



Hennepin County
Medical Center

Welcome to Hennepin County Medical Center,

Your well-being is very important to us. We commit to deliver excellent care and service to each and every patient.

On the inside cover of this packet, you will find our pledge to our patients outlining our service promise to you. If you have any questions, concerns, or a special request, please talk with your nurse or the nurse manager on your unit, or contact our Patient Representatives Office at 612-873-8585.

Our mission is to provide outstanding health care services to you and excellence is our aim. We greatly appreciate that you have put your trust in Hennepin County Medical Center for your health care needs.

Thank you.

Sincerely,

Michael Belzer, M.D.
Medical Director

Arthur A. Gonzalez, Dr. P. H.

Your Care Team

Your Doctor

In addition to your primary doctor, a number of other doctors might be involved in your care. Depending on your unit, these might include resident doctors (M.D.s receiving additional training in a medical specialty), staff doctors (faculty members in the Hennepin teaching programs and the University of Minnesota Medical School), as well as medical students. Medical students do not make decisions regarding your medical condition or care, but may take your medical history and do your first examination after admission.

Your primary doctor will discuss your condition with you and explain the findings of any tests or examinations. Please feel free to ask questions about anything you do not fully understand.



Your Nurse



Each shift a nurse is assigned to specifically care for you. This nurse will help you plan and coordinate your care, and make any special arrangements for your discharge.

Your nurse provides care, gives you the medicines you need, explains any procedures, tests, examinations, or medicines that your doctor has ordered and will help you learn what you need to know for self-care once you leave the hospital. Teaching you about your illness and care is a major part of your nurse's role. Feel free to discuss your concerns with your nurse or other members of the health care team.

Support Staff

There are health care support staff who might also be involved directly in your care. They include technicians and technologists from the lab and radiology departments; pharmacists and technicians from the pharmacy; respiratory therapists, rehabilitation, dietitians, and nursing assistants. Feel free to ask them to explain the tests or procedures they are performing.

Social Services



Social workers are available to help you and your family with personal, family, and financial problems related to illness, hospitalization, and recovery.

Social workers help you plan for your post-hospital care through referral to other programs and resources available in the community. A chemical dependency counselor is also available.

Interpreters



If your native language is not English ask your nurse to arrange for an interpreter.

If you are deaf or hard of hearing, please let us know. We provide many free services including: sign language interpreters, oral interpreters, TDDs, telephone amplifiers, note taking and written materials as well as other auxiliary aids. We also provide these free services to your family or other people who may be deaf or hard of hearing while they are with you in the hospital. Ask your nurse for help in obtaining this assistance.

Chaplains



A chaplain is available to you and your family and friends when:

- You have spiritual or ethical concerns
- You want pastoral counseling for a problem or difficult decision
- You want prayer or sacraments
- You need help reaching your pastor, priest, rabbi, or spiritual leader
- You would like items such as a Koran, a Bible, sacred herbs, rosary, or prayer rug

Your nurse can call a chaplain for you or you can call 612-873-2260 and ask that a chaplain visit.

Getting Settled

Admissions



Your first stop was Admissions, you registered and provided information about your insurance, eligibility for public assistance, or other payment options.

A plastic identification (I.D.) bracelet has been placed on your wrist. Your I.D. bracelet is one way staff can be sure they have the right person when performing a test or giving medicine. Leave your I.D. bracelet on at all times while you are in the hospital.

Medicines



As your doctor and nurse are planning your treatment and care, it is important for them to know what medicines you are already taking. If you bring any medicines (prescription or over-the-counter) from home, please tell your nurse. While you are in the hospital all medicines must be secured and given to you by your nurse.

Your Room

For the safety and comfort of all hospital patients, please follow these hospital policies:

- Windows must remain closed for the hospital's heating and air conditioning systems to work properly. If your room temperature is uncomfortable, please tell your nurse.
- Tobacco use is restricted on the Hennepin County Medical Center campus.
- If you leave your room for any reason, always let your nurse know where you will be.
- Always wear shoes or slippers when you are out of bed.
- Electrical items from home such as razors, radios, TVs, are not allowed. If you have brought such an item, it should be sent home with a family member or given to your nurse to place in the hospital safe until you are discharged.

Valuables

Valuables should be left at home. The hospital cannot be responsible for items that may be lost or stolen. If you have something that you are concerned about, ask a family member to take it home, or ask your nurse to have it placed in the hospital safe.

Shortly after you are admitted, items brought with you are recorded on a property checklist.

Using Your Phone

To make a call from your bedside phone, first dial “9,” then the phone number you are calling.

To make a long distance call, dial “9 - 0 - area code - phone number” of the person you are calling. You have the option to enter your calling card number or stay on the line and an AT&T operator will assist you. Long distance calls may be billed to your home phone number or your calling card number or billed collect to the party you are calling.

Hennepin County Medical Center offers these services:

- Portable Telephone Devices for the Deaf (TDDs)
- Active Listening Devices
- Telephones with volume amplification
- Videophone

Ask your nurse if you are interested in using one of these devices.

Visitors

Visiting hours vary by unit. Ask your nurse for specific visiting hours.

Meals

Your nurse can answer your questions about food service including meal times and special dietary needs.

Television

Special hospital channels include:

Channel 46	Heart Healthy Living
Channel 47	Deaf/Hard of Hearing Hospital Information
Channel 48	Spanish Diabetes
Channel 49	English Diabetes
Channel 50	Children’s Book
Channel 51	C.A.R.E. — “relaxation/stress reduction”

The C.A.R.E. Channel is a 24-hour program that shows comforting nature scenes combined with very relaxing music. Relaxation can reduce your stress and help decrease any pain you may be having.

During Your Stay

- Activity Cart** Volunteers, recognized by their red shirts and I.D., make rounds with free games, activity items, books and magazines for patients or a staff member can obtain materials through the Volunteer Office at 612-873-2512 for patient use.
- Gift Shop** The gift shop on Level 1 of the Blue Building sells gifts, flowers, snacks, health & beauty supplies, long distance phone cards, candy, greeting cards, postage stamps, HCMC logo items, baby items, and magazines. Visa and MasterCard accepted.
- Inspire Arts Program** Artwork is installed throughout the medical center to calm, soothe, and inspire our patients, visitors, and staff. The program also stages special performing arts events and rotating art exhibits throughout the year. Exhibits are in the skyway level between the Red and Orange Buildings, the Purple 1 Lobby, and in the Blue Lower Lobby. An art activity service is available to admitted patients and their families. Call 612-873-2208 to schedule a visit.
- Hennepin Medical History Center** The MMC Historical Library collection is open Tuesdays, noon – 2 p.m. and the HCMC History collection is open Thursdays from 10 a.m. – 2 p.m. Appointments can be made with the History Center by calling 612-873-4987. Historical photos are available at www.reflections.mndigital.org.
- Wireless Internet Access** Wireless Guest Access is available for people using laptops and other devices in the medical center complex. The open wireless network offers Internet access. Use your Network Connection Utility to scan and connect to “Hennepin Co Med Ctr. Guest Access”.
- Caring Bridge** www.caringbridge.com is an internet site to make a free, personalized website that supports and connects loved ones during critical illness, treatment and recovery. This internet site can be accessed from your personal computer. Computer access is also available for visitors in the Health Sciences Library in the Red Building Level 2.
- Care Channel** Soothing scenery and music provide a pleasant background of comforting diversion on channel 51 in patient rooms.

Around the Hospital

Cafeteria



Located in the Orange Building, Level 3, the cafeteria is open seven days a week, 6:30 a.m. to 7:30 p.m.

Call 612-873-2055 for the daily menu information.

The cafeteria does not take checks, but ATM machines are located just outside the cafeteria and in the lobbies of the Purple, Red, and Blue Buildings. Visa and MasterCard are accepted.

Vending machines are located in the cafeteria and Red and Purple Building lobbies.

Coffee Shop



Freshly brewed coffee and specialty drinks, as well as snacks and deli items, can be purchased at three Perx locations:

- Purple Building, Level 2
- Red Building, Level 1 lobby
- Blue Building, Level 1 lobby

Chapel and Meditation Room



You and your family are welcome to visit the hospital chapel, located in the Green Building, Level 1 or the meditation room in the Red Building, Level 2.

Security

Our Security Staff provide the following services 24 hours a day, seven days a week to visitors, patients, and staff:

- An escort to your car within a two-block radius of Hennepin County Medical Center
- Lost and found
- Assistance locating a lost child or adult
- Directions
- Assistance with any safety or security issue

Call Security at 612-873-3232 or talk to one of the hospital's security staff for assistance. To report an incident, suspicious activity, or any emergency, pick up any telephone in the hospital and dial 9-1-1.

Health & Safety

For the health and safety of the patients, visitors, and staff, your cooperation with the following guidelines is appreciated.

- Personal scented products, such as perfume, lotion, or aftershave should not be used when coming to the hospital or clinics.
- All staff wear an I.D. badge. Visitors must wear a pass between 8:30 p.m. and 6:00 a.m. throughout the hospital and visitor I.D.s are always required in the Emergency Department, and some other inpatient units. Visitor passes are issued at the visitor entrance to the Emergency Department.
- Wheelchair and personal motorized vehicle users should move slowly and maintain a safe distance from others.

Rights and Responsibilities

Patient Rights

Your care and comfort is our number one priority while at Hennepin County Medical Center. You should know that you have certain rights while you are here.

You have a right to:

- Know about your rights as a patient and to exercise those rights without interference
- Appropriate care
- Courteous and respectful treatment
- Know the name of the doctor responsible for your care
- Have clear and complete information about your diagnosis and care
- Know about other health services involved in your care
- An interpreter or signer if you cannot speak or understand English or cannot hear
- Be involved in planning your care
- Be cared for by staff who know you and your needs
- Refuse care
- Access to information contained in your clinical records within a reasonable time frame
- Refuse to be part of experimental research
- Be free from mental or physical abuse
- Privacy and respect of your individuality
- Know which services are included in your bill
- Have your questions answered promptly
- Speak privately with family, friends, and representatives
- Have personal property with you
- Refuse to perform services for the hospital
- Consult with an advocate
- Have all information about your hospital treatment kept confidential
- File a formal written or verbal grievance with Hennepin County Medical Center

Patient Responsibilities

Patients responsibilities include:

- Follow hospital rules, be courteous and respectful to the staff and other patients, and be understanding when faced with reasonable and necessary delays.
- Make your needs known clearly, and ask if you do not understand your medical problems, treatment, or care — including when you will be seen again.
- Ask questions before you sign your name (so you can make informed decisions), and ask not only the name of your health care worker, but how each person is involved in your care.
- Let us know of your dissatisfaction.

Visitor Responsibilities

Visitors can enrich a patient's hospital stay by their presence, concern, and support. Visitors have the responsibility to:

- Cancel or delay their visit, if possible, if they have a cold, the flu, or other illness
- Supervise their children while visiting. Children under 12 must be with an adult at all times
- Respect the privacy of patients and knock before entering a room, even if the door is open
- Check with a doctor or nurse if they want to bring food or beverages for a patient
- Wear a visitor badge

Your Opinion Counts!

By sharing your thoughts and feelings about your health care experience you can help us make care and service better. You may receive a patient satisfaction survey after your stay.

Not everyone gets a survey. Patients are randomly selected to receive a survey.

If you do receive one, please complete the survey and send it back in the postage-paid envelope. If you don't receive a survey within one week of your visit and would like one, call 612-873-8585. Surveys are kept confidential.

Patient Representatives

Despite everyone's best efforts to make your stay as comfortable and pleasant as possible, problems occasionally arise. If this happens, please discuss the situation immediately with your nurse or the nurse manager on your unit. Our goal is to resolve problems as quick as possible.

If a problem is not taken care of to your satisfaction, call our Patient Representatives Office at 612-873-8585 or visit them in the Red Building, Level 2 skyway. All concerns are investigated, and you will receive a response as soon as possible after the office has been notified.

If the Patient Representative is unable to resolve the problem to your satisfaction, you may file a complaint with the Minnesota Office of Health Facility Complaints, 85 East 7th Place, Suite 300, St. Paul, MN 55164-0970, or call 651-215-8702.

Hennepin County Medical Center is accredited through The Joint Commission. This agency helps insure and monitor the quality and safety of patient care. If you do not feel concerns have been adequately addressed after contacting Patient Representatives, you can contact The Joint Commission by either calling them at 630-792-5000 or writing to:

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Steps to Safer Health Care

Patient Safety

We will:

- Welcome your feedback – we are members of **your** health care team.
- Listen to your questions and concerns.
- Respect your individuality.
- Explain the care and medicines you will receive.
- Check your identification before giving you medicines or doing a procedure.

You should:

- Speak up if you have questions or concerns.
- Make sure you get the results of your tests or procedures.
- Make sure you understand your surgery or procedure before signing the consent form.
- Check the medicines you pick up at the pharmacy to make sure they are your medicines.



Your Privacy

Detailed records of your medical care are kept by the Medical Center staff responsible for your care. This information is considered private and is available only to certain hospital staff and to you, unless you release it to others.

Maintaining your medical record helps us provide you with continuous and effective health care.

Your medical record, or parts of the record, will also be used in collecting statistics for medical studies. These studies will not reveal your identity. By allowing us to use your medical records in this way, you help ensure continued improvements in the quality of health care delivery.

Going Home

Your doctor decides when you are ready to go home and will order any medicine or supplies you may need. The nursing staff helps you prepare for discharge. Please be sure to check your room carefully to make certain you have all of your personal belongings.

Before you leave, your nurse reviews with you any information you've been given for self-care at home. In some cases, your nurse arranges a follow-up appointment for you with the appropriate hospital outpatient clinic. Your nurse might also arrange for a public health nurse to visit you in your home or might refer you to another community resource for additional care. The discharge process usually takes about two hours.

Financial Information

Hennepin Healthcare System, Inc. operates Hennepin County Medical Center. The medical center is funded by payments for patient services. Sources include private and public insurance as well as some federal, state, and county funding.

It is essential that we obtain from you accurate and detailed information about how your hospitalization will be paid.

Representatives from Admissions and Financial Counseling/Medical Assistance Eligibility Services may interview you about your insurance coverage, eligibility for Medicaid or other public assistance, and any other financial options.

Your Bill



Shortly after you are discharged, you will receive your bill for services unless you are a participant in a Medicaid program. We will also file your insurance claim at this time if you have provided the necessary information and forms.

If there is a balance remaining after your insurance pays, you will receive a statement for that balance. You will be responsible for paying that amount within 30 days of the date on the statement.

No Insurance or Limited Coverage

If you do not have insurance, you may qualify for a discount, depending on your income. If the proper information was given at registration, the discount will appear on your bill. If information was not given or if you have questions, please call 612-873-3073 or 1-800-495-4915 to discuss the discount program.

Non-Covered Services

The following are examples of services that are generally considered non-covered charges for which you will be responsible for payment:

- Convenience items, such as slippers, dental care kit, hygiene items, etc.
- Take-home drugs
- Take-home supplies

Your Charges and Bill

You have the right to discuss treatment options and costs for services. Please ask your health care provider if you have concerns or questions about the cost of treatment or services.

Medicare

Since Medicare does not cover all services that you may receive, you will be billed for those not covered. Some of the services that are not covered include:

- Deductibles/copayments
- Discharge supplies
- Procedures that are not medically necessary such as cosmetic surgery or sterilization
- Discharge medicines

If you have questions concerning whether a specific service is covered, call your local Social Security Office. Questions about the medical necessity of a service in regard to your coverage should be discussed with your physician.

Insurance, Disability, Assistance Forms

You may have insurance, disability, or assistance forms that need to be completed before you leave the hospital.

Insurance forms and assistance forms having to do with your present hospitalization should be taken or sent to Admissions. If you have questions on where a specific form should be sent, call 612-873-3885. Before you mail in a form, please double-check to be sure you have provided all of the requested information. Our address is 701 Park Avenue, Minneapolis, MN 55415. Do not give these forms to your doctor or nurse.

Reviews

A review program has been established to examine your need for admission. These reviews are in compliance with federal law and are conducted at all hospitals.

During your stay, your medical record is reviewed by doctors and nurses to determine whether continued hospitalization is necessary. When a reviewing physician determines your hospital stay is no longer necessary, you will be notified. If this should happen, and you or your doctor disagrees with the review decision, you may appeal the decision. The quality of your care is also reviewed through various monitoring methods. Your confidentiality is assured.

If you have questions regarding the review process, please ask your nurse to contact Utilization Management for you.

Nondiscrimination Policy

As a recipient of Federal financial assistance, Hennepin County Medical Center does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, creed, religion, sex, marital status, sexual orientation or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits, under any of its programs and activities, whether carried out by Hennepin County Medical Center directly or through a contractor or any other entity with which Hennepin County Medical Center arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations for the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84 and 91.

In case of questions, please contact:

Provider Name:	Hennepin County Medical Center
Contact Person:	Lori Johnson, Section 504 Coordinator
Phone Number:	612-873-4552
TDD or State Relay Number:	1-800-627-3529

Contact Information

Please note: To make a call from a hospital phone, you must first dial “9,” then the phone number.

Admissions	612-873-3885
Chaplaincy	612-873-2260
Financial Counseling/MA Eligibility	612-873-2767
Gift Shop	612-873-3954
Health Information Management (Medical Records)	612-873-3179
Patient Account Services (Billing)	612-873-3073
Patient Representatives Office	612-873-8585
Patient Valuables	612-873-2243
Security	612-873-3232
Volunteer Program	612-873-2512
Social Services	612-873-2244
TDD for hearing-impaired	
• Interpreter Services	612-904-4688
• Emergency Dept.	612-904-4692
• Poison Center	1-800-222-1221



Hennepin County
Medical Center