



WELCOME

At Nebraska Medicine, 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 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 or 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.

- 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 members 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.

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



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

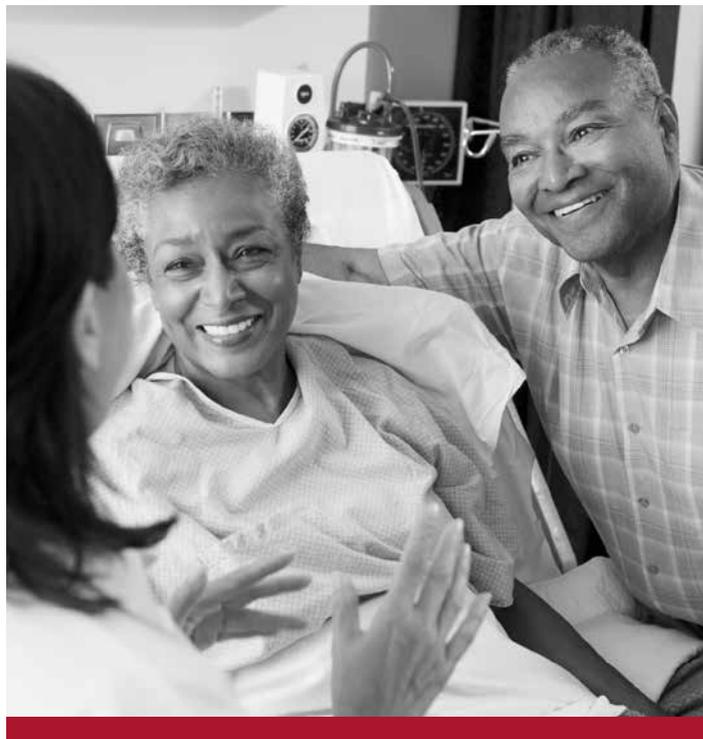
Tell your doctor about any changes in your health.

RESPECT OTHERS

You may have a roommate. They have the right to privacy, too. Consider the number of visitors you have in the room. Speak quietly. Noise levels and lights 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 the HIEs 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 comfort 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 lessen as much of the pain as possible. A pain scale is used to help you rate your pain. Using this scale, you will be asked to set your pain management goal. This goal allows you 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. Pain medication may be ordered to be given at scheduled intervals or on an as needed basis. Make a plan with your nurse to assist with pain control.

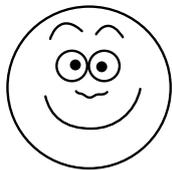
Some patients find pain relief from using non-medical alternatives. For example:

- 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.

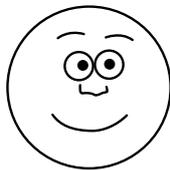
MOST IMPORTANTLY, if you have questions or concerns, do not hesitate to ask your doctor, nurse or another care team member for help at any time.

Wong-Baker FACES® Pain Rating Scale



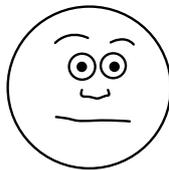
0

**No
Hurt**



2

**Hurts
Little Bit**



4

**Hurts
Little More**



6

**Hurts
Even More**



8

**Hurts
Whole Lot**



10

**Hurts
Worst**

Discharge

PREPARING 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.

Discharge Prescription Delivery Service

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 manufacture assistance programs.

Delivery service is available Monday – Friday from 8 a.m. to 8 p.m.; weekends and holidays from 9 a.m. – 3 p.m. Most major prescription insurance plans are accepted. For your convenience, all major credit cards are accepted for payment, in addition to cash or check, to be paid at the time of prescription delivery. Pharmacy charges can also 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

Nebraska Medicine has both semi-private and private rooms. Room assignment depends on medical condition, room availability and type of treatment required. 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, unless you were placed in a private room as the only available accommodation. Check with your insurance carrier if you are unsure.

Telephone Services

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

CELL PHONE USE

Cellular phone use is permitted in most areas of Nebraska Medicine. Signs are posted where prohibited.

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. Menu items are prepared to order and meals are assembled and delivered to your room in approximately 45 minutes. Patients may place their orders by dialing **2-FOOD (3663)**. This service is available from 5 a.m. to 10 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

A restaurant menu is available at each of the following locations:

NEBRASKA CAFÉ**University Tower, level three**

Monday – Friday, 6:30 a.m. to 8 p.m.

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

Brioche Doree

Monday – 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 – Friday, 11 a.m. to 2 p.m., 4 to 8 p.m.

Oriental entrees served with rice or noodles.

Hissho Sushi

Monday – Friday, 11 a.m. to 2 p.m., 4 to 8 p.m.

Freshly-made wide assortment of take-out sushi.

CLARKSON CAFÉ**Clarkson Tower, main level**

Monday – 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 – 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 – 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, main level**

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

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

Storz Coffee Shop

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

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

Monday – 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 – 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.

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

Monday – 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.

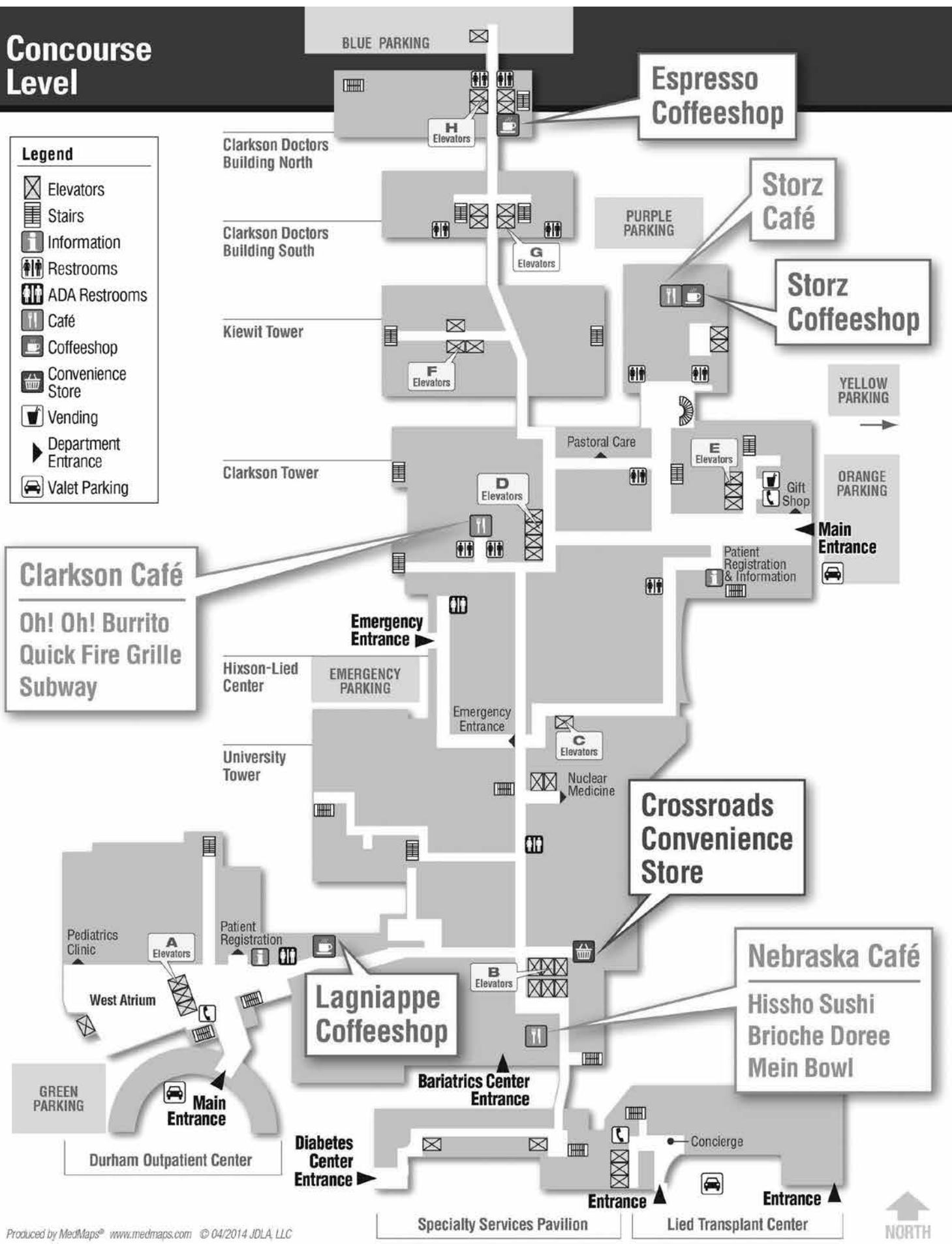
Vending machines with assorted beverages, candies and snacks are located in various locations throughout the hospital.

See next page for map of locations.

Concourse Level

Legend

-  Elevators
-  Stairs
-  Information
-  Restrooms
-  ADA Restrooms
-  Café
-  Coffeeshop
-  Convenience Store
-  Vending
-  Department Entrance
-  Valet Parking



Clarkson Café
Oh! Oh! Burrito
Quick Fire Grille
Subway

Espresso Coffeeshop

Storz Café

Storz Coffeeshop

YELLOW PARKING

ORANGE PARKING

Main Entrance

Emergency Entrance

EMERGENCY PARKING

Crossroads Convenience Store

Nebraska Café
Hissho Sushi
Brioche Doree
Mein Bowl

Lagniappe Coffeeshop

GREEN PARKING

Main Entrance

Durham Outpatient Center

Diabetes Center Entrance

Bariatrics Center Entrance

Entrance

Entrance

Specialty Services Pavilion

Lied Transplant Center





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 the first floor of Clarkson Tower, room 1874. St. Luke's Chapel is located on the first floor 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 Channel 31. 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 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

Nurse Case Managers

Patients who are admitted to the hospital often receive complex and highly-technical care. Nurse case managers screen every patient admitted to Nebraska Medicine 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.

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 or using hand sanitizer.
- Telling visitors not to visit you if they are ill (cold, flu, gastroenteritis, etc.).
- Asking visitors and staff to wash their hands or use the hand sanitizer before and after visits.
- Covering your cough or sneeze with a tissue.
- 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 Precautions

Your health care provider may tell you that you need isolation precautions. Isolation precautions are used to decrease the risk of spreading a contagious illness. Your health care team may wear gowns, gloves, masks and/or eye protection while caring for you. If you are placed under isolation precautions, 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.



Silent Hospitals Help Healing

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 Clarkson Tower main entrance or the Durham Outpatient Center main entrance. 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

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. Special parking areas are available for those patients receiving treatment in Radiation/Oncology. Access to this area is via the entrance at 44th Street, one-half block south of Farnam Street.

UNIVERSITY TOWER

Near the main entrance to the hospital at 45th and Emile streets. To enter the main lobby of University Tower and the Durham Outpatient Center, take the parking structure elevators to level one.

Visitors also are welcome to utilize the valet parking available at the main entrances of the Durham Outpatient Center/University Tower, Clarkson Tower and The Lied Transplant Center.

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 through 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 on the "WellWishers Ecards" link located at the bottom of the webpage. After typing a message and sending it, our team of volunteers will print the card in color and deliver it to the patient Monday – 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.

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 7 p.m., Monday through 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 7 p.m., Monday through 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 through 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 second floor of the Durham Outpatient Center and is open Monday – 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 second floor of Durham Outpatient Center and are open Monday – 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 PocketaTalkers. 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 and Radio Programming

Patient rooms equipped with a color television are able to receive network, satellite and radio programming on channels 4 through 51. On the following page you will find a list of channels and stations.

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.

TV CHANNELS

- | | | | | | |
|-----------|------------------------|-----------|--------------------------|-----------|-------------------------------|
| 2 | KMTV-CBS | 26 | THE LEARNING CHANNEL | 51 | PIVOT |
| 3 | WEATHER NATION | | | 52 | CMT |
| 4 | MSNBC | 27 | FOX SPORTS 1 | 53 | NICK JR |
| 5 | WOWT-NBC | 28 | BIG 10 NETWORK | 54 | BOOMERANG TV |
| 6 | KETV-ABC | 29 | ESPN2 | 55 | C-SPAN |
| 7 | HEADLINE NEWS | 30 | ESPNEWS | 56 | HALLMARK MOVIES AND MYSTERIES |
| 8 | BRAVO | 31 | CHAPEL CHANNEL | | |
| 9 | NICKELODEON | 32 | E! ENTERTAINMENT NETWORK | 57 | VME |
| 10 | CARTOON NETWORK | | | 58 | REELZ |
| 11 | USA | 33 | FOOD NETWORK | 59 | HLN |
| 12 | TNT | 34 | FOX NEWS | 60 | PURSUIT CH |
| 13 | TBS | 35 | HISTORY | 61 | DAYSTAR |
| 14 | KXVO-CW | 36 | LIFETIME | 62 | HOPE CHANNEL |
| 15 | AMERICAN MOVIE CLASSIC | 37 | TV LAND | 63 | CHURCH CHANNEL |
| 16 | TURNER CLASSIC MOVIES | 38 | A&E | 64 | NATIONAL GEOGRAPHIC |
| 17 | DISNEY | 39 | FOX | 65 | INSP |
| 18 | HGTV | 40 | UNIVISION | 67 | WORLD HARVEST TV |
| 19 | CNN | 41 | PATIENT EDUCATION | 68 | INVESTIGATION DISCOVERY |
| 20 | EPSN | 42 | HALLMARK | 69 | RFD TV |
| 21 | FREE FORM | 43 | SYFY | 70 | GEM SHOPPING NETWORK |
| 22 | DISCOVERY | 44 | BABY FIRST TV | | |
| 23 | FX | 45 | TEEN NICK | 71 | HOME SHOPPING NETWORK |
| 24 | KYNE-PBS | 46 | GALAVISION | | |
| 25 | ANIMAL PLANET | 47 | HITN-TV | 72 | BBC AMERICA |
| | | 48 | DISNEY JR | 73 | VELOCITY |
| | | 49 | DISNEY XD | | |
| | | 50 | CNBC | | |

CAMPUS MAP

Department	Level	Department	Level	Department	Level
University Tower		Coffee Cart	2	Telemetry Unit	8
Adult Crisis Unit	7	Diagnostic Center	1	The Birth Place	4
Bariatrics Center	2	Family Medicine Clinic	3	The Company Store	1
Biocontainment Unit	7	Heart Center	2	Volunteer and Guest Services	1
Children's Activity Room	6	Information	1	Wellness Center	Ground
Clinical Laboratory	3	Internal Medicine Clinic	5	Specialty Services Pavilion	
Clinical Research Center	3	Ob/Gyn Clinic	4	Diabetes Center	1
Coffee Cart	2	Olson Center for Women's Health	4	Nebraska House Guest Rooms	4
Convenience Store	3	Patient Registration	1	Pain Management	5
Cornerstone Gift Shop	2	Pediatric Cardiology	2	Psychology Services	5
Head and Neck Surgery Clinic	3	Pediatrics Clinic	1	Lied Transplant Center	
Labor and Delivery	4	Pharmacy	2	Concierge	1
Nebraska Café	3	Specialty Infusion Center	5	Consult & Education Center	3
Nuclear Medicine	1	Clarkson Tower		Executive Physicals	5
Nutrition Counseling	3	Acute Dialysis	Ground	Exercise Room	2
Oncology/Hematology		Adult Intensive Care Unit (AICU)	8	Guest Services	2
Special Care Unit (OHSCU)	7	Adult Progressive Care Unit	8	Healing Gardens	2
Patient Relations	3	Burn Center	9	Hospitality Suites	5
Pediatrics (Inpatient)	6	Cardiac Cath Lab	4	Multi-Organ Transplant Clinic	2
Pediatric Intensive Care Unit (PICU)	5	Cardiac Progressive Care Unit	7	Peggy D. Cowdery Patient Care Center	3
Radiology	1	Cardiovascular Intensive Care Unit (CVICU)	3	Resource Center	2
Respiratory Services	5	Cardiovascular Services	Ground	Sleep Center	5
Social Work	2	Clarkson Café	1	Hixson-Lied Center	
Surgical Intensive Care Unit (SICU)	5	Clarkson Gift Shop	1	CT/MRI	1
Teen Room	6	Endoscopy	2	Emergency	1
University Treatment Center	3	ECT	2	Interventional Radiology	2
Vascular Echo Lab	2	Hyperbaric Medicine Center	9	Newborn Intensive Care Unit (NICU)	4
Waiting Area	2	Information	1	Rooftop Garden	4
Clarkson Doctors Building North		Inpatient Surgery Waiting Area	2	Lauritzen Outpatient Center	
Coffee Cart	3	Neurological Sciences Unit	6	Coffee Shop	1
Neurological Sciences Center	6	Neurosciences Intensive Care Unit	8	ENT Clinic & Audiology	3
Clarkson Doctors Building South		Outpatient Care Center	2 (East)	Laboratory Services	1
Autonomic Laboratory	6	Patient Registration	1	Oral Facial Prosthetics	3
Cardiac Rehabilitation	5	Physical Therapy	6	Oral & Maxillofacial Surgery	3
EEG	2	Pre-Anesthesia Screening Clinic	1	Orthopaedics Clinic	1
EMG	6	Pulmonary Services	Ground	Outpatient Pharmacy	1
Massage Center	5	Radiation Oncology	Ground	Outpatient Surgery	2
MEG Center	2	Radiology	2	Physical/Occupational Therapy	1
Physical/Occupational Therapy	4	Solid Organ Transplant Unit	5	Plastic Surgery Clinic	3
Radiology (Outpatient)/Pathology	6	Spiritual Care Services	1	Pre-op/Post-op	2
Durham Outpatient Center		St. Luke's Chapel	1	Radiology	1
Adult Dentistry	3	Storz Pavilion	1	Surgery Clinic/Urology	3

*visual of concourse level on back cover

