Your guide to Unity Hospital

Unity Hospital is dedicated to delivering personalized support and care for all who live and work in our community. Welcome to Unity Hospital.
Welcome to Unity Hospital

Thank you for trusting us with your care.

Since 1966, Unity Hospital has dedicated itself to our north suburban community, striving to provide you and your loved ones with the finest community health care available. Our commitment to caring for you is an honor shared by our staff and physicians, many of whom live in the north metro suburbs. Our highly skilled physicians, nurses and staff take pride in bringing a personalized approach to care while using today’s newest technologies. You will find that each team member is committed to exceeding your expectations. Unity Hospital is nationally recognized for ensuring that every patient and their family receive the highest quality of care and safest hospital experience possible.

At Unity Hospital, caring for you is a privilege, and we continually strive to improve ourselves. We invite you to let us know when we are not meeting your expectations or your health care needs. We ask that you speak with your nurse or nursing unit manager so we may address matters quickly. If you continue to have questions or concerns regarding your care or safety, please call our Patient Representative at 763-236-3121 or you may call me personally at 763-236-3888.

Welcome to Unity Hospital. We are honored to care for you.

Kind regards,

Helen Strike
Unity Hospital President
About Unity 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, physicians, communities and one another.
Compassion. We create a caring environment for our patients and one another.
Stewardship. We use our resources wisely.
Our history
and key facts

Unity Hospital is one of the Twin Cities’ premier community hospitals. It offers leading edge technology, equipment, procedures, modern facilities, highly skilled professionals and a sense of family and community.

More than ever, Unity Hospital reflects the power of its name – the “unity” in “community.”

Unity Hospital was founded in 1966 by the North Suburban Hospital District. The Hospital District and its five community members – Blaine, Fridley, Hilltop, Mounds View and Spring Lake Park – continue to financially support the hospital. This ongoing dedication is one of Unity’s most important traditions. The hospital’s outstanding care continues to serve residents of these communities.

Unity Hospital always welcomes new patients and serves more than 20 additional communities, including Ham Lake and Lino Lakes.

With 167 staffed beds, Unity Hospital cared for 11,170 inpatients in 2015. There were 6,110 surgeries performed and 50,408 people seen in our Emergency Department. Unity Hospital now has more than 1,300 staff, 531 affiliated physicians and 649 youth and adult volunteers.

Unity Hospital also offers health education and support groups to help people quit smoking, cope with major illness or grieve the loss of a loved one. Our goal is to provide everything possible to help our community get healthy and stay healthy.

Main Number:
763-236-5000

Our specialty service areas include:

- Acute Care for the Elderly (ACE)
- Ambulatory Care
- Bariatric Center (weight-loss surgery)
- Courage Kenny Rehabilitation Institute™
- Emergency Services
- Geriatric Psychiatry
- Heart Care
- Joint Replacement Center
- Medical Imaging
- Mental Health and Addiction Services
- Neurosciences
- Orthopedics
- Penny George™ Institute for Health and Healing
- Pulmonary Rehabilitation
- Virginia Piper Cancer Institute®
A part of the Allina Health family

Unity Hospital is part of Allina Health, a not-for-profit family of hospitals, clinics and other care services designed to support the lifelong health care needs of communities throughout Minnesota and western Wisconsin.

Allina Health has more than 26,000 employees, 5,000 physicians and more than 6,000 volunteers who deliver exceptional health care and support to the people in our communities. We put the patients first.

Allina Health provides a complete continuum of care, from disease prevention to innovative diagnostic and treatment services for complex medical conditions.

As a patient of Unity 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, Abbott Northwestern Hospital-WestHealth, Buffalo Hospital, Cambridge Medical Center, District One Hospital, Mercy Hospital, New Ulm Medical Center, Owatonna Hospital, Phillips Eye Institute, Regina Hospital, River Falls Area Hospital, St. Francis Regional Medical Center and United Hospital.
Thank you for not smoking

The Unity Hospital campus, grounds and parking lots are tobacco-free. E-cigarettes are also prohibited. Your health is our first concern. If you would like nicotine-replacement options, please talk with your nurse or physician. If you are interested in quitting tobacco, your nurse can schedule a consultation with a cessation specialist.

Your rights and responsibilities

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

If you didn’t receive the Your Rights and Responsibilities as a Patient pamphlet, and would like a copy, please ask your nurse or call our Patient Representative at 763-236-3121.

Licensing and regulatory agencies

Unity Hospital is accredited by The Joint Commission, who also awarded Unity its Gold Seal of Approval. Unity Hospital is also fully licensed and certified by the Minnesota Department of Health, the Minnesota Department of Human Services and the Centers for Medicare and Medicaid Services.

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 additional services, such as reading radiology images or providing anesthesia. These services are billed separately from the charge for staying in the hospital.

If you have questions about additional billing statements, call the customer service telephone number on the statement you are questioning.

Financial assistance

At Unity 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.

Our financial counselors can provide you with information about these programs and help you determine if you are eligible.

Financial Counselors: 763-236-4566

If you have a concern about patient care and safety that has not been addressed, please contact our Patient Representative at 763-236-3121.

If we can’t address your concerns, you can contact The Joint Commission by calling 1-800-994-6610 or via e-mail at complaint@jointcommission.org.
While you’re in our care

**Coordination of your care**

At Unity Hospital you will get personalized care from a team of professionals, according to your specific health and service needs. Your care team may include physicians, registered nurses, rehabilitation professionals, social workers, chaplains, dieticians 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 physician 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 your care while you are in the hospital. They coordinate your care needs with other doctors, nurses and care professionals. The Unity Hospital Hospitalists are on duty 24 hours a day, seven days a week. They provide ongoing and immediate care, including, monitoring patients’ conditions and coordinating patient care among all members of the care team.

Nation-wide studies have shown that Hospitalists can: improve the quality of care; increase patient comfort; improve communication between patients, families and caregivers; and minimize a patient’s hospital stay.

Also, if an emergency occurs during a hospitalization, Hospitalists are available to see a patient right away. You will not see your primary care doctor while in the hospital, but your Hospitalist will provide them with a summary of your visit. You should follow up with your primary care doctor after leaving the hospital.

**Rapid Response Team**

Unity Hospital’s Rapid Response Team is one more way we provide excellent care to patients. The team is available to respond quickly when a patient has a sudden change in condition.

If you or your loved one experience symptoms, such as: a pounding or racing heart; feeling faint or lightheaded; difficulty breathing; any change in alertness or ability to speak; or change in ability to use arms or legs, contact your nurse immediately. After evaluating the situation, if your concerns remain, dial extension 63333 for Security Dispatch. Ask for the Rapid Response Team. Help will arrive quickly and provide immediate medical assistance where needed.
Personal belongings
Please send your valuables home with family or friends for safe keeping. If that is not possible, notify your nurse that you have cash or other valuables with you. They will work with you to secure your items.

Visiting hours
Family and friends are welcome to visit patients at Unity Hospital.

Visitors staying after 9 p.m. need to register at a nurse’s station to receive an after-hours visitor’s sticker.

Substance Abuse and Geriatric Mental Health have different visiting hours. Call the department for more information.

Geriatric Mental Health: 763-236-4464
Substance Abuse: 763-236-4522

Some hospital areas require additional security measures. For this reason, 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 Unity 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 meet with patients and their families. They provide individual and family support, comfort, guidance and advocacy.

To meet with a chaplain, please ask your nurse or call the Spiritual Care office at 763-236-4536.

Important safety information
Unity Hospital is committed to creating a culture of safety for all patients and employees. If, at any time, you have safety or quality of care concerns, please tell your nurse or call the Patient Representative at 763-236-3121.

During your hospital visit, you will be asked for your name and date of birth several times. This is a small safety measure to ensure you are receiving the proper medication or procedure. If caregivers do not ask your name and date of birth before administering medication or starting a procedure, please remind them to do so.

If you need assistance, turn on your call light, and a member of the nursing staff will answer in person.

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 OK to ask.
**Hospital and in-room amenities**

**ATM**
An ATM for visitor, patient and employee convenience is located in the cafeteria.

**Chapel**
The Unity Hospital interfaith chapel, located on the main level next the cafeteria, is available to all who would like a quiet space to meditate or pray. A Catholic mass is offered every Wednesday at noon for patients and visitors.

Devotional materials, including Bibles, Korans, Sabbath and Hanukkah candles, prayer books, devotional guides, care notes, Buddhist and Native American materials are available for your use in the chapel. Materials can be borrowed for use in patient rooms.

**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.

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.

There is a cellular phone charging station in the Unity Hospital cafeteria.

**Television and radios**
Each patient room has a television and radio. We ask that all televisions and radios are turned off at 10:30 p.m. to give all patients enough time for restful sleep. You may enjoy Unity’s CARE Channel 12, with its soothing instrumental music and calming nature scenes.
Your dining options

Patients at Unity Hospital enjoy At Your Request dining service. Similar to hotel-style room service; order what you want to eat, when you are hungry. A menu is available in each room.

At Your Request operators are available from 6:30 a.m. until 6:30 p.m. by calling extension 16368 from any hospital phone.

The cafeteria

Family members and visitors can visit the cafeteria, located by the west public elevators on the main floor. It has breakfast, lunch and dinner options. Additional items are available between meal times.

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

Fresh food after hours

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 are available by the west elevators on the main level.

Patient gifts and flowers

The Unity 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 Unity Hospital website under Patient and Visitor Information. E-cards can also be sent from the website and delivered to the patient at no charge.

A selection of fresh-cut floral arrangements is available directly from the Gift Shop. Orders and payments can be arranged over the phone. 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 Guest Information desk, and our volunteers will make delivery arrangements.

Because of potential allergic reactions, balloons and other gifts made of latex are prohibited in the hospital. Mylar balloons are acceptable.

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

**GuestNet Wireless Internet**

For your convenience, we are pleased to offer GuestNet®, a free Wi-Fi (wireless) high-speed Internet service for laptop computers, PDAs (personal digital assistants) and other wireless devices.

**Special services**

**Housekeeping services**

The patient care staff and hospital’s housekeeping department work together to provide Unity Hospital patients clean and comfortable rooms. The nursing and other patient care staff provides regular linen changes, small spill clean-ups and trash removal. Unity Hospital’s housekeepers assure 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**

Unity Hospital has security officers available 24 hours a day. They can assist patients and visitors with safety concerns or 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**

Unity Hospital offers interpreter services to assist patients and their families 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), Telstrobe 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.

* 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. Unity Hospital can not be held liable for loss of data, damages or viruses due to use of GuestNet.
24-Hour Unity Community Pharmacy

Unity Community Pharmacy, located in Unity Hospital, is open 24 hours a day, seven days a week.

At Unity Community 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.

Unity Community Pharmacy: 763-236-4111.

Allina Health Home Oxygen & Medical Equipment

Allina Health Care Navigation Help Desk
With just one call, care for you or your loved one can be directed through the complex options of hospitals, clinics, nursing homes, home and community resources.

Call the Allina Health Care Navigation Help Desk at 651-635-9173 or 1-800-261-0879 24 hours a day, seven days a week. Care navigation registered nurses and social workers assist callers and provide information and options.

Care management
Focused on continuity of care, registered nurse care managers coordinate care over time for high-risk patients with one or more complex illnesses.

Home care, hospice, palliative care
Home care delivers patient-centered care and services for patients and families needing rehabilitation, advanced-illness or end-of-life care. It 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 & medical equipment
Professional staff provides: oxygen; respiratory; rehabilitation and mobility equipment; specialty beds; and other equipment and supplies for home use.
Mercy & Unity Hospitals Foundation

Mercy & Unity Hospitals Foundation supports patient-centered care, dedicated staff 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.

Donations to the Foundation from grateful patients, families, staff, physicians and businesses help ensure the community has ongoing access to innovative and compassionate care at Unity Hospital.

For more information on Mercy & Unity Hospitals Foundation programs, or to make a gift, call 763-236-3961 or visit allinahealth.org/MUHF.