



PATIENT INFORMATION GUIDE

Important information for your
hospital stay at Nebraska Medicine



**Nebraska
Medicine**

SERIOUS MEDICINE. EXTRAORDINARY CARE.®



WELCOME

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

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

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ABOUT NEBRASKA MEDICINE

With an international reputation for solid organ transplant and nationally recognized neurology, oncology and cardiology programs, physicians at Nebraska Medicine treat patients from all 50 states and 41 foreign countries. Known for excellence, innovation and quality patient care, Nebraska Medicine – Nebraska Medical Center serves as the teaching hospital for the University of Nebraska Medical Center (UNMC). More than 350 medical and surgical resident physicians assist in the training and education of one thousand students on campus in a given year.

The environment of an academic health system is a collaborative learning exchange benefiting patients, students, physicians and researchers. Nebraska Medicine also is a recognized leader in providing exceptional care to patients by using a multidisciplinary approach which brings physicians and researchers of specialized training and backgrounds together to collaborate regarding treatment plans for each patient.

PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights

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

RESPECT

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

EQUAL CONSIDERATION

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

PRIVACY AND CONFIDENTIALITY

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

INFORMATION ABOUT YOUR TREATMENT

Your health care team will tell you:

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

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

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

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

ADVANCE DIRECTIVES

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

PAIN MANAGEMENT

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

MEETING YOUR NEEDS

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

MAKING COMPLAINTS

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

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

ACCESS TO YOUR HEALTH INFORMATION

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

Patient Relations
402.559.8158

Nebraska Consumer Protection Line
800.727.6432

The Joint Commission
800.994.6610

Quality Improvement Organization – KEPRO
855.408.8557



Your Responsibilities

PROVIDE COMPLETE HEALTH INFORMATION

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

UNDERSTAND YOUR TREATMENT PLAN

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

KNOWING YOUR CARE BEFORE MAKING DECISIONS

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

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

MAKE SURE YOUR HOSPITAL BILLS ARE PAID

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

REPORT CHANGES

Tell your doctor about any changes in your health.

RESPECT OTHERS

You may have a roommate. They have the right to privacy, too. Consider the number of visitors you have in the room. Speak quietly. Noise levels and lights should not disturb other patients. **No recordings or photographs of anyone are allowed without consent.**

HOSPITAL POLICIES AND RULES

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



YOUR HEALTH RECORDS

One Chart

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

One Chart | Patient

One Chart | Patient is a secure, online portal which allows you to view parts of your medical record, including test results and immunization records. You can also pay bills, view billing statements, request appointments and ask your provider questions. Access your One Chart | Patient account through your computer or use the application on your smartphone. After registering for an account through onechartpatient.com, you can download the free application.

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

ELECTRONIC HEALTH INFORMATION EXCHANGE

At the time of registration, you will be informed about an electronic health information exchange (HIE). HIE is an Internet-based, health information exchange. Health care providers and health insurers from across the country share and use your information for treatment, payment and limited health care operations purposes, 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 can choose not to participate by "opting out" at the time of registration.

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. 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 nurse tech assigned to you each shift. The role of the tech is to assist the nurse with taking vital signs, bathing, toileting, helping you in and out of bed and walking with you.

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

You will likely receive medications and fluids during your hospital stay. These may be given through an intravenous (IV) line or orally. You will be given information about the medications you are taking, what the medication is for and what the side effects might be.

REQUESTING ASSISTANCE

Our goal is to provide the very best quality and service. One way we do this is by checking on our patients about every hour. If you need assistance at any time, push your call light.

PREVENTING FALLS

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

MEDICATION AND PATIENT SAFETY

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

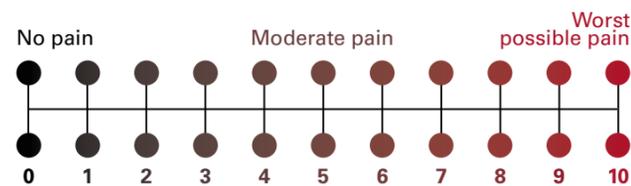
- Write down the name, strength, dose and directions for the medications you take and why you take them. To help prepare for your discharge, educate yourself during your stay and ask questions about any new medications, including the reason for taking the medication and side effects.
- Educate yourself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

Pain Management

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

By working together with your health care team, we will lessen as much of the pain as possible. Please follow these steps to achieve pain control during your recovery:

1. Discuss with your health care team realistic expectations about your pain management plan. After surgery, illness or injury you will most likely have some discomfort. It is our goal to keep you as comfortable as possible.
2. A pain scale is used to help you rate your pain. This most commonly used scale below rates pain from 0-10. If a different scale is used, your nurse will explain it to you. Be honest about your pain and report the presence of pain to your nurse. You are the only one who can say how little or how much you are hurting.



3. Using a pain scale, you will be asked to rate your pain management goal. This goal allows you to function and do what you need to do to get better and promote healing.
 - For example, if you feel your pain is a "7", you might decide if your pain was reduced to a "4", you would be able to walk to the bathroom, work with the therapists, sleep better and carry out many of your daily activities. Your caregivers will do everything possible to help you to meet this goal.
4. **"How is your pain now?"** You can expect to hear this question over and over during your hospitalization. This question provides your caregiver with a measurement to determine your response to pain control and if changes in pain management are needed.

5. Make a plan with your nurse at the beginning of his/her shift. Do you want your nurse to wake you to give you pain medications? If you have "as needed" pain medicine that is ordered every four to six hours, do you want to be offered it every four hours or every six hours? (If your nurse doesn't ask you about a plan, be sure to mention it.)
6. Pain is often easier to manage right after it starts. This may mean it is better to take a regular dose of pain medicine instead of waiting until the pain becomes more severe and difficult to control.
7. If you have experienced trouble with a certain pain medicine in the past, please be sure to discuss with your doctor or nurse so a different medication can be ordered if necessary.
8. Do not expect immediate results. You must allow time for the medicine to work and time for your body to heal.
9. In addition to medications, many other alternatives can be used to help manage your pain. Relaxation techniques such as deep breathing, listening to music and meditation can help. Ask your caregiver to provide a warm blanket, cold packs, massage or a change in position. Try to distract yourself when you are having pain by doing something you enjoy. Activities such as reading a book, watching TV or a movie and visiting with family and friends can help take the focus away from your pain as your body heals.
10. If you have another health problem that causes you to experience ongoing pain (such as arthritis, a "bad back", etc.) please tell us what works for you to control this pain when you are not in the hospital. Your care team can help you manage this ongoing pain along with any new pain you may experience as a result of your surgery, injury or illness.
11. 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.
12. **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:

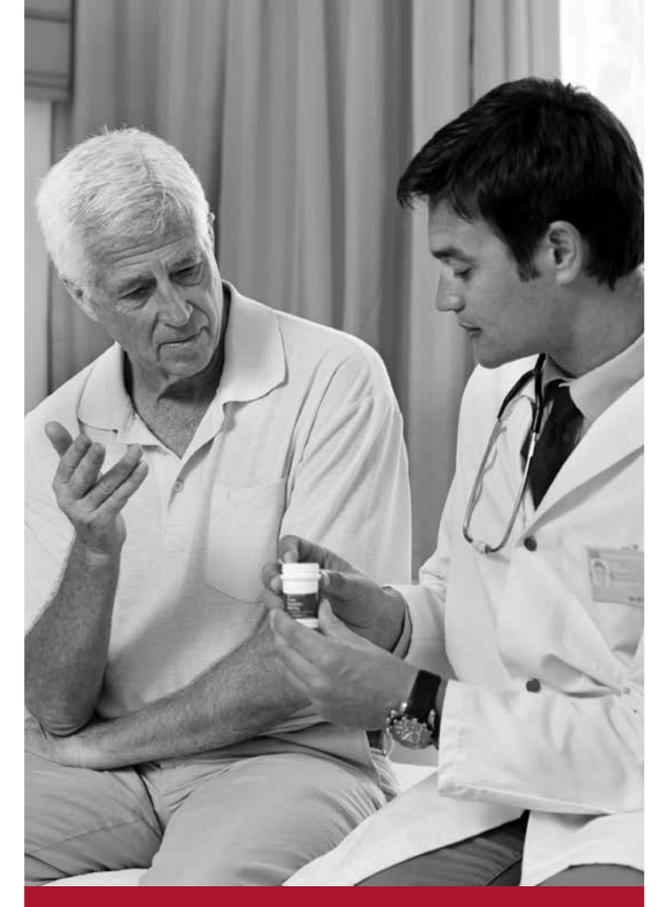
- Ask questions about what you will need to know to take care of yourself, an infant, child or family member at home.
- If a family member is going to help you at home, ask that person to come to the hospital so the nurses can show him or her what to do.
- Tell your nurse about any special things you 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.



After you get home:

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



YOUR ACCOMMODATIONS

Nebraska Medicine has both semi-private and private rooms. Room assignment depends on medical condition, room availability and type of treatment required. Personal requests for private rooms can be made and will be accommodated based on availability. As most insurance policies do not pay for patient requested private rooms, you are responsible for the difference in cost, unless you were placed in a private room as the only available accommodation. Check with your insurance carrier if you are unsure.

Telephone Services

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

CELL PHONE USE

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

HOSPITAL DEPARTMENT OR CAMPUS NUMBER

Dial the last five digits of the telephone number

LOCAL CALLS

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

LONG DISTANCE CALLS

Dial *90 and the operator will help you.

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

Room Service 2.FOOD (3663)

Food and Nutrition Services

“AT YOUR REQUEST” ROOM SERVICE DINING

You may select your meals from our “At Your Request” room service dining menu. Menu items are prepared to order and meals are assembled and delivered to your room within 45 minutes. Patients may place their orders by dialing **2.FOOD (3663)**. This service is available from 5 a.m. to 10 p.m.

Please note meal choices may be restricted by dietary guidelines established by your physician.

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

GUEST DINING

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

NEBRASKA CAFÉ

University Tower, level three

Monday – Friday, 6:30 a.m. to 8 p.m.
Weekends, 7 a.m. to 5 p.m.

Brioche Doree

Monday – Friday, 6:30 a.m. to 3 p.m.

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

Mein Bowl

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

Oriental entrees served with rice or noodles.

Hissho Sushi

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

Freshly-made wide assortment of take-out sushi.

CLARKSON CAFÉ

Clarkson Tower, main level

Monday – Friday, 6:30 a.m. to 8 p.m.

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

Subway

Open 24 hours

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

Oh! Oh! Burrito

Monday – Friday, 11 a.m. to 8 p.m.

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

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

Quick Fire Grille

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

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

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

STORZ CAFÉ

Clarkson Tower, main level

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

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

Storz Coffeeshop

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

COFFEESHOPS

Espresso Coffeeshop

Clarkson Doctors Building North, level three

Monday – Friday, 7 a.m. to 1 p.m.

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

Lagniappe Coffeeshop

University Tower, east atrium, level two

Monday – Friday, 6:30 a.m. to 4 p.m.

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

CROSSROADS CONVENIENCE STORE

University Tower, level three

Monday – Friday, 6 to 2:30 a.m.

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

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

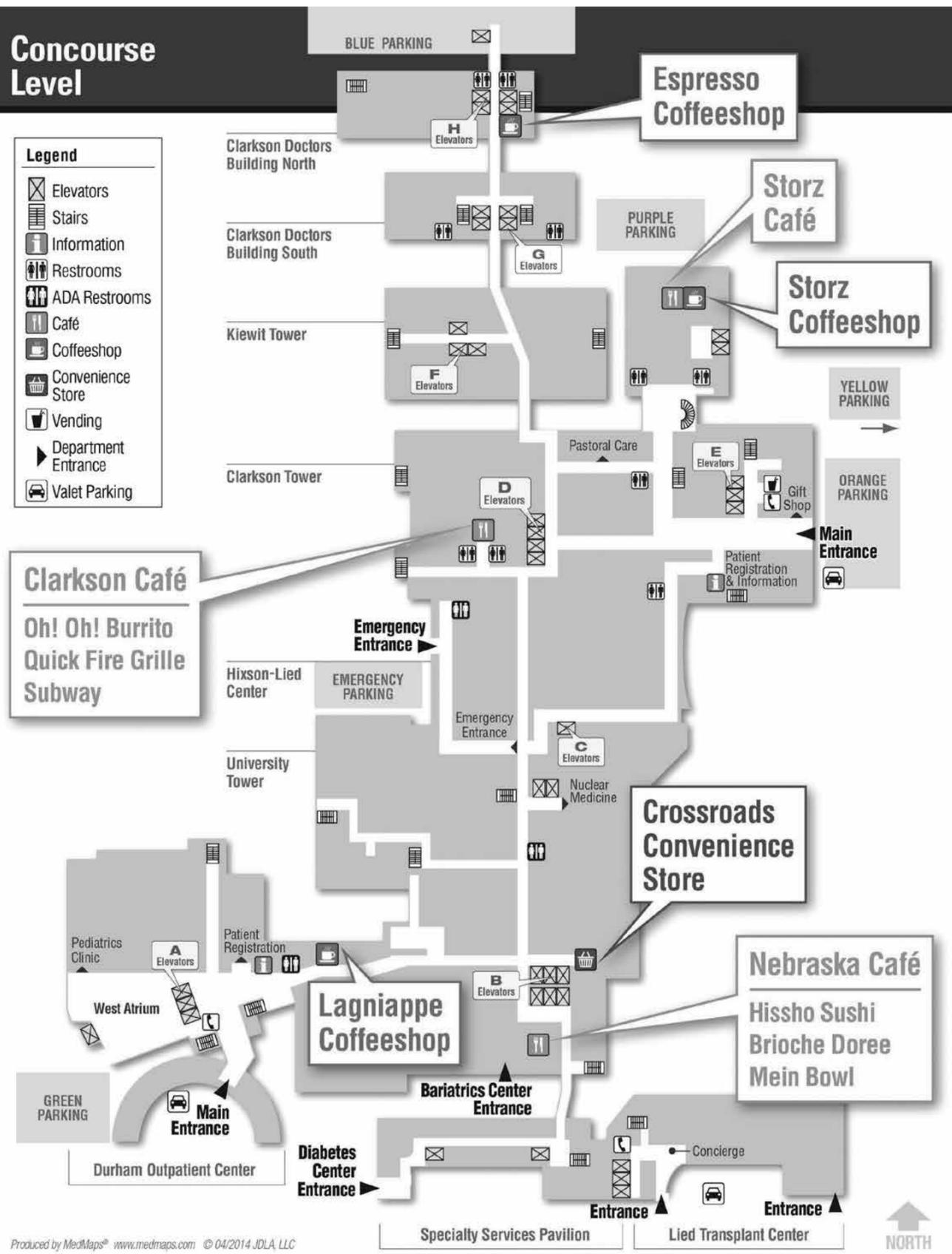
Vending machines with assorted beverages, candies and snacks are located in various locations throughout the hospital.

See next page for map of locations.

Concourse Level

Legend

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



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HOSPITAL RESOURCES

Spiritual Care

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

The Spiritual Care office is located on the first floor of Clarkson Tower, room 1872. St. Luke's Chapel is located on the first floor of Clarkson Tower near the main entrance and is open 24 hours a day for prayer and contemplation. A variety of worship services are offered in St. Luke's Chapel and are televised on Channel 31. Please call our office for a current schedule of services.

Social Work

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

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

Spiritual Care
402.552.3219

Volunteer Services
402.559.4197

Social Work
402.559.4420

Nurse Case Managers

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

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

Volunteer Services

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

FOR YOUR SAFETY AND SECURITY

Personal Belongings

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

Smoking Policy

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



Security
402.559.5111

Hand Hygiene

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

You can help prevent the spread of infection by:

- Washing your hands or using hand sanitizer.
- Telling visitors not to visit you if they are ill (cold, flu, gastroenteritis, etc.).
- Asking visitors and staff to wash their hands or use the hand sanitizer before and after visits.
- Covering your cough or sneeze with a tissue
- Bathing or showering daily with chlorohexidine solution while you are in the hospital.
- Your nurse can provide information on hand hygiene and chlorhexidine bathing upon request.

Isolation Precautions

Your health care provider may tell you that you need isolation precautions. Isolation precautions are used to decrease the risk of spreading a contagious illness. If you are placed under isolation precautions, you should not leave your hospital room unless there is a medical reason and you have been given instructions. It is important to follow the isolation precautions as explained by your health care provider. Everyone should wash their hands before entering and leaving the room. Information on your specific type of isolation is available upon request.

FOR YOUR FAMILY AND FRIENDS

Visiting Information

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

Patient and Visitor Guidelines

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

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

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

Parking

Parking is available in the following visitor/patient parking areas:

CLARKSON TOWER

Near the main entrance to the hospital at 42nd Street and Dewey Avenue. Special parking areas are available for those patients receiving treatment in Radiation/Oncology. Access to this area is via the entrance at 44th Street, one-half block south of Farnam Street.

UNIVERSITY TOWER

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

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

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

Handicap Accessibility

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





SPECIAL SERVICES

Mail Delivery

Your mail will be delivered Monday through Friday by volunteers.

Mail should be addressed as follows:

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

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

WellWishers Program

Friends and family can send their thoughts to our patients with an ecard through our WellWishers program. On the home page of our website, NebraskaMed.com, the public can click on the "WellWishers Ecards" link located at the bottom of the webpage. After typing a message and sending it, our team of volunteers will print the card in color and deliver it to the patient. There is no charge for this service.

ATM

Automated teller machines (ATMs) are located on University Tower, level two near CornerStone Gifts and on level three near the Nebraska Café exit. At Clarkson Tower, ATMs are located on level one near the gift shop and outside Clarkson Café.

Fitness Facilities

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

CornerStone Gifts
402.559.4198

Clarkson Gift Shop
402.552.3290

Flowers and Balloons

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

Postage Stamps

Postage stamps may be purchased at CornerStone Gifts or the Clarkson Gift Shop (see below for more information).

Gift Shops

CORNERSTONE GIFTS

CornerStone Gifts, located on level two of the Durham Outpatient Center offers fresh flowers, jewelry, greeting cards, candy, magazines, toys, mylar balloons, seasonal gifts and personal items. Store hours are from 9 a.m. to 7 p.m., Monday through Friday; closed weekends and holidays. Call 402.559.4198 to arrange for floral and gift delivery. Most major credit cards are accepted.

CLARKSON GIFT SHOP

Clarkson Gift Shop, located on level one near the Clarkson Tower main entrance, is open from 9 a.m. to 7 p.m., Monday through Friday; Saturday and Sunday from noon to 4 p.m. The gift shop is closed holidays. A variety of sundry items, magazines, cards, candy, flowers, baby items, mylar balloons and unique gifts for every occasion are available. Call 402.552.3290 to arrange floral and gift delivery. Most major credit cards are accepted.

The Company Store

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

Outdoor Areas

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

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

Lodging

Extended inpatient and outpatient treatment may create a variety of needs for housing. Nebraska House in The Lied Transplant Center offers accommodations for patients and family or friends who may have accompanied you here. If the Nebraska House is full, referrals to nearby hotels are available. Internet access is available at this facility. For more information contact the Nebraska House hospitality desk at 402.559.5599 or visit level two of the Lied Transplant Center. The Ronald McDonald House, for families of pediatric patients, is located close to the Nebraska Medical Center campus and is also available by special arrangement.

Interpretive Services/ Hearing Impaired

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

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

Newspapers

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

Notary Public

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

Nebraska House
402.559.5599

Interpretive Services
402.559.8697

HOSPITAL BILLS AND INSURANCE

Understanding Your Statement

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

Hospital and/or Doctor Bills

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

Payment Options

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

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

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

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

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

Posting of Payments

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

Paperless Billing

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

Financial Questions

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

Financial Counseling

Financial counseling services are provided by a team of professionally-trained financial counselors. The financial counseling team is responsible for assisting all patients, staff and physicians with insurance, billing and various program needs.

Cost estimations for procedures as well as point-of-service and/or co-payment estimates are routinely provided for many procedures and are also available upon request. This information is provided to assist in educating patients about their expected portion of the bill so they can make informed decisions. 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 Services
402.559.3140 or 888.662.8662

Financial Counselor
402.552.3187 or 402.559.5037

INTERNET, TELEVISION AND RADIO

Internet Access

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

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

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

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

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

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

IT Help Desk
402.559.7700



Follow Us

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

Home page – NebraskaMed.com

Facebook – facebook.com/NebraskaMed

Twitter – twitter.com/NebraskaMed

YouTube – youtube.com/user/NebraskaMedCenter

Television and Radio Programming

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

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

TV CHANNELS

- 4** CBS KMTV
- 5** NBC WOWT
- 8** ABC KETV
- 9** WB
- 10** Public Television (PBS)
- 11** FOX
- 12** TNT
- 13** USA
- 14** TBS
- 15** Cartoon Network
- 16** American Movie Classics
- 17** Nickelodeon
- 18** Disney Channel
- 21** CNN (News)
- 22** ESPN (Sports)
- 23** ABC Family
- 24** Discovery Channel
- 26** Univision
- 27** Animal Planet
- 28** TLC
- 30** Big Ten Network
- 31** Spiritual Care Channel
- 32** ESPN 2
- 33** ESPN News
- 34** E!
- 35** Food Network
- 36** Fox News
- 37** History
- 38** Lifetime
- 39** TV Land
- 48-51** RADIO Channels



CAMPUS MAP

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

*visual of concourse level on back cover

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Nebraska Medicine – Nebraska Medical Center CAMPUS MAP

