

# Patient Guide



**YOUR HOSPITAL STAY**  
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Important information for your hospital stay  
at **Bellevue Medical Center**



# Welcome

We understand there may be different reasons why you are here. Regardless of why you're in the hospital, we want you to know that caring for you in a compassionate and safe way is our top priority.

During your hospital stay, it's likely that many different members of our health care team will stop in and care for you. Your care will be managed by the very best, most knowledgeable doctors. If you're not sure who someone is or their role in your care, take a look at the scrub color chart on the inside page. The color of our team's scrubs should help you identify who is a nurse or who is a nursing assistant, for example.

Please don't hesitate to ask someone who they are or what their role is. We want you to feel comfortable asking questions. We hope you find the information inside this patient guide helpful.

## ABOUT BELLEVUE MEDICAL CENTER

Bellevue Medical Center is a community hospital committed to healing and preventive health care services that support the long-term health and well-being of the residents of Bellevue and the surrounding area. The medical center is part of the Nebraska Medicine health system and includes 24-hour emergency care, inpatient and outpatient surgery, intensive care, heart and vascular services, cancer services, ear, nose and throat services, orthopaedic services and outpatient physical and occupational therapy, a pharmacy, radiology, diagnostic and lab testing as well as 91 private inpatient suites.

The hospital building has been designed to meet LEED (Leadership in Energy and Environmental Design) certification, the recognized standard for achieving specific design and construction practices that meet some of the highest performance standards possible for energy efficiency and environmentally friendly practices. Bellevue Medical Center is a certified Primary Stroke Center by The Joint Commission and a certified Chest Pain Center by The American College of Cardiology.



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## GETTING THE MOST OUT OF YOUR NURSING CARE

Our nursing staff will check in on you regularly throughout the day and night. These frequent visits are the perfect time for us to help you get all of your needs met – big and small. Please use this time to think about anything you might need during the next hour. It will make it a lot easier for us to provide you with great care. However, if you forget something and it just can't wait until the next visit, we are never more than a phone call away. Calling us directly on your bedside phone (vs. pushing the call button) is the fastest and most effective way of helping you get your needs met.

If we happened to forget to tell you about this exciting service soon after your admission, please ask us about it. You'll be glad you did!

## GETTING THE MOST FROM YOUR HEALTH CARE TEAMS

Depending on the complexity of your care, you could have a large health care team following you. It can be a challenge to keep up with everyone entering your room, but patients find these explanations and simple tips very handy.

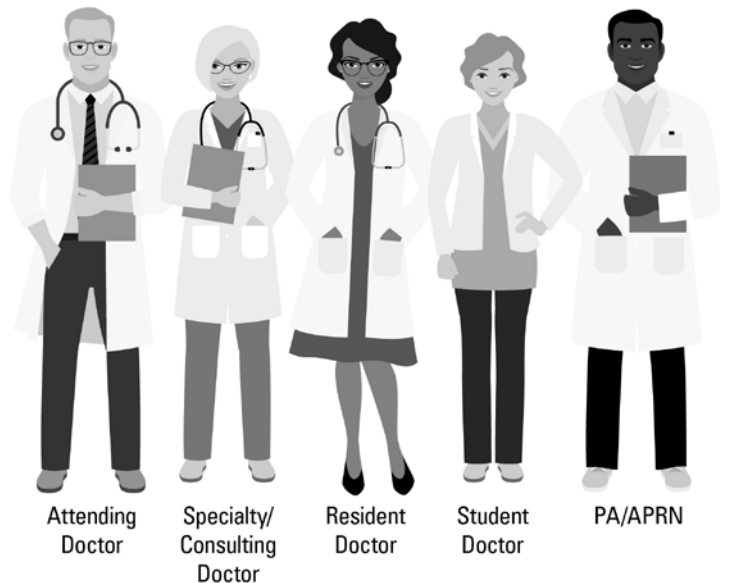
### PATIENT-CENTERED CARE



### WHO WE ARE

- Every patient has a primary doctor, also called an “attending.” This doctor is responsible for the coordination of your care and maintaining the overall care plan
- You may also have specialized doctors that are “consultants.” They are asked by your primary doctor to look at your care from another perspective
- For every health care team involved, there may also be students who visit with you. They will identify themselves as students. Thank you for partnering with us in their education

### HEALTH CARE TEAM



#### Attending

Doctor who is leading your care and trains medical residents and students

#### Specialist/Consultant

Doctor who is an expert in a certain field

#### Resident

Doctor who has finished medical school and is in training

#### Student

Student in medical school to become a doctor

#### PA/APRN

Providers who do many things a doctor does, like make recommendations about your care and prescribe medication

**HOW YOU CAN HELP**

You may hear different ideas from different specialists concerning your health plan. This is an important part of the diagnostic process and means we are considering your care from every angle. If the messages from one doctor seem to be at odds with another doctor, ask your primary doctor about it. They are communicating with all of the consultants and can help you understand the bigger picture of your care plan.

**WHAT SHOULD I DO IF I DON'T UNDERSTAND WHAT MY CARE TEAM IS TELLING ME?**

The simple answer is – ask us. We try not to use medical terms as much as possible but sometimes it slips out. You will feel much better about your care if you understand. Please help us explain your care better by pointing out words or explanations you don't understand.

## 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 have the right to freely choose a provider of your choice who is qualified to provide the service or services needed and can see you at Nebraska Medicine
- 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.

**REPORTING COMPLAINTS OR SAFETY CONCERNS**

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 you 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 below will hear your concerns.

**Patient Relations**  
402.559.8158

**Department of Health and Human Services**  
402.471.0316

**Livanta**  
888.755.5580

**The Joint Commission**  
**Online:**  
jointcommission.org, access "Action Center," then "Report a Patient Safety Event"

**Fax:**  
630.792.5636

**Mail:**  
The Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL, 60181

**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, age, gender, disability, national origin, religion, sexual orientation or gender identity.

**Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 402.559.2010 / 402.559.8697.

**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 / 402.559.8697.

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

**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**

All patients have the right to privacy. Consider the number of visitors you have and speak quietly. Noise levels and lights should not disturb other patients. **No 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 | *Patient*

At Nebraska Medicine, we use an electronic health record (EHR) we call One Chart. It allows us to keep all of your health information in your personal medical record, allowing for your health care team to coordinate your care. We take careful measures to ensure this information is kept secure and private.

You can access parts of your medical record at any time using One Chart | Patient. It's an easy tool to use on your computer, tablet or your smart phone. One Chart | Patient is a convenient way to:

- Ask your health care team questions
- Schedule appointments
- Pay your bill and sign up for paperless billing

Information on how to set up an account is provided in your After Visit Summary (or your discharge paperwork). If you have questions, call 402.559.0700 or email [onechartpatient@nebraskamed.com](mailto:onechartpatient@nebraskamed.com).

### NEBRASKA MEDICINE APP

Nebraska Medicine offers an app for iOS and Android mobile devices that makes it easy to manage your health care on the go. Take advantage of the seamless scheduling, telehealth services and messaging.

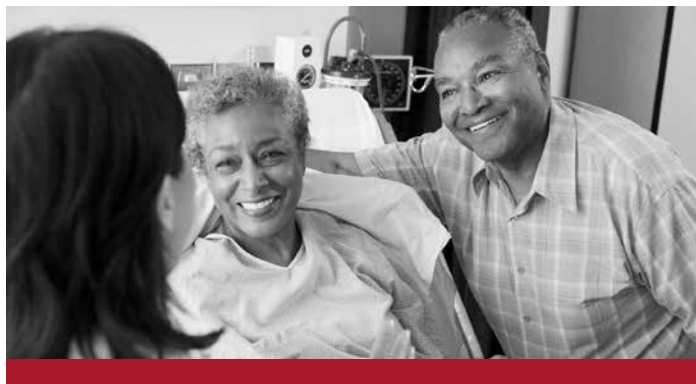
Download the Nebraska Medicine app at [NebraskaMed.com/App](http://NebraskaMed.com/App).

## 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. To opt out, contact Patient Registration at 402.552.3251.

## 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 nursing assistant assigned to you each shift. The role of the nursing assistant is to assist the nurse with taking vital signs, bathing, toileting, helping you in and out of bed and walking with you. A member of our team will check on you approximately every hour.

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. Here are some ways you can help prevent a fall during your hospital stay:

- Keep the things you use often within reach
- Learn how to turn the light on and off from your bed. Also, ask how to use the bed control
- Don't get up on your own, even to use the bathroom. Call someone to help
- Sit up slowly and with help
- Wear non-skid, well-fitting footwear when walking
- Don't try to move IV poles or other equipment on your own
- Use your walking aid as instructed by the staff. Be sure to use handrails in bathrooms or in hallways
- The staff may use a gait belt to support you as you walk together
- With the nurse present, practice using the call button before you really need it. Keep it within reach. And don't be afraid to use it

Serious injury can result from falling in the bathroom. Staff may be required to supervise you while bathing or toileting.

### 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
- We use 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.

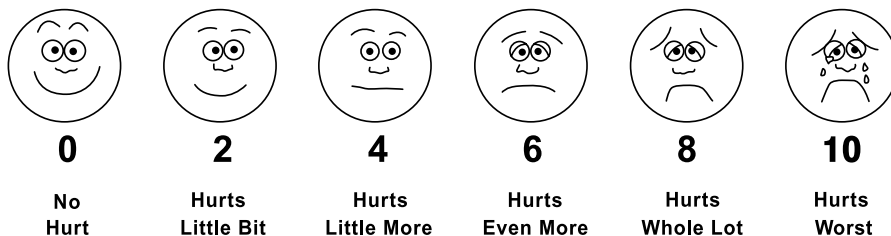
## Your pain control is one of our top priorities.

**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 preventing you from functioning and doing what you need to do to get better and promote healing. This means your pain needs to be reduced to a level that allows you to get out of bed, work with therapy and take deep breaths.

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 on an as needed basis. Your nurse will work with you to create a pain-management plan.

### Wong-Baker FACES® Pain Rating Scale



www.wongbakerFACES.org

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Significant pain relief can be achieved using non-medical alternatives. For example:

- Heat/cold
- Music
- Meditation
- Deep breathing

Your nurse can help you find non-medical alternatives that work for you. 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.**

## 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
- Choose your provider of services for post-hospitalization needs. You may be provided with a list from which to choose a provider
- 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. Most major prescription insurance plans are accepted. For your convenience, pharmacy charges will be billed to you after discharge.

Delivery service is available Monday through Friday from 8 a.m. to 7 p.m.; Saturdays 8 a.m. to noon.

### 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

Our private patient rooms offer the same soothing, nature-inspired atmosphere repeated throughout the building. These hotel-like accommodations include fold-down couches, in-room climate control systems, private restrooms, ceiling fans, wireless Internet access, room service-style dining and flat screen, cable televisions.

## Food and Nutrition Services

### DAILY CAFETERIA HOURS

Monday through Sunday, 6:30 a.m. to 2 p.m.

### "AT YOUR REQUEST" ROOM SERVICE DINING

As a patient you may select your meals from our "At Your Request" room service dining menu which is located at your bedside. Menu items are prepared to order and meals are assembled and delivered to your room within 45 minutes. Patients may place their order at any time by pressing the "FOOD" button or dialing 402.552.3663.

If you need assistance, your nurse or a Food and Nutrition Services staff member is available to help order meals. Please note that meal choices may be restricted by dietary guidelines established by your physician.

### GUEST DINING

Your guests may dine in the cafeteria located on the garden level or they may also order from the "At Your Request" menu.

### AT YOUR REQUEST HOURS

Monday through Sunday, 6:30 a.m. to 7 p.m.

## Room Service

Press the "FOOD" button or dial  
402.552.3663

## VENDING MACHINES

Vending machines are located near the Emergency Department on level one, near the café and ATM on the garden level and near Maternity Services on the level two. Inside the cafe, we also offer a vending machine of fresh food, including sandwiches, salads and yogurt.

## Telephone Services

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

### CELL PHONE USE

Cellular phone use is permitted throughout the hospital.

### LOCAL CALLS

*Dial 9.* At the dial tone, dial the local number.

### LONG DISTANCE CALLS

*Dial 9.* At the dial tone, dial the long distance number and an operator will help you.

Note: You are not charged for local phone calls. Collect calls cannot be accepted at the hospital.

For the hearing impaired, a telecommunications device (TTY) for the telephone is available. Please contact your nurse if you need one of these devices.



## HOSPITAL RESOURCES

### Care Transitions Nurse

Patients who are admitted to the hospital often receive complex and highly technical care. A care transitions nurse screens every patient admitted to assist in coordinating care for patients who will have needs after discharge.

The care transitions nurse will then work collaboratively with physicians and other professionals (Dietary, Occupational Therapy, Physical Therapy, Respiratory Therapy and Social Work) to ensure that 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.

### 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 include emotional, physical or social. The 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 no charge. If you would like to talk with a social worker, ask your nurse to call 402.559.4420.

**Social Work**  
402.763.3321

**Volunteer Services**  
402.559.4197

### Spiritual Care

Believing that spirit is an integral part of health, the Spiritual Care Department is dedicated to empowering patients and families to use their faith in the healing process. Staff chaplains are available to provide emotional and spiritual support and can contact a variety of leaders in many local faith communities on your behalf. Chaplains are available to provide private prayer, communion, and healing services as requested. Please request a chaplain visit from any hospital staff member. Additionally, a meditation room is available for patient and family use on the garden level near the cafeteria.

### Volunteer Services

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

## FOR YOUR SAFETY AND SECURITY

### Personal Belongings

We encourage you to send all non-essential belongings home. 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 402.763.3050. Any outside medical equipment must be approved.

### 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

402.763.3050

### Security Escort

If you would like to be escorted to your car upon discharge, our security officers would be happy to help you. Simply call 402.763.3050 and make your request.

### 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 germs 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

Patients have the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), and other family member, or a friend. Patients also have the right to withdraw or deny such consent at any time.

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. We also consider 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. Our goal is to create a calm, quiet and healing environment.

#### VISITOR POLICY:

- One or two visitors at a time
- Children who are able to keep a mask on can visit
- Patients with COVID-19, or those suspected of having COVID-19, can have one or two fully vaccinated visitors each day for up to two hours
- Those visiting COVID-19 patients must:
  - Provide proof of vaccination
  - Wear the personal protective equipment required in our COVID-19 units
- **Visitor hours are 6 a.m. to 8 p.m., seven days a week**
- **Visitors and escorts will be asked to leave if our guidelines aren’t followed**



Silent Hospitals Help Healing

### Visitor Guidelines

- Answer screening questions when entering the building
- Wear a mask at all times, including in patient rooms
- Do not eat or drink in patient rooms or waiting areas
- Wash your hands before entering and upon leaving patient rooms
- Stay in the patient’s room during the entire visit
- Respect the two visitor rule. Two visitors are allowed at one time. Additional visitors can enter the building only after current visitors exit the building
- 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
- Leave the building after your visit. Do not walk the hallways or stay in waiting areas

Visitor guidelines may vary unit to unit.

#### VISITOR HOUR EXCEPTIONS

- Pediatric patients may have two healthy visitors at all times
- Labor and delivery patients may have two healthy visitors at all times

#### Medical/Surgical

Quiet hours are from 2 to 4 p.m.

### Disabled Visitor Accessibility

Physically disabled visitors are provided priority 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

### Pharmacy

The on-site pharmacy is located just inside the entrance of the Bellevue Health Center.

#### Pharmacy Services

- Prescription services
- Walk-in routine immunizations
- Drug information
- Medication profile reviews
- Free delivery to home
- Automatic refill program
- Discharge prescriptions and patient education
- Over-the-counter medications
- Blood pressure monitoring
- Immunization clinic
- Flexible spending account and most insurance cards
- Enrollment aid for patient assistance programs

#### Pharmacy Hours

Monday through Friday, 8 a.m. to 8 p.m.  
Saturday, 8 a.m. to 1 p.m.

### Outpatient Pharmacy

402.595.1156

### Flowers and Balloons

Live or dried flowers may not be allowed in some patient care areas of the hospital. While mylar balloons are acceptable, latex balloons are prohibited because of the potential hazards they pose for our patients, care providers and guests.

### Outdoor Seating

We offer an outdoor patio that provides patients and families a tranquil environment in a beautifully landscaped, peaceful outdoor setting for relaxation, quiet reflection and conversation. You may access this area from the garden level of the hospital.

## 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. Nebraska Medicine has 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 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.

## Mail Delivery

Mail will be delivered Monday through Friday and should be addressed as follows:

(Patient Name)  
Patient Mail  
Hospital Room #  
2500 Bellevue Medical Center Dr.  
Bellevue, NE 68123

Mail received after a patient is discharged will be forwarded to their home unless they notify the hospital of another location to which they wish to have it sent.

## Notary Public

Notary public service is available Monday through Friday at no cost to patients and families. Call the access desk at 402.763.3045 for help with this service.

## ATM

An ATM is located near the cafeteria on the garden level.

## Local Lodging

### **Candlewood Suites Bellevue**

(special rates available)  
10902 S. 15th St.  
Bellevue, NE 68123  
402.932.8144

### **Marriott Courtyard**

(special rates available)  
3730 Raynor Parkway  
Bellevue, NE 68123  
402.408.5300

### **Hampton Inn**

(special rates available)  
3404 Samson Way  
Bellevue, NE 68123  
402.292.1607

### **Microtel Inn**

3008 Samson Way  
Bellevue, NE 68123  
402.292.0191

### **Rodeway Inn**

1110 Fort Crook Road S.  
Bellevue, NE 68005  
402.291.0804

### **Holiday Inn Express**

10804 S. 15th St.  
Bellevue, NE 68123  
402.502.4500

### **Interpretive Services**

402.559.8697

### **Notary Public**

402.763.3045

## 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 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

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](mailto: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](mailto: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

402.559.5386

800.552.8802

Fax: 402.559.7339

Monday through Friday

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

## INTERNET AND TELEVISION

### 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 Bellevue Medical Center, 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 for any liabilities that may arise from a customer's Internet use.

### Follow Us

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

**Home page** – [NebraskaMed.com](http://NebraskaMed.com)

**Facebook** – [facebook.com/NebraskaMed](https://facebook.com/NebraskaMed)

**Twitter** – [twitter.com/NebraskaMed](https://twitter.com/NebraskaMed)

**YouTube** – [youtube.com/user/NebraskaMedCenter](https://youtube.com/user/NebraskaMedCenter)





## INTERNET PROTOCOL TV (IPTV) CHANNEL LINEUP

Channel	Network	Channel	Network
2	KMTV-CBS	40	PURSUIT CH
3	WOWT-NBC	41	RFD TV
4	KETV-ABC	42	SPIKE TV
5	FOX	43	SYFY
6	KXVO-CW	44	TBS
7	PBS	45	THE LEARNING CHANNEL
8	WEATHER NATION	46	TNT
9	C-SPAN	47	TURNER CLASSIC MOVIES
10	CNBC	48	TV LAND
11	CNN	49	USA
12	FOX NEWS	50	VELOCITY
13	HEADLINE NEWS	51	BET
14	MSNBC	52	CMT
15	ESPN	53	MTV
16	ESPN2	54	VH1
17	ESPNEWS	55	BABY FIRST TV
18	ESPNU	56	DISNEY
19	BIG 10 NETWORK	57	DISNEY JR
20	FOX SPORTS 1	58	DISNEY XD
21	A&E	59	FREEFORM
22	AMERICAN MOVIE CLASSIC	60	NICKELODEON
23	ANIMAL PLANET	61	NICK JR
24	BBC AMERICA	62	TEEN NICK
25	BRAVO	63	GALAVISION
26	CARTOON NETWORK	64	HITN-TV
27	COMEDY CENTRAL	65	UNIVISION
28	DISCOVERY	67	DAYSTAR
29	ENTERTAINMENT	68	HOPE CHANNEL
30	FOOD NETWORK	69	JEWISH LIFE TV
31	FX	70	INSP
32	FXX	71	WORLD HARVEST TV
33	HALLMARK	72	GEM SHOPPING NETWORK
34	HALLMARK MOVIES AND MYSTERIES	73	HOME SHOPPING NETWORK
		74	CARE CHANNEL
35	HGTV	75	CHAPEL CHANNEL
36	HISTORY	76	SAN DIEGO ZOO
37	INVESTIGATOR DISCOVERY	77	NEBRASKA MEDICINE CHANNEL
38	LIFETIME		
39	NATIONAL GEOGRAPHIC		

## PATIENT CARE STAFF SCRUB COLORS



**STEEL**

Nursing



**WINE**

Respiratory  
Therapy



**ROYAL  
BLUE**

Physical  
Therapy



**BLACK**

Occupational  
Therapy



**NAVY**

Clinical  
Support Staff



**TEAL**

Laboratory



**RED**

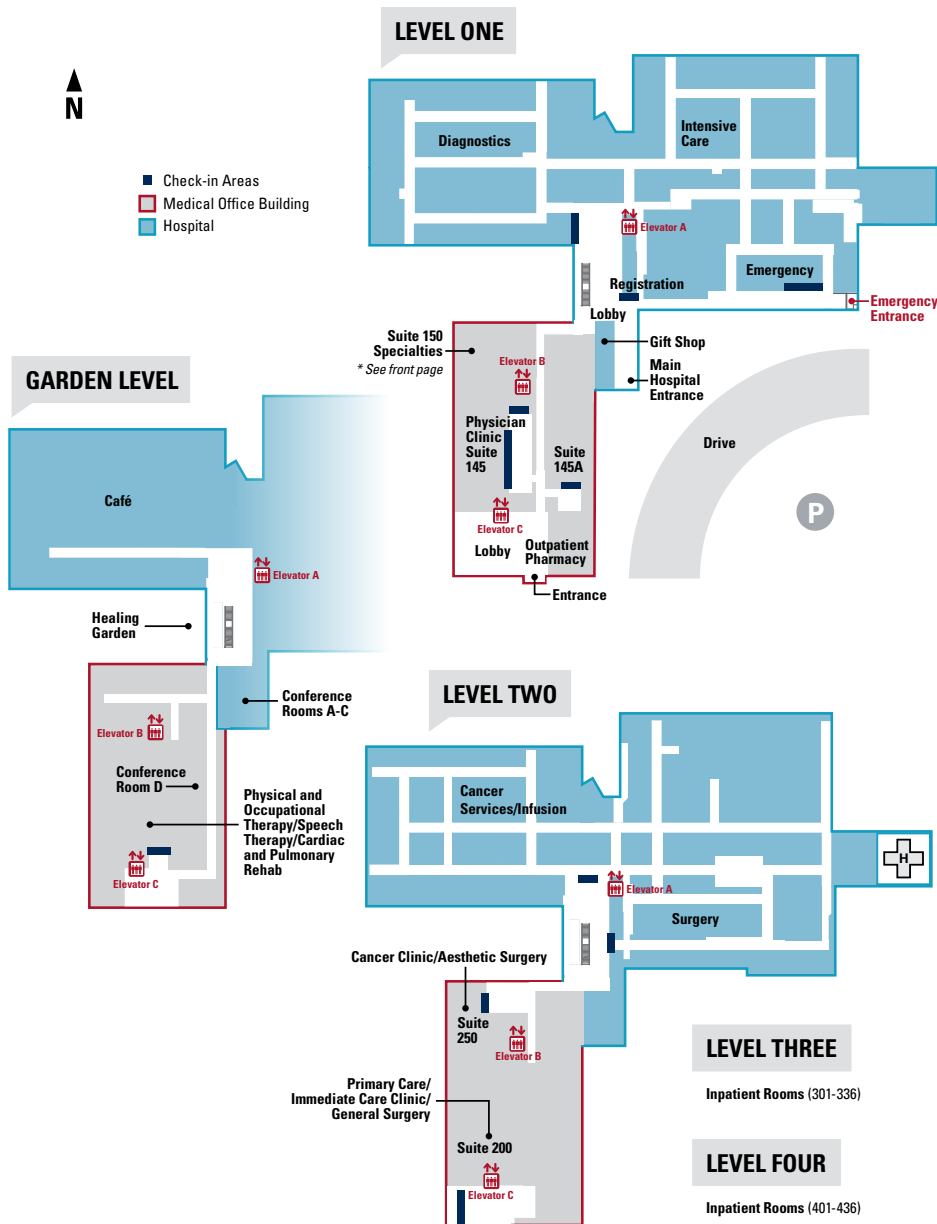
Diagnostics



**CEIL**

Pharmacy

# Bellevue Medical Center CAMPUS MAP



## GARDEN LEVEL

- ATM
- Café and 24/7 Fresh Vending
- Conference Rooms
- Healing Garden

## LEVEL ONE

- Diagnostics
- Laboratory
- Radiology
- Cardiology
- Emergency Services
- Intensive Care Services
- Registration Desk

## LEVEL TWO

- Cancer Services/Infusion
- Rooms 201-211
- Surgical Services
- Inpatient and Outpatient Surgery
- Gastroenterology Procedures
- Cardiac Catheterization
- Interventional Radiology

## LEVEL THREE/LEVEL FOUR

- Medical/Surgical
- Rooms 301-336
- Rooms 401-436

*Dine*  
with us!

### Cafeteria Hours

6:30 a.m. to 2 p.m.  
Monday through Sunday

### Room Service

6:30 a.m. to 7 p.m.  
Monday through Sunday