

Your guide to Mercy Hospital



Our mission, vision and values

Our Mission

We serve our communities by providing exceptional care, as we prevent illness, restore health and provide comfort to all who entrust us with their care.

Our Vision

We will:

- put the patient first
- make a difference in people's lives by providing exceptional care and service
- create a healing environment where passionate people thrive and excel
- lead collaborative efforts that solve our community's health care challenges.

Our Values

INTEGRITY. We match our actions with our words.

RESPECT. We treat everyone with honor, dignity and courtesy.

TRUST. We act in the best interests of our patients, doctors, communities and one another.

COMPASSION. We create a caring environment for our patients and one another.

STEWARDSHIP. We use our resources wisely.

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Welcome to Mercy Hospital

We are pleased to extend a warm welcome to you.

Mercy Hospital is an award-winning hospital located on two campuses just north of the Twin Cities in Minnesota. Mercy Hospital offers the community a complete range of health care services, including cutting-edge programs, highly skilled professionals and the latest technology, equipment and procedures. You will find that each team member is committed to exceeding your expectations and ensuring that you receive the highest quality of care and safest hospital experience possible.

We created this guide to give you useful information about our hospital. If you don't find what you need to know here, please ask any employee, doctor or volunteer. We are always happy to help.

Our primary mission is to provide excellent health care for our patients. We are proud to be nationally recognized for our clinical care and the quality of the patient's hospital experience. We are committed to providing a safe healing environment for everyone who receives care or visits Mercy Hospital.

Thank you for placing your confidence in Mercy Hospital. We are honored to care for you.

Best wishes,

A handwritten signature in blue ink that reads "Sara J. Criger". The signature is fluid and cursive.

Sara J. Criger

Senior Vice President-North Region

President, Mercy Hospital

763-236-8205



About Mercy Hospital

With leading-edge technology, highly skilled, experienced professional staff and doctors, Mercy Hospital offers a healing environment and specialty care that our patients need. Mercy Hospital is proud to be consistently recognized as one of the nation's best hospitals. Recent national recognitions include "Best Hospital" rankings from U.S. News & World Report and being named one of the nation's 100 Top Hospitals® and 50 Top Cardiovascular Hospitals® by Truven Health Analytics.

Mercy Hospital is located on two campuses in the northern suburbs of the Twin Cities: the Mercy Campus in Coon Rapids and the Unity Campus in Fridley. Together these two facilities are the premier hospital for north metro residents, serving as a center for healing and health promotion in the community.

Mercy Hospital, a part of Allina Health

Mercy Hospital is part of Allina Health – rated one of the top health care systems in the country by Truven Health Analytics. Allina Health is a not-for-profit family of hospitals, clinics and additional care services dedicated to meeting the lifelong health care needs of communities throughout Minnesota and western Wisconsin.

Allina Health offers a full range of primary and specialty care services including technically advanced inpatient and outpatient care, 24-hour emergency care, rehabilitation, medical transportation, pharmacy and home and community services. Our more than 26,000 employees, 5,000 associated and employed doctors and more than 4,100 volunteers share a common mission – to deliver exceptional health care and support services to the people in our communities – putting the patient first in everything we do.

As a patient of Mercy Hospital, you have the ability to access medical expertise, technologies and services available throughout the Allina Health family. Other Allina Health hospitals include Abbott Northwestern Hospital, Buffalo Hospital, Cambridge Medical Center, District One Hospital, New Ulm Medical Center, Owatonna Hospital, Phillips Eye Institute, Regina Hospital, River Falls Area Hospital, St. Francis Regional Medical Center and United Hospital.

General information

Call don't fall

No matter what your age, please do not get up by yourself until your nurse says it is safe.

Thank you for not smoking

Your health is our first concern. As such, hospital campuses, grounds and parking lots are tobacco-free. E-cigarettes are also prohibited. If you would like nicotine-replacement options, please talk with your nurse or doctor. If you are interested in quitting tobacco, your nurse can schedule a consultation with a tobacco cessation counselor.

Your rights and responsibilities

As a patient, you have certain rights and responsibilities that are designed to ensure your well-being and recovery and encourage you to take an active role in your care.

You should have received the *Your Rights and Responsibilities as a Patient* pamphlet when you arrived. If you did not and would like a copy, please ask your nurse or call our Patient Representative.

- Mercy Campus Patient Representative:
763-236-8061
- Unity Campus Patient Representative:
763-236-3121

Health Care Directives

We encourage all patients to complete a Health Care Directive. A Health Care Directive allows you to clarify your wishes for medical treatment if you become unable to communicate them yourself. For more information, please see *Health Care Directives Questions and Answers*, one of the documents you received when you were admitted. To talk with one of Allina Health's advance care planning facilitators, call **651-635-9173**.

Licensing and regulatory agencies

Mercy Hospital is accredited by The Joint Commission and is fully licensed and certified by the Minnesota Department of Health, the Minnesota Department of Human Services and the Centers for Medicare and Medicaid Services.

The quality of care we provide to our patients is important to us. If at any time during your visit you have safety or quality-of-care concerns, please talk to your nurse. If you do not get a satisfactory resolution to your concern or are uncomfortable talking to your nurse about your concern, you may contact our Patient Representative or contact The Joint Commission by calling **1-800-994-6610** or via e-mail at **complaint@jointcommission.org**.

- Mercy Campus Patient Representative:
763-236-8061
- Unity Campus Patient Representative:
763-236-3121

Your hospital bill

Medical billing and insurance can be complicated. You may receive more than one bill for your hospital stay. Some hospital visits include services such as reading radiology images, analyzing laboratory specimens, doctor consultations or providing anesthesia. These services are billed separately from the charge for staying in the hospital. If you have questions about additional billing statements you may receive, call the customer service telephone number on the statement you are questioning.

Financial assistance

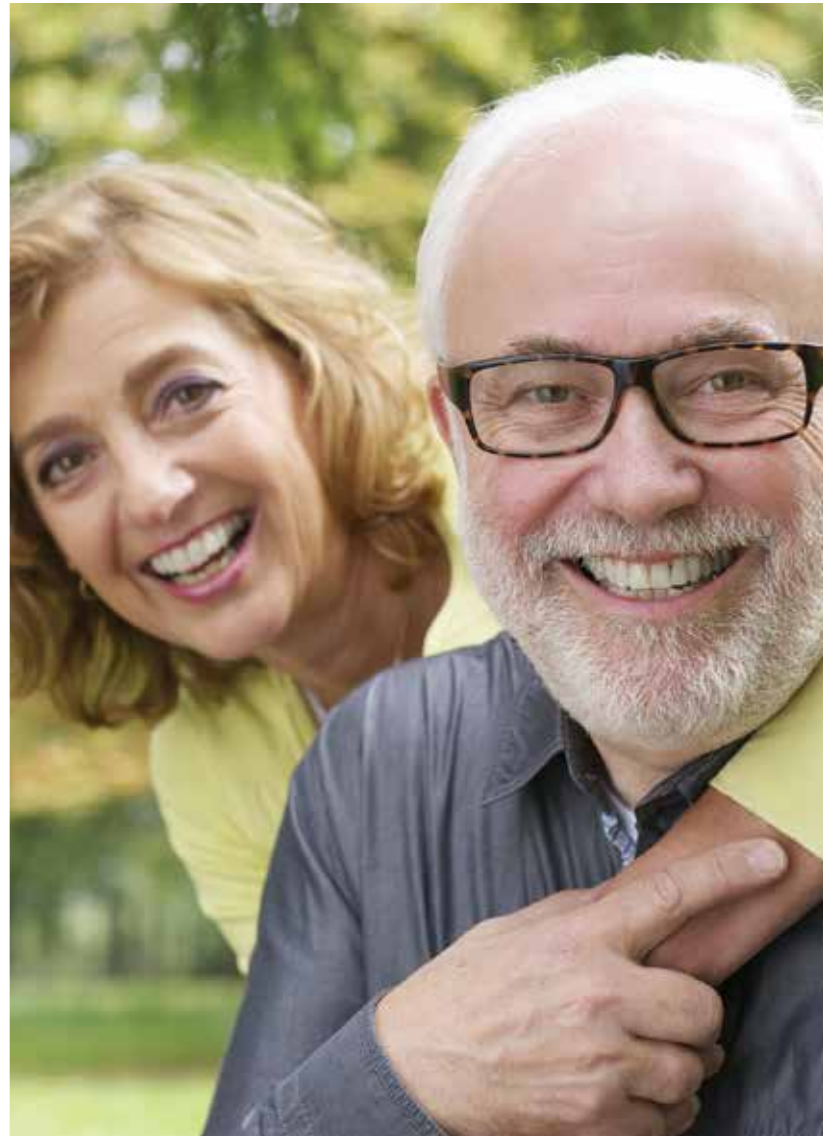
At Mercy Hospital, we believe in ensuring all patients receive the care they need, regardless of their ability to pay. That's why we offer programs to help those who otherwise could not afford to pay their medical bills. For more information and to determine your eligibility, please call **612-262-9000**.

Questions about your account?

Call **612-262-9000** or **1-800-859-5077**

(if you are outside the Twin Cities area)

or e-mail contact.center@allina.com.



While you're in our care

Coordination of your care

At Mercy Hospital you will get personalized care from a team of professionals according to your specific health and service needs. Your care team may include doctors, registered nurses, rehabilitation professionals, social workers, chaplains, dietitians and others.

All members of your care team are licensed or certified in their specialties and together bring you years of dedicated expertise. They develop a care plan for your hospital stay and will assess your post-discharge needs before you leave the hospital. While your admitting doctor or surgeon leads your care team, a hospitalist may also assist in coordinating your care.

You and your family members are encouraged to take an active role in your care plan. If you have questions or are unsure about medications or procedures, please ask your caregivers. The more well informed and involved you are, the better your care and experience will be.

Hospitalist care

Hospitalists are board-certified doctors who oversee and coordinate your care with other doctors, nurses and care professionals while in the hospital. Mercy's hospitalists are in the hospital 24 hours a day, seven days a week to provide ongoing and immediate care, including ordering diagnostic tests, monitoring patients' conditions and making treatment decisions with input from primary care doctors.

Nationwide studies have shown that hospitalists can improve the quality of care, increase patient comfort, improve communication between patients, families and caregivers and minimize the time patients need to stay in the hospital. If an emergency occurs during a hospitalization,

hospitalists are available to see a patient right away. Hospitalists also work as partners with primary care doctors and will provide him or her with a summary of your hospital visit.

Medical history and medications

Please provide accurate and up-to-date information on your medical history, any current medical problems and a list of your current medications.

Personal belongings

Please send valuables home with your family or friends for safe keeping. If that is not possible, please notify your nurse that you have cash, keepsakes or other valuables with you. They will work with you to secure your items.

Visitors

Visitors are good medicine, so family and friends of patients are more than welcome at Mercy Hospital.

Visitors should be in good health and not recently exposed to communicable diseases. Hands should be washed before and after visiting a patient.

Friends and family of a patient in surgery should wait in the surgery waiting room for regular reports on the patient's progress. Visitors staying after 9 p.m. need to register at a nurse's station to receive an after-hours visitor's sticker.

Some hospital areas require additional security measures. Certain units may require you to sign in or announce your presence via intercom. Some units may limit the number of visitors in a patient room at one time or may limit visitation hours for safety and care reasons. Check with hospital staff if you have questions.



Spiritual care

At Mercy Hospital, we believe that spiritual care is an important part of our healing environment. Representing diverse faiths, our chaplains are available 24 hours a day, seven days a week to offer a listening ear, prayer, ritual, advocacy or help to make sense of your situation.

To meet with a chaplain, please ask your nurse or call the Spiritual Care Office.

- Mercy Campus: **763-236-8738**
- Unity Campus: **763-236-4536**

The interfaith chapels at the Mercy Hospital campuses are always open for prayer and meditation. We offer a variety of resources including Bibles, Korans, prayers and devotional guides.

- Mercy Campus: Chapel is located on the first floor near the east lobby information desk.
- Unity Campus: Chapel is located on the first floor next to the cafeteria.

Important safety information

Mercy Hospital is committed to creating a culture of safety for all our patients and employees. If you need assistance, turn on your call light and a member of the nursing staff will answer in person.

During your hospital visit, you will be asked your name and date of birth several times. This is a safety measure to ensure you are receiving the proper medication or procedure. Our caregivers use bedside bar-coding to administer medications by scanning the bar-code on your wristband and your bedside bar-code.

All hospital personnel are required to wash their hands or use antibacterial foam before and after contact with a patient. If you do not see your caregiver wash their hands, it is okay to ask.

Rapid Response Team 24/7

Mercy Hospital's Rapid Response Team (RRT) is ready to take quick action when a patient's condition suddenly changes, providing respiratory assistance and CPR if necessary.

If you notice a sudden change in the patient's condition, please notify the patient's nurse or you may call the RRT at **6-3333** from any hospital phone. Help will arrive quickly and provide immediate medical assistance where needed.

Planning for your discharge

When you are discharged, you will receive detailed information about what to expect at home, medication instructions, information about follow-up appointments and special services you may need at home. Be sure you thoroughly understand these instructions before leaving the hospital.

If you think you will need assistance after you leave the hospital, please speak with your doctor or nurse right away. Hospital social workers can help you find long-term care facilities, arrange home health care or nursing visits, discuss hospice and palliative care options, arrange specialized transportation and help access many other services.

Hospital and in-room amenities

ATM

ATM's are located on the campuses for visitor, patient and employee convenience. Some banking fees may apply.

- Mercy Campus: In the main entrance near the east elevators
- Unity Campus: In the cafeteria

Telephones

To make an outside, local call from your room phone, you need to dial "9" before the number.

For long distance calls, dial "0" for the hospital operator, who will be happy to assist you. No incoming calls to patient rooms are allowed after 10 p.m.

When using a hospital phone and dialing a hospital number, you only need to dial the last five digits.

Cellular phones or cellular-based Internet may be used anywhere in the hospital. Please be respectful of resting patients by having conversations away from patient rooms.

You may call the patient's room directly or dial information to be connected to the room.

- Mercy Campus Information: **763-236-6000**
- Unity Campus Information: **763-236-5000**

Television and radios

Each patient room is equipped with a television and radio with select broadcast, cable and educational channels available to suit varying tastes. We ask that all televisions and radios be turned off at 10:30 p.m. to give all patients adequate time for sleep. You may enjoy Mercy Hospital's CARE Channel 12, with its soothing instrumental music and calming nature scenes.

Your dining options

Patients enjoy At Your Request dining services. Similar to hotel-style room service, order what you want to eat, when you are hungry. A menu is available in each room and trained service operators can help you select choices that are delicious and meet dietary requirements outlined by your doctor. We are happy to accommodate vegetarian preferences.

At Your Request operators are available from 6:30 a.m. until 6:30 p.m. by calling extension **1-6368** from any hospital phone.

The cafeteria

Family members and visitors are invited to visit the cafeteria, which features a wide variety of delicious and healthful meal options at breakfast, lunch and dinner. Ready-to-go salads, sandwiches and other snacks are available between meal times. Starbucks coffee, including a variety of espresso drinks, is also available.

Menus are posted at the cafeteria entrance. Cash and credit cards are welcome. Personal checks are not accepted.

- Mercy Campus:
 - The cafeteria is located on the main floor, down the hall from the main entrance.
 - The cafeteria is open every day from 6:30 a.m. to 7 p.m.
 - Vending machines, with hot and cold drinks and light snacks, are located throughout the hospital.
- Unity Campus:
 - The cafeteria is located on the main floor by the west public elevators.
 - Visitors can get fresh food 24 hours a day at the Grab n' Go kiosk, located in the back of the cafeteria. Credit and debit cards only.
 - Vending machines, with hot and cold drinks and light snacks, are available by the west elevators on the main level.

The Mercy Coffee Shop

The Mercy campus features a coffee shop located off the main lobby. This full-service coffee shop serves sandwiches, bakery items and other snacks Monday to Friday: 6:30 a.m. to 9 p.m. and Saturday and Sunday: 9 a.m. to 4 p.m.

Gift shops

Both campuses have gift shops that feature a wide selection of items that can be purchased, including a vibrant selection of fresh-cut floral arrangements. Orders and payments can be arranged over the phone.

- Mercy Campus: The Mercy Campus has two gift shops, one located on the first floor of the hospital near the main entrance and the other located near the entrance of The Mother Baby Center. The main gift shop carries a wide selection of greeting cards, notions, gifts for newborns, jewelry, figurines, magazines and many other great gifts. For more information, please call **763-236-8160**.
- Unity Campus: The Unique Gift Shop is on the first floor of the hospital, near the cafeteria. It has a wide selection of home décor, clothing, jewelry, accessories, greeting cards and much more. Gifts can also be purchased from the online gift shop, located on the website under Patient and Visitor information. E-cards can also be sent from the website and delivered to the patient at no charge. For more information, please call **763-236-3112**.

Special gift and flower rules

If you send a gift to a patient, be sure to include the patient's full name. Gifts can be sent to the hospital information desk and our volunteers will make delivery arrangements.

Because of potential allergic reactions, latex balloons and other gifts made of latex are not allowed in the hospital. Mylar balloons are acceptable and sold in the gift shops.

Due to infection control concerns, potted plants cannot be accepted for patients in the Intensive Care Unit (ICU).

Please note: Depending on a patient's diagnosis, some nursing units may restrict flowers. For more information about floral and other delivery policies, call **763-236-8111**.

Computer friendly campus



GuestNet wireless Internet

For your convenience, we are pleased to offer GuestNet,* free high-speed, wireless Internet (WiFi) access for our patients and visitors.

To access this service:

- Open up a Web browser on your computer, tablet or wireless device.
- If you don't gain Internet access, choose GuestNet from your list of wireless networks.
- Read and accept Allina Health's terms for using GuestNet.

* Please note that GuestNet is not secure. Do not transmit credit card numbers, passwords or any other sensitive personal information while using this service. We are unable to provide technical support and cannot guarantee that your device will work with our wireless connection or will work in the hospital. Mercy Hospital cannot be held liable for loss of data, damages or viruses due to use of GuestNet.

FREQUENTLY ASKED QUESTIONS

Q.

Who can I contact for technical support?

A.

If you have problems accessing the Internet over GuestNet or have problems with your device in general, please refer to the owner's manual for your device or other support services offered by the device's manufacturer.

Q.

What happens to my GuestNet access if I don't use the Internet for a while?

A.

After five minutes of sitting idle, GuestNet will leave the website you are on and go to a GuestNet screen. You may click a button on this screen to resume Internet activity.

Q.

Does GuestNet prohibit any websites?

A.

Allina Health uses a content filtering system to block access to many sites with inappropriate content. For network security purposes, some social networking sites are not permitted.

As a courtesy to other patients and visitors, please keep your volume muted or use headphones.

Special services

Housekeeping services

The patient care staff and hospital's housekeeping department work together to provide Mercy Hospital patients clean and comfortable rooms. The nursing and other patient care staff provides regular linen changes, small spill clean-ups and trash removal. Mercy Hospital's housekeepers ensure hygienic work surfaces, fixtures, bathrooms and floors to help fight infection. They also provide special cleaning services 24 hours a day as needed.

Hospital security

Mercy Hospital has security officers available 24 hours a day to assist patients and visitors with safety concerns or to escort visitors to their vehicles. If you have a security concern during your hospital visit, please contact your nurse or the Security department at **763-236-7777**.

My Account

Online health and wellness resources:

With an account on **allinahealth.org**, you can access portions of your electronic health record (MyChart) and wellness resources you choose to help you on your path to better health.

Access My Account to:

- view test results, immunizations and medications
- get follow-up instructions about your hospital, emergency department, clinic or urgent care visit
- manage a child's or another adult's health care
- create a Health Care Directive
- find events, classes and support groups.



Your online account with Allina Health is free. The more you share about your interests, the more personalized advice you'll receive. Go to **allinahealth.org** and click on My Account to create an account.

Interpreter services

Mercy Hospital offers interpreter services to assist patients and their families. To provide the best possible care for our patients, Allina Health Interpreter Services and phone interpreters are available 24 hours a day, free of charge.

In addition to a wide array of spoken languages, we offer American Sign Language (ASL) oral and tactile interpreters to patients who are deaf, hard of hearing, blind or who have low vision. Tele-communication devices for the deaf (TTY), Telstroke flashing lights, pocket talkers and phone amplifiers are also available at no cost. Video interpreters are also available on some patient care units.

If an interpreter is needed during your hospital stay, please tell us right away.

- Interpreter Services: **612-262-3220**



Allina Health Home Health



Allina Health Care Navigation Help Desk

With just one call, care for you or your loved one can be expertly coordinated through the complex options of hospitals, clinics, nursing homes and home and community resources. Call the Allina Health Care Navigation Help Desk at **612-262-2200** or **1-855-227-5111**, 24 hours a day, seven days a week. Care navigation registered nurses and social workers assess the caller's needs and provide information and options.

Care management

Focused on continuity of care, registered nurse care managers and social workers coordinate care over time for high-risk patients with complex illnesses. This team will help you manage and understand your health care plan and assist you in the transition to the next level of care.

Home care, hospice, and palliative care

Home care, hospice and palliative care deliver patient-centered care and services for patients and families needing rehabilitation, advanced-illness or end-of-life care. Home care provides a wide range of professional at home services. Hospice is for anyone with a life-limiting illness whose life expectancy is less than six months. Palliative care is for those with a chronic or advanced illness.

Home oxygen and medical equipment

Professional staff provide oxygen, respiratory, rehabilitation and mobility equipment, specialty beds and other home use equipment and supplies.

Home infusion therapy

Allina Health Home Infusion Therapy Services is a licensed infusion pharmacy that provides all pharmaceuticals, supplies, equipment, support and professional services for home treatment with total parenteral nutrition, intravenous antibiotics, pain management, hydration, chemotherapy and other intravenous medications for medically stable patients as an extension of hospital and clinic care.

Allina Health Home Health *(continued)*

Allina Health Pharmacy

MERCY CAMPUS:

The Allina Health Mercy Pharmacy, located on the Mercy campus across the skyway from the hospital in the Mercy Specialty Center, is open Monday to Friday 8 a.m. to 7 p.m. and Saturday 8 a.m. to 1 p.m. Closed Sundays and holidays.

Allina Health Pharmacy, Mercy campus phone:
763-236-7111
Fax: **763-236-9381**

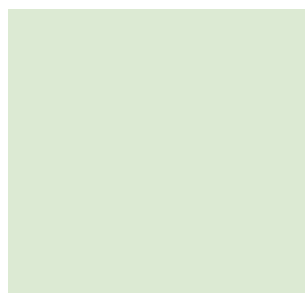
UNITY CAMPUS:

Allina Health Pharmacy is located in the hospital on the Unity Campus next to the Emergency Department. The pharmacy is open 7 a.m. to 11 p.m. and from 11 p.m. to 2 a.m. for Emergency Department services, seven days a week.

At the pharmacy you can:

- Pick up your prescriptions in person.
- Order your prescriptions online, anytime.
- Call in prescriptions and have them mailed to you at no additional cost.

Allina Health Pharmacy, Unity campus phone:
763-236-4111
Fax: **763-236-4120**



Other important information



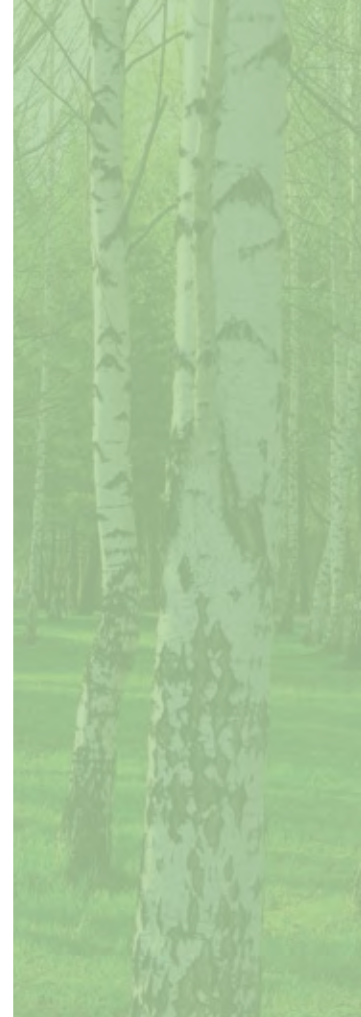
Mercy Hospital Foundation

Mercy Hospital Foundation supports patient-centered care, dedicated staff, campus construction and updates and a variety of programs that benefit community health and wellness. By raising and distributing more than \$2.5 million annually, the foundation is able to provide technology and services that improve the personal health and quality of life of local families.

Among the many programs supported by the foundation are Cancer Patient Emergency Fund, Community Wellness Screening and the Healthy Student Partnership, Trauma Prevention Programming for area high schools, Forensic Nurse Examiner Program, Baby Café for breastfeeding mothers and many others.

Donations to the foundation from patients, families, staff, doctors and community donors help ensure the community has ongoing access to innovative and compassionate care at Mercy Hospital.

If you would like information on programs the foundation supports, or to find out how you can make a gift to support the Mercy Hospital Foundation, please call **763-236-3966** or visit **allinahealth.org/MHF**.





P.O. Box 43
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allinahealth.org

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