

# 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 what their role is 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, 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. It will make it a lot easier for us to provide you with great care. However, if you forget something and it can't wait until the next visit, we are never more than a push of the call button away.

## 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.

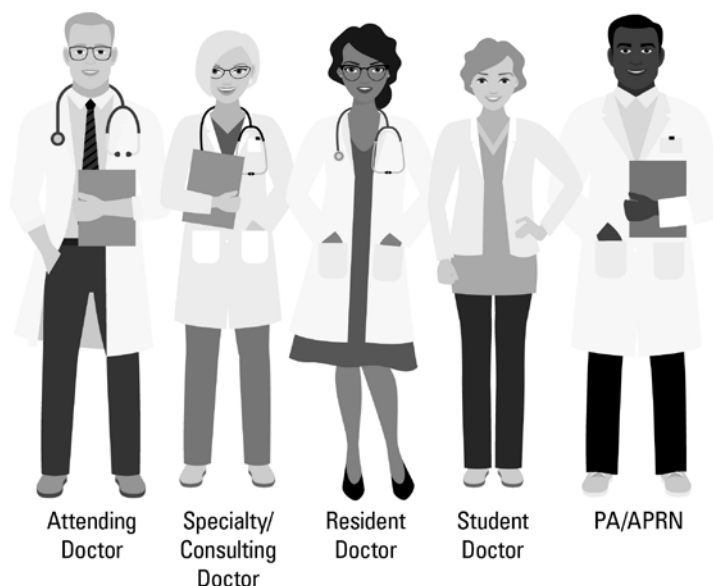
### PATIENT-CENTERED CARE



### 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 who are “consultants.” They are asked by your primary doctor to look at your care from another perspective.
- Every health care team involved may also have students visit with you. They will identify themselves as students. Thank you for partnering with us in their education.

### HEALTH CARE TEAM



#### Attending

A doctor who is leading your care and trains medical residents and students.

#### Specialist/Consultant

A doctor who is an expert in a certain field.

#### Resident

A doctor who has finished medical school and is in training.

#### Student

A 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 they slip 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 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 a 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 possible side effects.
- 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, 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 a Nebraska Medicine facility.
- You will be told about your illness and treatment before agreeing 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.
- Emergencies 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 infectious diseases to federal and local agencies.

## ADVANCE DIRECTIVES

You can state your health care choices in writing 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 proper 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, select "Contact Us," then "Report a Patient Safety Event"

#### Fax:

630.792.5636

#### Mail:

The Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181

## ACCESS TO YOUR HEALTH INFORMATION

You have the right to review your health record and 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. It does not discriminate on the basis of race, age, gender, disability, national origin, religion, sexual orientation or gender identity.

If you speak Spanish or Vietnamese, language assistance services, free of charge, are available to you by calling 402.559.2010 or 402.559.2496. We offer interpretive services in all languages.

### 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.

## Your Responsibilities

### PROVIDE COMPLETE HEALTH INFORMATION

The hospital staff needs to know your health history in order 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 to 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 cannot 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. Knowing what you are agreeing to before signing each form is important.

### 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 in this guide.

## YOUR HEALTH RECORDS

### One Chart

## One Chart | *Patient*

We use an electronic health record (EHR) we call One Chart. It allows us to keep all 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 smartphone. 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.

### 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.

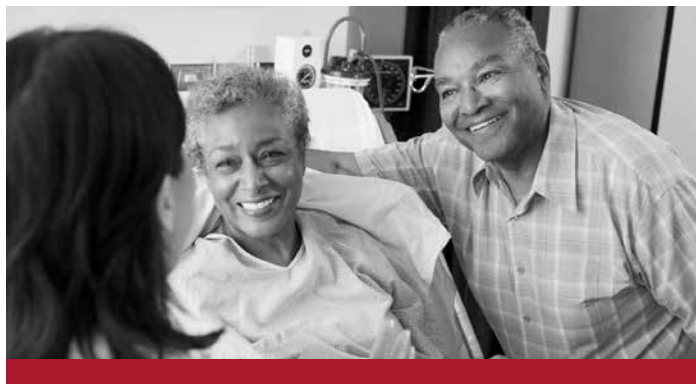
Download the Nebraska Medicine app at [NebraskaMed.com/App](http://NebraskaMed.com/App).

## 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 the 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. It does not prevent us from requesting your health information from other health care institutions where you have previously received care. To request an opt out, email [CareEverywhereElection@nebraskamed.com](mailto:CareEverywhereElection@nebraskamed.com).

## 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 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 frequently. 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 frequently.

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, 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 to 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 and WAIT for assistance.
- Sit up slowly and with help.
- Wear nonskid, 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 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 need it. Keep it within reach. And don't be afraid to use it.

Serious injury can result from falling in the bathroom. Staff will stay with you in the bathroom if you are at risk for falls. Your SAFETY is our number one priority.

### 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 procedures and practices in place to ensure your safety.

- 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.
- When giving a medication, the clinician will scan the bar code on your wristband and scan the medication to ensure the correct medication is given.

Safety is a team effort. For medications and all aspects of your care:

**S**peak up.

**P**ay attention.

**E**ducate yourself.

**A**dvocates (family members and friends) can help.

**K**now about your new medicine.

**U**se a quality health care organization.

**P**articipate in all decisions about your care.

Source: The Joint Commission

Communication is key. Please ask questions and share your concerns.

### 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. 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% pain free. In fact, attempting to make you pain free by using a lot of pain medicine could have harmful effects on your body.**

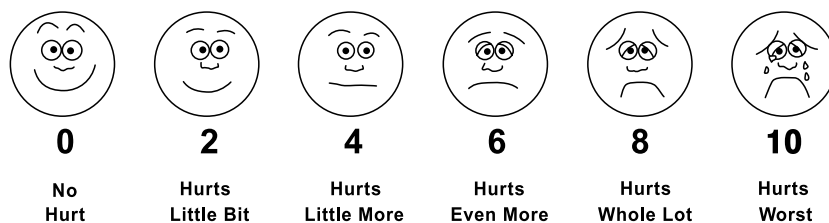
By working together with your health care team, we will reduce the pain as much as possible. A pain scale is used to help you rate your pain. Using this scale below, you will be asked to set your pain management goal. This goal should be set at the amount of pain you can tolerate without preventing you 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 and given at scheduled intervals or as needed. Your nurse will work with you to create a pain-management plan.

Significant pain relief can be achieved using nonmedical alternatives. For example:

- Heat/cold
- Music
- Meditation
- Deep breathing

#### Wong-Baker FACES® Pain Rating Scale



www.wongbakerFACES.org

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Your nurse can help you find nonmedical 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.**

## Planning for Your Discharge

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

### WHILE YOU ARE IN THE HOSPITAL:

- Ask questions about what you will need to know to take care of yourself, an infant, child or family member at home.
- 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 them 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 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 participate in the discharge prescription delivery service, the Nebraska Medicine Outpatient Pharmacy will deliver new prescription medications to your room before you leave the hospital. The Outpatient Pharmacy works with your medical team to make sure all insurance prior authorizations and high-dollar co-pays are addressed before you leave the hospital. It will also check if you qualify for other manufacturer assistance programs.

Delivery service is available Monday through Friday from 8 a.m. to 4:30 p.m.; and Saturdays from 9 a.m. to noon. Most major prescription insurance plans are accepted. Pharmacy charges will be billed to you after discharge. Bills are mailed and typically received in 4 to 6 weeks.

### After you get home:

- You will be sent home with a discharge instruction sheet (After Visit Summary). Your nurse will review this with you to ensure 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 different or more severe pain 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 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

Seven days a week from 6:30 a.m. to 2 p.m.

#### "IN-ROOM DINING" ROOM SERVICE

Available seven days a week from 6:30 a.m. to 7 p.m.

Patients may select meals from the "In-Room Dining" service menu, located at the bedside. Meals are prepared to order 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 will request a Diet Operator to call and assist you with ordering meals. Please note that meal choices may be restricted by dietary guidelines established by your physician.

#### GUEST DINING

Guests may dine in the cafeteria located on the garden level from 6:30 a.m. to 2 p.m. daily.

From 2 to 7 p.m., guests may order from the "In-Room Dining" guest menu provided in your room.

### Room Service

Press the "FOOD" button or dial 402.552.3663

### VENDING MACHINES

Vending machines are located near the Emergency Department on level one, and near the café and ATM on the garden level. Inside the café, 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 deaf/hard of hearing, 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 coordinate 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 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.

### Spiritual Care

The chaplains at Bellevue Medical Center honor and respect you, your faith, values and culture as an integral part of holistic health care.

**Social Work**  
402.763.3321

**Volunteer Services**  
402.559.4197

Our chaplains are here as you face challenges during your stay:

- If you are struggling with meaning in your illness or other spiritual issues.
- If you are wrestling with treatment choices or received difficult news.
- If you need to talk to a safe person about a fear, anxiety, or loss.
- If you are far from home and need support.
- If you want a prayer or blessing or other ritual.

The most effective way to receive a chaplain visit is to ask any hospital staff member to place a Spiritual Care consult or you can call the Bellevue Medical Center Spiritual Care office at 402.763.3021. A meditation room is also available for patient and family use. This space is located on the garden level near the cafeteria.

### Volunteer Services

Our dedicated volunteer team, a diverse group of individuals who generously share their time and talents, contributes to the outstanding patient experience that is the cornerstone of our health care facility. Volunteers 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 nonessential 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. Nebraska Medicine is smoke-free and tobacco-free to ensure a safe and healing environment. 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 gladly 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 or leaving your room.
- 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 their consent, to receive the visitors whom they designate including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another 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 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:

- Those wanting to visit patients with COVID-19, or those suspected of having COVID-19, must wear personal protective equipment.
- **General visitor hours are 6 a.m. to 10 p.m., seven days a week.**
- **Overnight visitor hours are 10 p.m. to 6 a.m., seven days a week. One adult family support person (19 years or older) is allowed to visit during this time.**
- Visitors and escorts will be asked to leave if our guidelines aren’t followed.

### Visitor Guidelines

- Follow the masking guidelines in the patient’s care area.
- 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.
- Keep visits short. Be sensitive to patient discomfort and the need for rest.
- Visitors may be asked to leave to honor the patient’s privacy, provide medical care, or 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.
- The family support person may switch out during overnight hours, but only one person is allowed at a time.
- For the health and safety of our patients, visitors may be asked to provide information on recent vaccines.
- 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.

### Visitor Accessibility

Wheelchair users are provided parking and barrier free access to all areas in the hospital. Accessible restrooms 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 5:30 p.m.  
Saturday, 9 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. While mylar balloons are acceptable, latex balloons are prohibited because of their potential hazards for our patients, care providers and guests.

### Outdoor Seating

We offer an outdoor patio that provides patients and families with 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.

### Well Wishers Program

Friends and family can send their thoughts to our patients with an ecard through our Well Wishers program. On the home page of our website, **NebraskaMed.com**, the public can click "Patients and Visitors" located at the top of the webpage. Then choose "Visiting or Contacting a Patient," then "send a free electronic card." After typing a message and sending it, the card is printed in color and delivered to the patient. Deliveries are made once per day, Monday through Friday. There is no charge for this service.

## Interpretive Services/ Deaf/Hard of Hearing

In compliance with the Americans 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 deaf/hard of hearing 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. Spanish interpreters are 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 deaf/hard of hearing 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 need any of 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 Drive  
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 South  
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 a Nebraska Medicine location, 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

Nebraska Medicine has several financial options to assist our patients and benefit the community. 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.

### 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 who are 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 and collection of payments as appropriate are provided.

Unexpected medical expenses can be a financial burden. If you 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 arising 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)

**Instagram** – [instagram.com/NebraskaMed](https://instagram.com/NebraskaMed)

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

**LinkedIn** – [linkedin.com/company/NebraskaMed](https://linkedin.com/company/NebraskaMed)

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

## INTERNET PROTOCOL TV (IPTV) CHANNEL LINEUP

Channel	Network	Channel	Network
2	EWTN	41	E! ENTERTAINMENT TELEVISION
3	POP	42	CNBC
4	UNIVISION	43	WEATHER CHANNEL
5	KMTV (CBS)	44	HLN
6	MY NETWORK TV	45	AMC
7	COZI	46	COMEDY CENTRAL
8	WOWT (NBC)	47	FOX SPORTS MIDWEST
9	KETV (ABC)	48	DISNEY CHANNEL
10	KPTM DT (FOX)	49	FX NETWORK
11	KXVO DT (CW)	50	VH1
12	NET HD (PBS)	51	CARTOON NETWORK
13	METV (KETV DT – OMAHA)	52	MTV LIVE
14	BIG TEN NETWORK BONUS	53	SYFY
15	BIG TEN NETWORK	54	FOOD NETWORK
16	HALLMARK CHANNEL	55	TCM
17	C-SPAN	56	TRAVEL CHANNEL
18	HALLMARK MOVIES & MYSTERIES	57	ION
19	FOX SPORTS 2	58	FOX NEWS CHANNEL
20	INVESTIGATION DISCOVERY (ID)	59	HGTV
21	VELOCITY	60	HISTORY CHANNEL
22	UNIMAS	61	WGN AMERICA
23	GSN	62	BRAVO
24	NATIONAL GEOGRAPHIC	63	GOLF CHANNEL
25	TLC	64	CMT
26	FOX BUSINESS NETWORK	65	TV LAND
27	TBS	66	MSNBC
28	LIFETIME	67	ANIMAL PLANET
29	SPIKE	68	NBC SPORTS NETWORK
30	ESPN2	69	FOX SPORTS 1
31	ESPN	70	TELEMUNDO
32	USA	73	FXX
33	CNN		
34	NICKELODEON		
35	MTV		
36	TNT		
37	DISCOVERY CHANNEL		
38	A & E		
39	BET		
40	FREEFORM		

## NOTES

## Notes

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