



WELCOME

At Nebraska Medicine – Nebraska Medical Center, a dedicated team of professionals are committed to providing you with safe, compassionate and effective care. This team includes many individuals, some you may never meet, who work together to deliver the best experience possible in a patient-centered environment.

During your stay with us, you may have questions. We hope you find this patient information guide helpful. If you have other questions, please talk with members of your health care team or a patient relations representative.



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ABOUT NEBRASKA MEDICINE

Nebraska Medicine is committed to providing you with high-quality care. Our promise of Serious Medicine Extraordinary Care means we're here to not only treat your illness, but to care for you as a person.

Nebraska Medicine – Nebraska Medical Center has consistently been recognized as an award-winning hospital for quality. As the teaching hospital for the University of Nebraska Medical Center (UNMC), part of our mission is to train the health care providers of tomorrow. That expertise allows for providers with specialized training to work together for your care.

Along with education, our team of researchers is dedicated to finding ways to improve the health of our community and our world.

PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights

As a patient, you should expect to receive the following:

RESPECT

You should expect to be given the correct treatment for your problem by competent staff. They will honor your values and beliefs while you are being cared for. You can expect to be free of any type of abuse or exploitation while in the hospital.

EQUAL CONSIDERATION

Available and medically appropriate patient care and treatment services are offered to patients solely on the basis of medical condition, without differentiation or consideration of race, age, gender, disability, national origin, religion, sexual orientation or gender identity.

PRIVACY AND CONFIDENTIALITY

All information about you will be kept confidential, including the privacy of your health information. The Notice of Privacy Practices explains how your health information may be used.

INFORMATION ABOUT YOUR TREATMENT

Your health care team will tell you:

- Why you do not feel well
- How the treatment can help you and how it could hurt you
- Other treatments available and how they work
- What you can do to help yourself feel better
- How you can be part of your care
- What your health could be in the future
- How long it will take to get better
- What could happen after treatment
- If your care is part of a research program so you can decide if you want to take part or not
- We need to be able to talk and understand one another
Let us know if you need a language interpreter, sign language interpreter or assistive hearing device

WE SUPPORT YOUR RIGHT TO TAKE PART IN DECISIONS ABOUT YOUR CARE

- You will be told all about your illness and treatment before you agree to it. Other possible treatments will be discussed. This will be done before you give your approval
- You may refuse any treatment, test or procedure. We agree to tell you what could happen if it is not done. It is your choice
- You can choose whether to be involved in research
- If you are a minor, the person legally responsible for you will take part in all treatment decisions
- When you are unable to take part in your care decisions, we will go to your next of kin or the person you identified to make decisions for you. That person will be given the same rights as you would
- Emergency situations may not allow you to take part in care decisions. When life saving treatment is needed, your physician will decide or follow your advance directive if available

Patient Relations
402.559.8158

**Nebraska Consumer
Protection Line**
800.727.6432

The Joint Commission
800.994.6610

**Quality Improvement
Organization – KEPRO**
855.408.8557



- You have the right to receive help when making difficult decisions. Call the operator (dial 0) to ask for an ethics consultant
- You have a right to be free from restraints that are not medically necessary
- For public health and safety, hospitals are required to provide information regarding communicable disease to federal and local agencies

ADVANCE DIRECTIVES

You can state in writing your health care choices or have someone designated to make choices for you. This is called an advance directive. It is the policy of the hospital to honor your preferences regarding medically indicated treatments within the limits of the law and the hospital's capabilities. If you are interested in making an advance directive or want additional information, please ask your nurse or contact our Social Work Department at 402.559.4420.

PAIN MANAGEMENT

Pain management is an important part of your treatment. You and your caregivers will set a goal for pain management. We want you to be as comfortable as possible.

MEETING YOUR NEEDS

It is important you receive the right care for your condition. We will tell you if the hospital cannot provide you with that care. We will help you find and transfer to another facility that can help you.

MAKING COMPLAINTS

You have the right to make complaints when you are not happy with the care you receive. We encourage you to partner with your care team to answer any questions or concerns. This will ensure you have the best possible experience. You may also contact the Patient Relations office directly for additional assistance. If, at any time, you believe that any of the rights afforded to patients have not been fulfilled, contact Patient Relations at 402.559.8158. Sharing a concern will not affect your access to care now or in the future.

You have the right to make an additional complaint if further help is needed. The groups to the left will hear your concerns.

ACCESS TO YOUR HEALTH INFORMATION

You have the right to review your health record and your hospital bill. You can have this information explained to you if needed. We would be happy to answer any questions you may have.

NON-DISCRIMINATION

Nebraska Medicine complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

If you speak Spanish or Vietnamese, language assistance services, free of charge, are available to you. Please call 402.559.2010 or 402.559.2496. We offer interpretive services in all languages. See page 16 for more information.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 402.559.2010 / 402.559.2496.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 402.559.2010 / 402.559.2496.

Your Responsibilities

PROVIDE COMPLETE HEALTH INFORMATION

The hospital staff needs to know your health history to care for you. It is important you give exact facts about your current health. We also need to know your complete past health history. This would include how you currently feel. What illnesses have you had? Have you been in any hospitals before and for what? What medications do you take? What do we need to know to take better care of you?

UNDERSTAND YOUR TREATMENT PLAN

It is important for you to know your treatment plan. It should be clear as to why you are receiving this care. It is your responsibility to speak with your caregivers if you have any questions.

KNOWING YOUR CARE BEFORE MAKING DECISIONS

You are responsible for the decisions you make about your care. We want you to have as many facts about your condition and care before you decide on your treatment. Be sure to tell your doctor if you are unable to go through with the treatment plan.

You may be asked to agree in writing to certain tests, procedures or surgery. Ask as many questions as you need. It is important to know what you are agreeing to before signing each form.

MAKE SURE YOUR HOSPITAL BILLS ARE PAID

It is your responsibility to give us current insurance information. We will bill insurance first. You are responsible for paying any remaining balance in a timely manner.

REPORT CHANGES

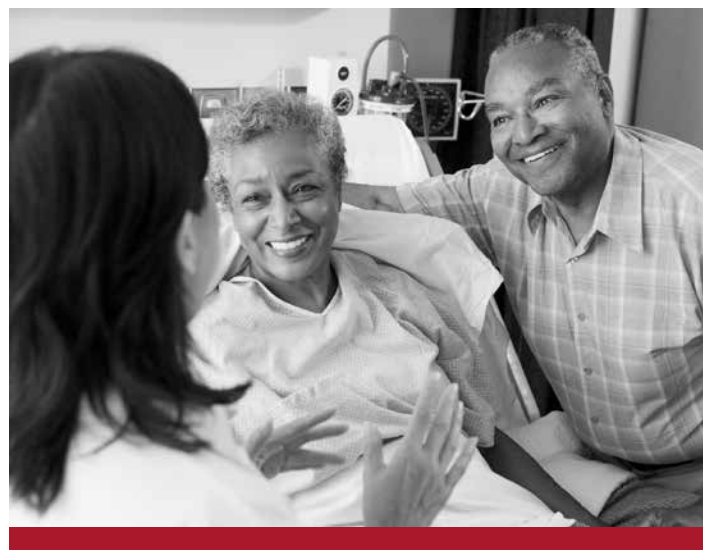
Tell your doctor about any changes in your health.

RESPECT OTHERS

During your hospital stay, you have a right to privacy, as do all of our patients. We ask that you and your visitors be respectful to other patients and our staff. Noise levels should not disturb other patients. **No personal recordings or photographs of anyone are allowed without consent.**

HOSPITAL POLICIES AND RULES

Patients have the right to know the hospital policies and rules. It is the patient's and visitor's responsibility to follow the rules. If you have any questions about our policies, please ask our staff. General guidelines can be found inside this guide.



YOUR HEALTH RECORDS

One Chart

One Chart is our electronic health record (EHR), a computerized version of your clinical, demographic and administrative data. This is the system our providers use to chart your information. One Chart helps improve patient safety and makes your health care more convenient and accessible. We take careful measures to ensure this information is secure and private.

One Chart | Patient

One Chart | Patient is a secure, online portal which serves as your most important source for medical information for you and your family. Through this portal, you can connect with your providers and access parts of your medical record at any time, in the convenience of your own home. You can also pay bills, view billing statements and request appointments. Access your One Chart | Patient account through your computer or use the application on your smartphone. After registering for an account through onechartpatient.com, you can download the free application.

Information on how to set up an account is provided in your After Visit Summary (or discharge paperwork). For additional assistance with account setup or maintenance of an existing account, please call 402.559.8158 or email onechartpatient@nebraskamed.com.

ELECTRONIC HEALTH INFORMATION EXCHANGE

At the time of registration, you will be informed about our use of electronic health information exchange (HIE). HIE is an Internet-based, health information exchange. Health care providers and health insurers from across the country and the world may share and use your information, as permitted by law.

Benefits of participation may include:

- Your doctor(s) can quickly find health information about you, such as your lab and X-ray results, from providers who have treated you in the past
- Your doctor, hospital or pharmacy can quickly verify your insurance coverage
- Your health insurer can electronically obtain health information needed to process your claim

Participation in HIE is voluntary. Patients concerned about sharing their health information in this way can choose to opt out of HIE at the time of registration. If you opt out, your decision applies only to our sharing your information through HIE and does not prevent us from requesting your health information from other health care institutions where you have previously received care.

YOUR HOSPITAL STAY

During Your Stay

While you are here, we want you to feel safe and confident with the care and services you receive. Each shift, a nurse will be assigned to you. They will guide and provide your care. Your nurse will complete your assessment, administer your medications, review your doctor's orders with you and answer your questions. They will also discuss your treatment plan for the day with you. It is their goal to check in with you about every hour. Use your call light for immediate needs. Your nurse may use a smartphone to communicate with other medical staff. The smartphone allows for texting capabilities to reduce interruptions.

You may also have a patient care tech assigned to you each shift. The role of the tech is to assist the nurse with taking vital signs, bathing, toileting, helping you in and out of bed and walking with you.

During your stay, you may have a number of tests and/or procedures performed. We are here to help you and keep you informed. Before any procedure, you should understand the purpose, any risks, discomforts and the expected benefits of the procedure.

You will likely receive medications and fluids during your hospital stay. These may be given through an intravenous

(IV) line or orally. You will be given information about the medications you are taking, what the medication is for and what the side effects might be.

PREVENTING FALLS

Your safety is very important to us. Preventing falls is something we take very seriously. When you sit or lie down for a long time, you are more likely to feel dizzy and weak when you stand up. Potential side effects of your medications can make you dizzy or confused. Use the call light system when you need help. Falls can happen at any time. Please ask for assistance when you need it. Always wait for a nurse or care tech to come to your aid before getting up by yourself, especially if you feel weak or dizzy.

MEDICATION AND PATIENT SAFETY

Whether you are in the hospital or at home, your medical and personal safety is a priority to us. We have many procedures and practices in place to ensure your safety. Steps YOU can take to be an active participant in your care are listed below.

- Write down the name, strength, dose and directions for the medications you take and why you take them. To help prepare for your discharge, educate yourself during your stay and ask questions about any new medications, including the reason for taking the medication and side effects
- Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan
- Communicate if you have questions or concerns
- Ask about the care you are receiving
- Remember to participate in all decisions about your treatment. You are the center of the health care team
- Enlist a trusted family member or friend to be your advocate
- Nebraska Medicine uses several different procedures to help ensure the five rights of medication safety are protected: right patient, right medication, right dose, right time and right route
- Before a clinician gives medication, they will scan the bar code on your wristband and scan the medication package to ensure the correct medication is given
- We take multiple steps to ensure the medication you receive is correctly and safely administered

ANTIBIOTIC USE DURING YOUR STAY

Antibiotics are medicines used to treat infections caused by bacteria. During your stay, you may be started on one or more antibiotics. To make sure these medicines are right for you, your care team will perform some testing. Your medicines may be changed or stopped based on the results of these tests. At Nebraska Medicine, we take using antibiotics seriously. Using antibiotics when they are not needed can be harmful. Our goal is to give you the best treatment and use antibiotics wisely.

Your pain control is one of our top priorities.

While we want you to be as comfortable as possible, we may not be able to make you 100 percent pain free. In fact, attempting to make you pain free by using a lot of pain medicine could have harmful effects on your body.

By working together with your health care team, we will reduce the pain as much as possible. A pain scale is used to help you rate your pain. Using this scale below, you will be asked to set your pain management goal. This goal should be set at the amount of pain you can tolerate without limiting your ability to function and do what you need to do to get better and promote healing. The FACES scale below may help by letting you see a picture that describes how the pain is making you feel. You will be asked to look at the pictures and pick the one that describes your pain best.

Pain is often easier to manage right after it starts. Let us know as soon as your pain starts or returns. Pain medication may be ordered to be given at scheduled intervals or as needed. Your nurse will work with you to create a pain-management plan.

Some patients find pain relief from using non-medical alternatives. For example:

- Heat/cold
- Music
- Meditation
- Deep breathing

You may also discuss other alternatives with your nurse. If you should start to experience pain that is suddenly different from what you have been experiencing (for example, your pain becomes unbearable), call your nurse immediately.

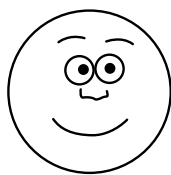
MOST IMPORTANTLY, if you have questions or concerns, do not hesitate to ask your doctor, nurse or another care team member for help at any time.

Wong-Baker FACES® Pain Rating Scale



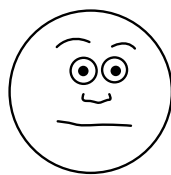
0

**No
Hurt**



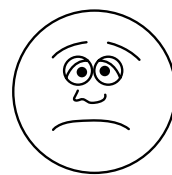
2

**Hurts
Little Bit**



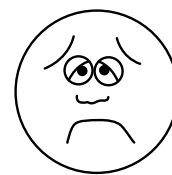
4

**Hurts
Little More**



6

**Hurts
Even More**



8

**Hurts
Whole Lot**



10

**Hurts
Worst**

Planning for your Discharge

As part of your health care team, it is our goal to make your discharge from the hospital as efficient as possible for you and your family.

WHILE YOU ARE IN THE HOSPITAL:

- Ask questions about what you will need to know to take care of yourself, an infant, child or family member at home
- If a family member is going to help you at home, ask that person to come to the hospital so the nurses can show him or her what to do
- Tell your nurse about any special things you might need at home to take care of yourself, infant, child or family members
- Learn about your medications. Understand what your medications are for and any possible side effects. If you have any questions about the medicines ordered for you, ask for the unit pharmacist

The day before you go home:

- After discussions with your care team, make transportation arrangements for the day of your discharge. Tell your nurse what arrangements have been made
- Ask questions you or your family might still have about taking care of yourself, an infant, child or family member at home
- Ask your family or a friend to start taking some of your personal items home such as extra clothes, flowers and cards. This will give you less to worry about on the day you go home
- Discuss with the physician or nurse what you will need for home care, such as medications, equipment or supplies so that prescriptions can be written for items you will need at home

Your discharge:

- Your doctor and/or nurse will remind you how to take care of yourself, an infant, child or family member at home
- You will receive an appointment time or will be given information about making an appointment to come back to see your doctor
- Hospital staff will take you to the main entrance when your transportation arrives
- If you are given any prescriptions upon discharge, they can be filled at the pharmacy of your choice

Meds to Beds Prescription Delivery

If you choose to participate in the discharge prescription delivery service, the Outpatient Pharmacy will deliver new prescription medications to your room before you leave the hospital. The Outpatient Pharmacy works with your medical team to ensure all insurance prior authorizations and high-dollar co-pays are addressed before you leave the hospital and will also see if you qualify for other manufacturer assistance programs.



Delivery service is available Monday to Friday from 8 a.m. to 8 p.m.; weekends and holidays from 9 a.m. to 3 p.m. Most major prescription insurance plans are accepted. For your convenience, pharmacy charges will be billed to you after discharge.

After you get home:

- You will be sent home with a discharge instruction sheet (After Visit Summary). Your nurse will go over this with you to make sure you and your family understand what you can and cannot do when you are home
- You may be sent home with a medication list. This list will include medications you were taking prior to your hospitalization and should continue taking, as well as any new medications that have been prescribed for you. We will send information sheets home with you about any new medications you may be taking (for example, antibiotics, pain medication, etc.)
- If you were given a number to call to make an appointment, call as soon as you can
- You will also receive a phone call and/or a satisfaction survey after your discharge to provide an opportunity to ask questions or give feedback
- Allow yourself time to heal and recover. It is normal to experience some discomfort during the healing process. If, however, you should feel pain that is different or becomes more severe as compared to that in the hospital, please call your doctor's office



YOUR ACCOMMODATIONS

While all of our rooms at Nebraska Medicine – Nebraska Medical Center are designed to be private rooms, situations could arise where you may have a roommate. Personal requests for private rooms can be made and will be accommodated based on availability. As most insurance policies do not pay for patient requested private rooms, you are responsible for the difference in cost. Check with your insurance carrier if you are unsure.

Telephone Services

To place a call from inside your room, follow these instructions:

HOSPITAL DEPARTMENT OR CAMPUS NUMBER

Dial the last five digits of the telephone number.

LOCAL CALLS

Dial *9. At the dial tone, dial the local number with the area code.

LONG DISTANCE CALLS

Dial *90 and the operator will help you.

Note: You are not charged for local phone calls. Collect calls cannot be accepted at the hospital. Calling cards and pay phones are located in various public areas throughout the hospital.

Room Service

2.FOOD (3663)

Food and Nutrition Services

“AT YOUR REQUEST” ROOM SERVICE DINING

You may select your meals from our “At Your Request” room service dining menu. Your nurse will give you a menu. Items are prepared to order and meals are assembled and delivered to your room within the quoted timeframe. Patients may place their orders by dialing **2-FOOD (3663)**. This service is available from 6:30 a.m. to 9 p.m.

Please note meal choices may be restricted by dietary guidelines established by your physician. Diet-specific menus are available by request to help you with your menu selections. Call 2-FOOD to request this menu.

“At Your Request” room service is also available for purchase for family and guests. Meal trays can be delivered to your room. Mastercard and Visa are accepted.

GUEST DINING

Vending machines with assorted beverages, candies and snacks are located in various locations throughout the hospital.

NEBRASKA CAFÉ**University Tower, level three**

Monday – Friday, 6:30 a.m. to 8 p.m.

Weekends, 7 a.m. to 5 p.m.

Cafeteria featuring soup/salad bar, hot entrees, grill station, pizza and grab-n-go menu items, bottled beverages, fountain drinks, hot coffee and tea.

Brioche Doree

Monday to Friday, 6:30 a.m. to 3 p.m.

A Parisian-style café bakery featuring French urban cuisine, salads, sandwiches, soups, pastry items and beverages.

Mein Bowl

Monday to Friday, 11 a.m. to 2 p.m.

Oriental entrees served with rice or noodles.

Hissho Sushi

Monday to Friday, 11 a.m. to 2 p.m.

Freshly-made wide assortment of take-out sushi.

CLARKSON CAFÉ**Clarkson Tower, level one**

Monday to Friday, 6:30 a.m. to 8 p.m.

Cafeteria featuring soup/salad bar, hot entrees, grill station, pizza and grab-n-go menu items, bottled beverages, fountain drinks, hot coffee and tea. Beverages, snacks and grab-n-go menu items available 24 hours.

Subway

Open 24 hours

Subway® has a wide variety of subs, salads and sides to choose from. Every one of our subs is made fresh in front of you, exactly the way you want it!

Oh! Oh! Burrito

Monday to Friday, 11 a.m. to 8 p.m.

Weekends, 11 a.m. to 5 p.m.

Freshly-made tacos, burritos, quesadillas, nachos and salads.

Quick Fire Grille

Monday to Friday, 6:30 a.m. to midnight

Weekends, 6:30 a.m. to 5 p.m.

Freshly-made burgers, fries, steak sandwiches, gyros, chardogs and chicken strips.

STORZ CAFÉ**Clarkson Tower, level one**

Monday to Friday, 7 a.m. to 2:30 p.m.

Dining options include dine-in and carry-out sandwiches, soups, salads, wraps, beverages and ice cream shakes.

CROSSROADS CONVENIENCE STORE**University Tower, level three**

Monday to Friday, 6 to 2:30 a.m.

Weekends and holidays, 11 to 2:30 a.m.

Assorted bottled beverages, hot coffee and tea, snacks, soups, sandwiches, ice cream bars and sundries.

CAFÉ**Fred & Pamela Buffett Cancer Center, ground level**

Monday to Friday, 7 a.m. to 2 p.m.

Breakfast selections include hot entrees and grab-and-go items. Lunch offerings included rotating, seasonal entrees and action stations.

THE RESTAURANT**Fred & Pamela Buffett Cancer Center, ground level**

Monday to Friday, breakfast 7 to 10 a.m., lunch 11 a.m. to 2:30 p.m.

The 72-seat dining destination specializes in local and sustainable cuisine with an emphasis on clean eating and cancer-fighting super foods. The chef-driven menus are offered for breakfast and lunch. Walk-ins are welcome. For large party reservations, call 402.552.9860. For after-hour events, call 402.559.6832.

COFFEE SHOPS**Storz Coffee Shop****Clarkson Tower, level one**

Monday to Friday, 6:30 a.m. to 2 p.m.

We offer a wide selection of coffee, tea, latte, espresso, Frappuccino® Blended Beverages, bottled beverages, breakfast and snack items.

Espresso Coffee Shop**Clarkson Doctors Building North, level three**

Monday to Friday, 7 a.m. to 1 p.m.

We offer a wide selection of coffee, tea, latte, espresso, Frappuccino® Blended Beverages, bottled beverages, breakfast and snack items.

Lagniappe Coffee Shop**University Tower, east atrium, level two**

Monday to Friday, 6:30 a.m. to 4 p.m.

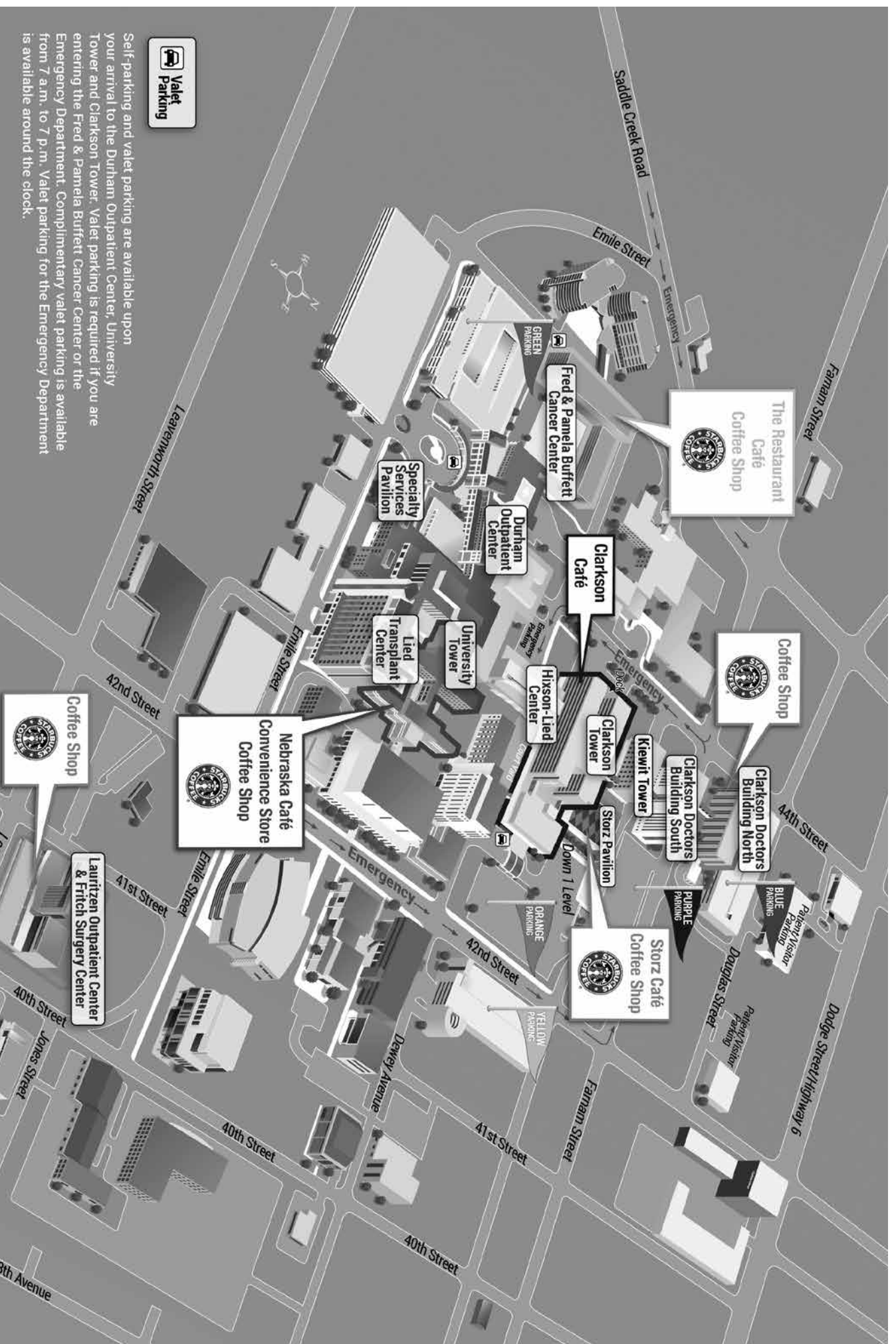
We offer a wide selection of coffee, tea, latte, espresso, Frappuccino® Blended Beverages, bottled beverages, breakfast, lunch and snack items.

Coffee Shop**Fred & Pamela Buffett Cancer Center, ground level**

Monday to Friday, 7 a.m. to 7 p.m.

We proudly service Starbucks coffees, espresso drinks, specialty beverages, pastries and sandwiches.

See next page for map of locations.





HOSPITAL RESOURCES

Spiritual Care

Through the Spiritual Care Department, staff chaplains and volunteers from a variety of faith traditions are available to offer spiritual and emotional support to patients and families 24 hours a day, every day. Or if you prefer, we will assist you in contacting representatives of your own faith community. We can be reached by calling our office at 402.552.3219 or through the hospital operator. Any of the hospital staff can also help you contact us. Please feel free to call anytime.

The Spiritual Care office is located on level one of Clarkson Tower, room 1874. St. Luke's Chapel is located on level one of Clarkson Tower near the main entrance and is open 24 hours a day for prayer and contemplation. A variety of worship services are offered in St. Luke's Chapel and are televised on channels 31 and 75. Please call our office for a current schedule of services.

Social Work

Illness can cause major changes in your life and the lives of your family members. Our social workers are trained to help you and your family to adjust to such changes, which may be emotional, physical, social or financial. Social workers also assist in making plans for after your discharge from the hospital, which includes placement to nursing facilities, home health services or meals to be delivered at home. They can also assist with completing your advance directive.

Social work services are available to all patients and families at Nebraska Medicine – Nebraska Medical Center at no charge. If you would like to talk with a social worker, ask your nurse to call 402.559.4420.

Spiritual Care
402.552.3219

Volunteer Services
402.559.4197

Social Work
402.559.4420

Care Transitions Nurse

Patients who are admitted to the hospital often receive complex and highly technical care. Nurse case managers screen every patient admitted to Nebraska Medicine – Nebraska Medical Center to assist in coordinating care for patients who will have needs after discharge.

The nurse case managers will then work collaboratively with physicians and other professionals (Dietary, Occupational Therapy, Physical Therapy, Respiratory Therapy and Social Work) to ensure any complex needs are addressed and planned for prior to dismissal or transfer to a skilled health care facility. In addition, case managers identify patient educational needs and ensure follow-up appointments are made with the patient's primary physician.

Volunteer Services

Nebraska Medicine has a diverse group of individuals who generously share their time and talents with you as hospital volunteers. Nebraska Medicine volunteers can be identified by their dark green jackets or polo shirts and volunteer name tags. For more information about these services, or to learn how to become a volunteer, please call Volunteer Services at 402.559.4197 or email volunteering@nebraskamed.com.

Healing Arts Program

At the Fred & Pamela Buffett Cancer Center, we go beyond curing a disease and begin to heal the human spirit by creating an atmosphere of hope and resilience. It is in this spirit that the Healing Arts Program was created to support and comfort people through the arts.

The Healing Arts Program will be comprised of four primary elements to help reduce pain perception, anxiety, stress, loneliness and depression and to provide new insight and clarify feelings about a cancer diagnosis and treatment.

The four elements will include:

- Therapeutic programs
- Physical art collection
- Leslie's Healing Garden
- Chihuly Sanctuary

As part of the program, you'll find a lighted, 75-foot tall glass tower called "Search", created by Omaha artist Jun Kaneko, on the corner of 45th Street and Dewey Avenue. Rotating art exhibits will also be displayed on level one.



Chihuly Sanctuary

Dale Chihuly, a pioneer of the studio glass movement and considered to be one of the world's foremost artists working in glass today, worked closely with Nebraska Medicine and UNMC to create a peaceful space for patients, visitors, researchers and caregivers. Located adjacent to the Infusion Center, surgery waiting area and outpatient clinic on level four, the 2-story Chihuly Sanctuary features ten art experiences for its visitors, each designed specifically for the space. The atrium can be accessed on level two. The creation was made possible with a gift from Suzanne and Walter Scott. You can learn more about the program at [BuffettCancerCenter.com/facility/art-healing](https://buffettcancercenter.com/facility/art-healing).



Leslie's Healing Garden

Mona and Marshall Faith have been serving our community in many ways for the last 50 years. Mr. and Mrs. Faith generously provided for Leslie's Healing Garden in honor of their daughter, Leslie, who lost her battle with pediatric cancer when she was 2 years old. The 7,700 square-foot garden, which features more than 20 types of perennials, is designed to be a place of respite for patients, families and staff. The garden is located on level two.

FOR YOUR SAFETY AND SECURITY

Personal Belongings

We encourage you to send all non-essential belongings home. Any valuables should be checked in with security at the time of your admission. Nebraska Medicine assumes responsibility for these items only when they are properly deposited in the hospital Security office safe. You are responsible for these items if they remain in your room. This service is available 24 hours a day, seven days a week. Security can be reached at 402.559.5111. Any outside medical equipment must be approved prior to use.

Smoking Policy

The health and welfare of our patients is our primary concern. To ensure a safe and healing environment, Nebraska Medicine is smoke-free and tobacco-free. Smoking, electronic cigarettes and other use of tobacco are not permitted on Nebraska Medicine property. Your doctor can provide information about the use of alternative therapies, medications, nicotine patches and counseling.



Security

402.559.5111

Hand Hygiene

Good hand hygiene is the single most effective method of preventing the spread of germs. Germs can cause infections. Each patient and visitor plays an important role in preventing the spread of germs. Working together, we can prevent the spread of infection.

You can help prevent the spread of infection by:

- Washing your hands after toileting and when hands are soiled
- Using hand sanitizer or washing hands before eating
- Asking visitors and staff to clean their hands before and after time spent in your room
- Telling visitors not to visit you if they are ill (cold, flu, gastroenteritis, etc.)
- Covering your cough or sneeze with a tissue then perform hand hygiene
- Bathing or showering daily with chlorohexidine solution while you are in the hospital
- Your nurse can provide information on hand hygiene and chlorhexidine bathing upon request

Isolation or Transmission-based Precautions

Your health care provider may tell you that you need isolation precautions. Isolation precautions are used to decrease the risk of spreading an illness or resistant germ to others. Your health care team may wear gowns, gloves, masks and/or eye protection while caring for you. If isolation precautions are used, you should not leave your hospital room unless there is a medical reason and you have been given instructions. It is important to follow the isolation precautions as explained by your health care provider. Everyone should wash their hands before entering and leaving the room. Information on your specific type of isolation is available upon request.

FOR YOUR FAMILY AND FRIENDS

Visiting Information

Visits from family and friends are important to the health and recovery of our patients. Nebraska Medicine defines the term “family” as anyone who plays a significant role in a patient’s life. We understand this may include someone who is not legally related to the patient. Nebraska Medicine also considers issues such as adequate rest, privacy, security, infection control and confidentiality important to any hospitalization. Child visitation is welcomed when appropriate. Children must be accompanied by an adult at all times. Children are not allowed to stay overnight. Our goal is to create a calm, quiet and healing environment. Each unit has designated quiet hours. Ask your nurse what those hours are. Headphones and earplugs are available upon request. If you have a concern about the noise level in your area, please contact a member of your care team.

Patient and Visitor Guidelines

- Only two visitors at a time. Be respectful of other patients if you are sharing a room
- Keep visits short. Be sensitive to patient discomfort and the need for rest
- Visitors may be asked to leave in order to honor the patient’s privacy, provide medical care or to ensure safety
- Persons with infectious illnesses are asked not to visit. If you are not sure if you have a contagious condition, please speak with the nursing staff. Visitation may be restricted during outbreaks of infectious illnesses
- For the health and safety of our patients, visitors may be asked to provide information on recent vaccines
- Please respect our patients and visitors by refraining from entering restricted or private areas while playing smartphone games

Visiting hours are unit specific. Visitors should discuss visiting guidelines and appropriate visiting hours with the nursing staff.

After 8:30 p.m., visitors may enter through the main entrances of the Durham Outpatient Center, Clarkson Tower or the Fred & Pamela Buffett Cancer Center. Upon security clearance, visitors will be issued a name tag at the security checkpoint. For Intensive Care Units, families are asked to designate one family member to communicate with the nurse by phone to allow the nurse more time with the patient. For Labor and Delivery Units, visitors may be limited and will be required to sign in upon entrance.

Parking

Visitors are encouraged to self-park to better accommodate patients who need valet parking assistance. Parking is available in the following visitor/patient parking areas:

CLARKSON TOWER

Near the main entrance to the hospital at 42nd Street and Dewey Avenue.

DURHAM OUTPATIENT CENTER/UNIVERSITY TOWER

Parking is available in the parking structure connected to the Durham Outpatient Center, also known as Green parking, near 45th and Emile streets. Take the elevator to level one to enter the main lobby.

Valet parking is available for patients at the entrances of the Durham Outpatient Center, Clarkson Tower and the Fred & Pamela Buffett Cancer Center Monday to Friday, 7:30 a.m. to 5 p.m.

You can call Security for an escort to your car at 402.559.5111.

Handicap Accessibility

Handicapped visitors are provided parking and barrier-free access to all areas in the hospital. Restrooms designed to accommodate physically handicapped persons are located at various locations in the hospital.



SPECIAL SERVICES

Mail Delivery

Your mail will be delivered Monday to Friday by volunteers.

Mail should be addressed as follows:

(Patient Name)
Patient Mail
Hospital Room #
P.O. Box 6159
Omaha, NE 68106-0159

Mail received after your discharge will be forwarded to your home unless you notify the Volunteer Services Department of another location to which you wish to have it sent.

WellWishers Program

Friends and family can send their thoughts to our patients with an ecard through our WellWishers program. On the home page of our website, **NebraskaMed.com**, the public can click "Patients and Visitors" located at the top of the webpage. Then choose "Visiting or Contacting a Patient." After typing a message and sending it, our team of volunteers will print the card in color and deliver it to the patient Monday to Friday. There is no charge for this service.

ATM

Automated teller machines (ATMs) are located on University Tower, level two near CornerStone Gifts and on level three near the Nebraska Café exit. At Clarkson Tower, ATMs are located on level one near the gift shop and outside Clarkson Café. There is also an ATM located on the ground level of the Fred & Pamela Buffett Cancer Center.

Fitness Facilities

Patients and family members who are staying at Nebraska House or Ronald McDonald House may use the UNMC Center for Healthy Living at 39th and Jones streets free of charge. Contact staff at these locations for further details.

Flowers and Balloons

Live or dried flowers are not allowed in some patient care areas of the hospital. The nursing staff and the gift shop staff can help you make appropriate selections. While mylar balloons are acceptable, latex balloons are prohibited because of the potential hazards they pose for our patients, care providers and guests.

Postage Stamps

Postage stamps may be purchased at CornerStone Gifts or the Clarkson Gift Shop.



CornerStone Gifts
402.559.4198

Clarkson Gift Shop
402.552.3290

Gift Shops

CORNERSTONE GIFTS

CornerStone Gifts, located on level two of the Durham Outpatient Center offers fresh flowers, jewelry, greeting cards, candy, magazines, toys, mylar balloons, seasonal gifts and personal items. Store hours are from 9 a.m. to 5 p.m., Monday to Friday; closed weekends and holidays. Call 402.559.4198 to arrange for floral and gift delivery. Most major credit cards are accepted.

CLARKSON GIFT SHOP

Clarkson Gift Shop, located on level one near the Clarkson Tower main entrance, is open from 9 a.m. to 5 p.m., Monday to Friday; Saturday and Sunday from noon to 4 p.m. The gift shop is closed holidays. A variety of sundry items, magazines, cards, candy, flowers, baby items, mylar balloons and unique gifts for every occasion are available. Call 402.552.3290 to arrange floral and gift delivery. Most major credit cards are accepted.

The Company Store

The Company Store is located on level one of Clarkson Tower near the entrance to Clarkson Café by the main elevators. The Company Store offers apparel, accessories and gift items bearing the Nebraska Medicine brand. Hours are 10 a.m. to 2 p.m. Monday to Friday, closed weekends, holidays and on some days without notice. Most major credit cards are accepted. You can also shop The Company Store online by visiting store.NebraskaMed.com. During business hours, you can reach us at 402.552.6409.

Outdoor Areas

Those undergoing lengthy treatment for serious illnesses often need a place away from the clinical environment of their treatment. The Healing Gardens, adjacent to The Lied Transplant Center, provides patients and families a tranquil environment in a beautifully landscaped, peaceful outdoor setting for relaxation, quiet reflection and conversation. You may access The Healing Gardens from The Lied Transplant Center.

Additional outdoor respite areas include two areas accessible from the Hixson-Lied Center: the Rooftop Garden (use elevator C to level four) and the Caregiver's Plaza, which is accessible from the main level.

Lodging

Extended inpatient and outpatient treatment may create a variety of needs for housing. Nebraska House, in The Lied Transplant Center, will assist with information and referrals to nearby hotels. For more information, contact the Nebraska House hospitality desk at 402.559.5599 or visit level two of the Lied Transplant Center. The Ronald McDonald House, for families of pediatric patients, is located close to the Nebraska Medical Center campus and is also available by special arrangement.

Outpatient Pharmacy

We have an Outpatient Pharmacy in the hospital you can use to fill your prescriptions. It's located on the level two of the Durham Outpatient Center and is open Monday to Friday from 7 a.m. to 9 p.m.; Weekends and holidays from 8:30 a.m. to 4:30 p.m. You can reach the pharmacy at 402.559.5215 or 800.233.3455. The Outpatient Pharmacy also offers free mail-out services of your prescriptions for your convenience.

To refill a prescription, call 402.559.5215 or online at NebraskaMed.com/pharmacy/prescription-refills.

Specialty Pharmacy Services

We have a Specialty Pharmacy in the hospital you can use to fill your specialty prescriptions. The Specialty Pharmacy focuses on complex medication therapies that require additional monitoring by a pharmacist. Benefits of using our Specialty Pharmacy include:

- Coordination and regular communication of care with your health care providers.
- Completion of prior authorization with your insurance company.
- Assistance finding help for high copays.
- Patient training, education and counseling.
- Compliance monitoring and refill reminders.
- Free delivery of medications.

We are located within the Outpatient Pharmacy on level two of Durham Outpatient Center and are open Monday to Friday from 9 a.m. to 5:30 p.m. You can reach the Specialty Pharmacy at 402.559.2484 or 855.299.9283.

Interpretive Services/ Hearing Impaired

In compliance with the American with Disabilities Act of 1990, our Interpretive Services program can provide, through various means, qualified language interpreters as well as sign language interpreters 24 hours a day, seven days a week for Limited English Proficient (LEP) or hearing impaired patients and employees of Nebraska Medicine. We have instant access to a telephonic medical language line. All interpreters have proven proficiency in their target language as well as medical interpreter training. We have Spanish interpreters on site and available 24 hours a day, seven days a week. If you require a language or sign language interpreter or have other language needs, please have your nurse or hospital staff contact our Interpretive Services Department at 402.559.8697.

For hearing impaired patients, we also have access to Video Remote sign language interpretation as well as other assistive devices such as a TTY phone and Pocketalkers. If you have a need for these devices, have your nurse or hospital staff contact Interpretive Services. Equipment must be returned to Interpretive Services upon discharge by hospital staff. Your television is also equipped with closed captioning.

Newspapers

Daily newspapers may be purchased from vending machines near the main entrance of each hospital tower and at the main elevators of Clarkson Tower.

Notary Public

Notary public service for health care related documents is available Monday through Friday at no cost to patients and families. Weekend service is available by special request. Call the operator by dialing "0" for help with this service.

Nebraska House

402.559.5599

Interpretive Services

402.559.8697

HOSPITAL BILLS AND INSURANCE

Understanding Your Statement

Nebraska Medicine bills your insurance company(ies) and any responsible third parties before it sends you a bill. The balance due on your statement is your portion and it is your responsibility to pay it. If you are unable to pay the full balance, please contact Customer Service at 402.559.3140 or 888.662.8662. You may also visit Access Services and speak directly with a financial counselor.

Hospital and/or Doctor Bills

Although some or all of your services may have been received at Nebraska Medicine, in some cases, you may receive a bill from a physician you did not visit for services such as radiology image review, pathology specimen analysis, consultations or anesthesia during surgery. In addition, you may receive a bill from Nebraska Medicine even if you did not visit the hospital. In those cases, your physician may have sent a specimen to the hospital lab for analysis.

Payment Options

In an effort to assist our patients and benefit the community, Nebraska Medicine has several financial options available for our patients. Financial assistance and payment programs are available to those who qualify.

Additional questions regarding financial options can be addressed by customer service at 402.559.3140 or 888.662.8662. In addition, Nebraska Medicine offers several payment options for outstanding patient balances to assist you with resolution.

Payments may be made to your account using any of the following methods:

- Check
- MasterCard
- Money order
- Discover
- American Express
- Debit card
- Visa
- Online at NebraskaMed.com
- One Chart | Patient

If you are an employee of Nebraska Medicine, you may make arrangements for payroll deduction by contacting a financial counselor or Patient Financial Services. Please return the bottom portion of your bill with your payment.

Posting of Payments

Payments received will be applied to the oldest date of service unless you specify an account number and the service date payments should be applied. Indicate the account number and date of service you would like the payment to be applied to by writing them on your check or in the "Amount Paid" box on the payment stub.

Paperless Billing

Nebraska Medicine offers paperless billing. Sign up on One Chart | Patient or contact Customer Service at 402.559.3140 or 888.662.8662.

Financial Questions

If you have any questions regarding your bill, need to make payment arrangements or if your balance does not match your records, please call, visit our office or email us at PFSQuestions@nebraskamed.com.

Financial Counseling

Financial counseling services are provided by a team of professional patient financial counselors, trained in financial counseling for all medical services. The team is responsible for assisting all patients, staff and physicians with needs related to insurance, billing and various programs. Cost estimations for procedures are provided as well as collection of payments as is appropriate.

Unexpected medical expenses can be a financial burden. If you think you may have difficulty paying your bill, we can help. Financial assistance options are available. If you would like information about financial assistance, contact a patient financial counselor at the phone number(s) below or email pasfinancialcounselor@nebraskamed.com.

When calling a financial counselor for assistance, please be prepared to provide the following information:

- Patient name
- Medical record number (if available)
- Insurance information (if available)
- Detailed explanation of patient's need

Patient Financial Counseling

402.559.5037

402.552.3187

800.552.8802

Fax: 402.559.7339

Monday – Friday, 6:30 a.m. to 4:30 p.m.

INTERNET, TELEVISION AND RADIO

Internet Access

Nebraska Medicine would like to assist you in keeping your lifestyle as normal as possible during your hospital stay. One of the ways we help achieve that is by providing patients with high-speed Internet access.

Wireless Internet connection is available in several locations on campus, including patient areas. If you have technical questions, please contact the IT Help Desk at 402.559.7700, option 2.

Individuals using the wireless network are subject to having all of their activities monitored and recorded by systems personnel. Nebraska Medicine reserves the right to revoke and deny access, without warning, in the event that abuse of policy is detected.

Internet users have several responsibilities during their time online at Nebraska Medicine, including:

- Responsible use of resources.
- Refraining from illegal or unethical Internet use.
- Respect of copyright laws by making only authorized copies of copyrighted materials.
- Refraining from altering hospital-owned equipment and software.
- Accurately represent self by access code, password and/or signature as appropriate.
- Acknowledgement that email is not confidential and may be read by others.
- Acknowledgement that Internet use is a privilege.
- Refraining from use of Peer-to-Peer (P2P) software products, which are restricted by the hospital.

In rare situations where problems occur, unlawful activities will be referred to the appropriate legal authorities. The hospital is not responsible for any damages – direct or indirect – or any liabilities that may arise from a customer's Internet use.

IT Help Desk

402.559.7700



Follow Us

Nebraska Medicine posts regular updates on hospital events, support groups and medical advances online.

Home page – NebraskaMed.com

Facebook – facebook.com/NebraskaMed

Twitter – twitter.com/NebraskaMed

YouTube – youtube.com/user/NebraskaMedCenter

Television Programming

Patient rooms equipped with a color television are able to receive cable or internet protocol (IPTV) programming.

Conversion devices can be attached to television sets in patient room for closed-captioned viewing for the hearing impaired. Please contact your nurse if you need this service.

Concourse Level

| Department | Level | Department | Level | Department | Level | Department | Level |
|--|-------|---|--------|--|-------|------------------------------|--------|
| University Tower | | | | | | | |
| Adult Crisis Unit | 7 | Family Medicine Clinic | 3 | The Company Store | 1 | Cancer Clinic | 4 |
| Bariatrics Center | 2 | Heart Center | 2 | Trauma Medical/Surgical/Telemetry | 9 | Case Management | 4 |
| Biocountainment Unit | 7 | Information | 1 | Urology | 4 | Chihuly Atrium | 2 |
| Clinical Laboratory | 3 | Internal Medicine Clinic | 5 | Volunteer and Guest Services | 1 | Chihuly Sanctuary | 4 |
| Clinical Research Center | 3 | Ob/Gyn Clinic | 4 | Specialty Services Pavilion | 1 | Clinical Laboratory | Ground |
| Convenience Store | 3 | Olson Center for Women's Health | 4 | Diabetes Center | 1 | Dining Area | Ground |
| Cornerstone Gift Shop | 2 | Patient Registration | 1 | Pain Management | 5 | Family Support | 5 |
| Labor and Delivery | 4 | Pediatric Cardiology | 2 | Psychology Services | 5 | Intensive Care Unit | 6 |
| Medical Intensive Care Unit (MICU) | 5 | Pediatrics Clinic | 1 | Lied Transplant Center | 5 | Leslie's Healing Garden | 2 |
| Medical/Surgical/Telemetry | 5 | Pharmacy | 2 | Concierge | 1 | Lobby | Ground |
| Nebraska Café | 3 | Clarkson Tower | | Consultation and Education Center | 3 | Medical/Surgical Unit | 8 |
| Nuclear Medicine | 1 | Acute Dialysis | Ground | Exercise Room | 2 | Progressive Care Unit | 6 |
| Nutrition Counseling | 3 | Burn Intensive Care Unit (BICU) | 9 | Healing Gardens | 2 | Radiation Oncology | 1 |
| Patient Relations | 3 | Cardiac Cath Lab | 4 | Medical/Surgical/Telemetry | 5 | Radiology | 1 |
| Pediatrics (August 2017) | 7 | Cardiac Progressive Care Unit (CPCU) | 8 | Medical/Surgical/Telemetry | 6 | Resource and Wellness Center | 2 |
| Pediatric Intensive Care Unit (PICU) | 5 | Cardiac and Vascular Telemetry | 7 | Medical/Surgical/Telemetry | 7 | Surgical Services | 2 |
| Radiology | 1 | Cardiovascular Intensive Care Unit (CVICU) (October 2017) | 3 | Multi-Organ Transplant Clinic | 2 | Treatment Center | 2 |
| Respiratory Services | 5 | Cardiovascular Services | Ground | Orthopaedic Medical/Surgical/Telemetry | 4 | Waiting Area | 2 |
| Social Work | 2 | Clarkson Café | 1 | Resource Center | 2 | | |
| Vascular Echo Lab | 2 | Clarkson Gift Shop | 1 | Hixson-Lied Center | | | |
| Waiting Area | 2 | ECT | 2 | CT/MRI | 1 | | |
| Women's Services | 4 | Endoscopy | 2 | Emergency | 1 | | |
| Clarkson Doctors Building North | | Executive Physicals | 2 | Interventional Radiology | 2 | | |
| Coffee Cart | 3 | Fitness Center | Ground | Newborn Intensive Care Unit (NICU) | 4 | | |
| Neurological Sciences Center | 6 | General Surgery | 4 | Rooftop Garden | 4 | | |
| Neurosurgery and Pain Clinic | 5 | Hyperbaric Medicine Center | 9 | Lauritzen Outpatient Center | | | |
| Clarkson Doctors Building South | | Information | 1 | Coffee Shop | 1 | | |
| Cardiac Rehabilitation | 5 | Inpatient Surgery Waiting Area | 2 | ENT Clinic & Audiology | 3 | | |
| Cardio and Pulmonary Rehabilitation | 5 | Neuro Medical/Surgical/Telemetry | 6 | Laboratory Services | 1 | | |
| Center for Wound Healing | 3 | Neuroscience Intensive Care Unit (Neuro ICU) | 8 | Oral Facial Prosthetics | 3 | | |
| Clarkson Heart Center | 1 | Outpatient Care Center | 2 | Oral & Maxillofacial Surgery | 3 | | |
| EEG/MEG | 2 | Patient Registration | 1 | Orthopaedics Clinic | 1 | | |
| EMG | 2 | Pre-Anesthesia Screening Clinic | 1 | Outpatient Pharmacy | 1 | | |
| Massage Center | 5 | Pulmonary Services | Ground | Outpatient Surgery | 2 | | |
| Physical/Occupational Therapy | 4 | Radiology | 2 | Physical/Occupational Therapy | 1 | | |
| Radiology (Outpatient)/Pathology | 6 | St. Luke's Chapel | 1 | Plastic Surgery Clinic | 3 | | |
| Social Work | 5 | Solid Organ Transplant Unit | 5 | Pre-op/Post-op | 2 | | |
| Durham Outpatient Center | | Spiritual Care Services | 1 | Radiology | 1 | | |
| Adult Dentistry | 3 | Step-down Critical Care (SDCC) | 5 | Sleep Center | 2 | | |
| Coffee Cart | 2 | Storz Pavilion | 1 | Surgery Clinic/Urology | 3 | | |
| Diagnostic Center | 1 | Surgical Intensive Care Unit (SICU) | 8 | Fred & Pamela Buffett Cancer Center | | | |
| | | | | Bone Marrow Transplant Unit | 7 | | |

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