient proxy, you can help your children and other family members during their hospital stay with access to their appointments, care team, health information, and more whether you're physically in the hospital or on the go.



Visit mypatientchart.org to create an account or request proxy access to a family member.

You can also download the MyChart app from the Apple App Store or Google Play Store.



St. Louis Attractions Crossword Puzzle

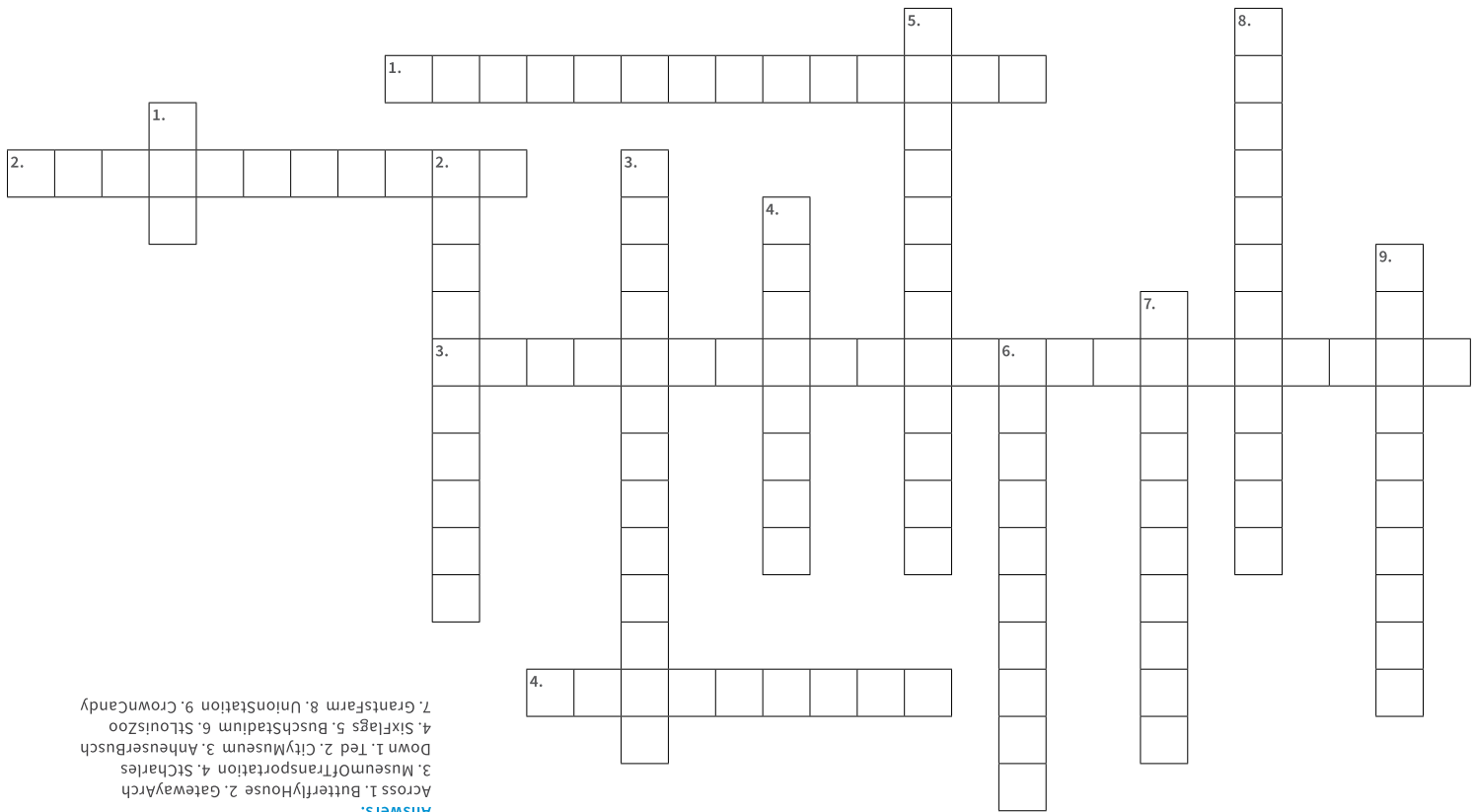
Across:

- This St. Louis attraction is a part of the Missouri Botanical Garden and is home to nearly 2,000 tropical butterflies
- The primary monument of the St. Louis city skyline, which over 4 million tourists visit every year
- This museum has a great variety of old items used for transportation, such as antique cars, boats, trucks, trains, railroad equipment, planes, and more
- A quaint town just outside of St. Louis, this nearby attraction has a whimsical historic district as well as the large Ameristar Casino for entertainment on the Missouri River

Down:

- First name of the man who invented the famous "concrete" over 50 years ago. This popular treat is so thick that it is served upside down.
- A museum of repurposed architectural items, including two planes and a school bus, this attraction in downtown St. Louis brings in about 700,000 visitors per year

- A famous brewery that opened in Soulard in 1852 and provides free public tours
- This attraction is home to St. Louis' fastest roller coaster, powering riders at a whopping 70 miles per hour
- Home stadium of the St. Louis Cardinals, with a seating capacity of 43,975. Ballpark Village, a commercial area adjacent to the stadium, was built in 2014
- This local attraction showcases more than 19,800 wild animals and uses over 90 acres of beautiful Forest Park
- A historic farm in a small village just outside of St. Louis, which was once owned by Ulysses S. Grant and has buffalo, elephants, kangaroos, clydesdales, goats, and peacocks
- This passenger train terminal was once one of the busiest in the United States, but due to decreased use was renovated into a shopping mall and hotel in 1985
- A family restaurant located in Old North St. Louis that was founded 100 years ago and has garnered press for its infamous malt challenge, which requires participants to drink five 24-ounce malts in under 30 minutes



I'd rather be

V T G I O F S C P M S E C I Y
R P M N T I R V O F M U O K C
E P L W I U R U Q A D Q N K C
S O F A I L N V G X A E C G R
T Y T S Y T E L V P H B E L W
A O E B A G L V P E T R R U L
U K A I A A R I A X Z A T Z W
R L N K B H U O J R D B O T S
A S B T K R A S U V T C X D N
N K O S W I M M I N G P O O L
T O G N I K I B A H D C A M X
F S H O P P I N G S C D P P H
T G N I N E D R A G A A S Y N
M V Q H C S C T S A M R E P W
T X A N I A T M H V H Z L B J

Find these words in the word search:

Bahamas

Barbeque

Beach

Biking

Concert

Cruise

Football game

Gardening

Mountains

Playground

Restaurant

Shopping

Spa

Swimming pool

Traveling

My Care Notes

Care team member name	Role	Notes

Date	Who to ask	Notes and questions

Date	Who to ask	Notes and questions

Date	Who to ask	Notes and questions

Notes

[illegible]



Barnes-Jewish Hospital, St. Louis Children's Hospital and WashU Medicine physicians comply with applicable federal civil rights laws and do 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 314-747-5682 (TTY: 1-800-735-2966).

يرجى الانتباه: تتوفر خدمات المساعدة اللغوية، وتُقدم لكم مجاناً. اتصل على الرقم 314-747-5682 (الهاتف النصي: 1-800-735-2966).

Pažnja: Dostupne su vam besplatne usluge jezičke pomoći. Nazovite 314-747-5682
(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 314-747-5682 (TTY: 1-800-735-2966)。

نوت: خدمات کمک لسانی به صورت رایگان ارائه میشود. با 314-747-5682 در تماس شوید (TTY: 1-800-735-2966).

توجه: خدمات کمک زبان بطور رایگان در اختیار شما می باشد. با 314-747-5682 (TTY: 1-800-735-2966) تماس بگیرید.

Veillez noter : Des services d'interprétation sont à votre disposition gratuitement.
Appelez le 314-747-5682 (numéro pour les malentendants : 1-800-735-2966).

Hinweis: Fremdsprachliche Unterstützung steht Ihnen kostenlos zur Verfügung.
Bitte rufen Sie 314-747-5682 (TTY: 1-800-735-2966) an.

주의: 언어 지원 서비스는 무료로 제공됩니다. 연락처: 314-747-5682 (TTY: 1-800-735-2966).

ئاگاداری: خزمەتەکانییارمەتەنزامان بۆئێوه بەخۆڕایبەر دەست. تەلەفۆنەکە 314-747-5682 (TTY: 1-800-735-2966).

ध्यान दनिहोस्: तपाईंको लागी भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छन्। 314-747-5682 (TTY: 1-800-735-2966) मा फोन गर्नुहोस्।

Внимание: Вы можете воспользоваться бесплатными услугами переводчика.
Позвоните по телефону 314-747-5682 (TTY: 1-800-735-2966).

Atención: hay servicios de asistencia de idiomas disponibles a su disposición sin costo.
Llame al 314-747-5682 (TTY: 1-800-735-2966).

Paunawa: May maaari kang kuning mga librenng serbisyo ng tulong sa wika.
Tumawag sa 314-747-5682 (TTY: 1-800-735-2966).

గమనిక: భాషా తోడ్పాటు సేవలు మీకు ఉచితంగా లభ్యమవుతాయి. కాల్ 314-747-5682 (టిటిఎ: 1-800-735-2966).

Lưu ý: Các dịch vụ hỗ trợ ngôn ngữ có sẵn và miễn phí cho quý vị.
Gọi 314-747-5682 (TTY: 1-800-735-2966).

Barnes-Jewish West County Hospital

The logo for Barnes-Jewish HealthCare, featuring the letters "BJC" inside a rounded square, followed by the word "HealthCare" in a sans-serif font.

Barnes-Jewish West County Hospital

126834 Olive Blvd.

St. Louis, MO 63141

BarnesJewishWestCounty.org

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Atención: hay servicios de asistencia de idiomas disponibles a su disposición sin costo. Llame al 314-440-8487 (TTY: 1-800-735-2966).

注意：免费提供语言协助服务，如有需要敬请致电 314-440-8487 (TTY: 1-800-735-2966)。