



HILLSBORO AREA HOSPITAL

RESIDENT/PATIENT

HANDBOOK

Revised 10/06

WELCOME

On behalf of our physicians, our employees, Board of Directors and our volunteers, "Welcome to our hospital." Whether you are a resident/patient or family member, please take time to review our mission statement and our values. Our mission and values guide us in your care or the care of your loved one.

We want you to know that we believe you should be involved in your care to the best of your ability. Please take advantage of this opportunity. This booklet is designed to provide information useful to you and your family, as you become partners on our health care team. I encourage you to browse through it.

A benefit of receiving care at Hillsboro Area Hospital is the personal interest provided by employees. If at any time you need additional information or help, please ask. Your caregivers should be your first choice, but feel free to contact any one of our managers, vice presidents or myself. Just dial "0" from your phone and our switchboard will find us. We will be happy to help you find the answer you need to continue your recovery.

Along with our interest in answering your questions is an interest in having you answer our biggest question "How are we doing?" If there is a problem with your care, please let us know as soon as possible so that we can remedy the situation. We also request that you take a moment to answer our patient satisfaction survey and return it to us so that we can better monitor the care we provide.

Thank you for choosing us as your health care provider. The opportunity to serve your healthcare needs is always a privilege.

Rex Brown
PRESIDENT/CEO

MISSION, VISION AND VALUES STATEMENTS OF HILLSBORO AREA HOSPITAL

Our Mission ***“Why We Exist”***

To positively affect the health and welfare of the communities we serve.

Our Vision ***“We Want to Be”***

Hillsboro Area Hospital will partner with our community to continue to
Be recognized as the leading provider of high quality, affordable and
Personalized healthcare and wellness services.

Our Values ***“We Believe”***

(COMMUNITY) The health and welfare of the community come first.

(SERVICE) Service is provided in a compassionate, friendly, professional, and caring environment fostering healing and wellness.

(TEAMWORK) Resident/patients, family, staff and community resources actively participate in collaboration.

(EXCELLENCE) In pursuit of excellence, we value quality in care, customer service, innovation and continuous learning.

(RESPECT) We respect the rights, privacy, safety, diversity and dignity of the individual.

(STEWARDSHIP) Integrity and financial viability is necessary to accomplish our mission, achieve our vision and live our values.

RESOLUTION OF CONFLICTS AND ETHICAL ISSUES:

Hillsboro Area Hospital recognizes that from time to time, conflicts will arise among those who participate in hospital and resident/patient care decisions. Whether this conflict is between members of administration, medical staff, employees, or the governors of this institution, or between resident/patient caregivers and the resident/patient, Hillsboro Area Hospital will seek to resolve all conflicts fairly and objectively. There is a mechanism in place to address ethical issues should they arise. In cases where mutual satisfaction cannot be achieved, it is the policy of the Board to involve the resident/patient advocate or the administrator on call to oversee resolution of the conflict. The Ethics Committee, other staff and second opinions will be involved as needed to pursue a mutually satisfactory resolution.

RESIDENT/PATIENT CONCERNS

Hillsboro Area Hospital strives to provide service in a compassionate, friendly, professional environment. We try to surpass our customer's expectations, yet if a concern arises, you may contact any hospital employee to resolve your issues. All employees are empowered to address your concerns, but it is recommended that you seek out the manager on duty, or contact the administrative offices during regular business hours.

- **For further assistance, contact us by phone at 217-532-6111, or in writing:**

Hillsboro Area Hospital
1200 E. Tremont
Hillsboro, IL 62049

- **If you are unable to resolve your complaint in this manner, contact the Illinois Department of Public Health's 24-hour, toll-free Central Complaint Registry.**

1-800-252-4343
TTY (hearing impaired use only) 800-547-0466

Or, you may write to the Department at the following address:

Illinois Department of Public Health
Division of Health Care Facilities and Programs
525 W. Jefferson St.
Springfield, IL 62761-0001
FAX 217-782-0382

Or, you may contact the Joint Commission's Office of Quality Monitoring:

1-800-994-6610

RESIDENT/PATIENT RIGHTS AND RESPONSIBILITIES

Hillsboro Area Hospital respects the right of the resident/patient, recognizes that each resident/patient is an individual with unique health care needs, and, because of the importance of respecting each resident/patient's personal dignity, provides considerate, respectful care focused upon the resident/patient's individual needs.

Hillsboro Area Hospital affirms the resident/patient's right to make decisions regarding his/her medical care, including the decision to discontinue treatment, to the extent permitted by law.

Hillsboro Area Hospital assists the resident/patient in the exercise of his/her rights and informs the resident/patient of any responsibilities incumbent upon him/her in the exercise of those rights.

In providing care, Hillsboro Area Hospital has the right to expect behavior on the part of the resident/patient and their relatives and friends, which considering the nature of their illness is reasonable and responsible.

Individualized care is provided according to each person's needs regardless of race, sex, religion, creed, national origin, route of admission to the hospital, and social or economic status.

YOUR RIGHTS AS A RESIDENT/PATIENT

1. The right of the patient to the hospital's reasonable response to his/her requests and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable law and regulation.
2. The right of the patient to considerate and respectful care, which includes: considerations of the psychosocial, spiritual and cultural needs of the patient.
3. To obtain from the physician, complete, current information about his/her diagnosis.
4. The right of the patient in collaboration with his/her physician, to make decisions involving his/her health care.
5. To receive from the physician, information necessary to give informed consent prior to the start of any given procedure or treatment, including risks, benefits, and alternatives to this treatment.
6. The right of the patient to the information necessary to enable him/her to make treatment decisions that reflect his/her wishes and to adequate information about the person delivering their care, treatment and services.
7. To refuse care, service or treatment to the extent permitted by law.
8. The right of the patient, within the limits of law, to personal privacy, security and confidentiality of information.
9. To obtain information as to any relationship of this facility or other health care and educational institutions in so far as care is concerned.
10. To expect reasonable continuity of care.
11. To examine and receive an explanation of the bill, regardless of the source of payment.
12. The right of the patient to information, at the time of admission about the hospital's patient policy (ies) and the mechanisms for the initiation, review, and when possible, resolution of patient complaints concerning quality of care.

13. The right of the patient or the patient's designated representative to participation in the consideration of ethical issues that arise in the care of the patient.
14. To be advised if the facility proposes to engage the patient in human experimentation affecting care, and the right to refuse to participate in such research projects.
15. The right of the patient's guardian, next of kin, or legally authorized responsible person to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient has been adjudicated incompetent in accordance with the law, is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure, is unable to communicate his/her wishes regarding treatment, or is a minor.
16. Consent is obtained for recording or filming made for purposes other than the identification, diagnosis or treatment of the patients.
17. The hospital will address the wishes of the patient relating to end-of-life care and decisions.
18. Patients and families, as appropriate will be informed of the outcome of care, treatment and services, including unanticipated outcomes.
19. The hospital will respect the right to effective communication.
20. The hospital will respect the patient's rights regarding unlimited visitation.
21. The hospital will respect the patients right to an environment that preserves dignity and contributes to a positive self-image.
22. Patients have the right to be free of mental, physical, sexual and verbal abuse, neglect and exploitation with a right to access protective and advocacy services.
23. Patients have the right to Pain Management.
24. Patients have the right to quality of life that supports independent expression, choice, and decision-making consistent with applicable law and regulations.
25. Patients have the right to non-discrimination related to sex, race, creed, ethnicity, age and sexual orientation.

RESIDENT/PATIENT RESPONSIBILITIES

Please help us ensure that you will receive the best, most comprehensive care available:

You are responsible:

1. To provide, to the best of your ability, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
2. For following the treatment plan recommended by your practitioner(s). This may include following the instructions of nurses and other health care professionals as they implement the practitioner's orders and enforce applicable hospital rules and regulations. If you have any questions, do not understand or disagree with the treatment plan, you are responsible for discussing it with your treatment staff.
3. For reporting any unexpected change in your condition to your physician or nursing staff.

4. For your actions if you refuse treatment or do not follow the practitioners recommendations.
5. To keep all scheduled diagnostic or treatment appointment on time, but be understanding and patient, if delays are encountered.
6. To avoid interfering with the treatment of other resident/patients, particularly in emergency situations.
7. To assist by alerting staff when another resident/patient is having any difficulty.
8. For following hospital rules and regulations affecting resident/patient care and conduct, including safety rules and posted signs.
9. For being considerate of the rights of other resident/patients and hospital personnel and for assisting in the control of noise, smoking, number of visitors and observance of visiting hours.
10. To be considerate and respectful of all hospital personnel and other resident/patients.
11. For preventing injuries to yourself, other resident/patients, visitors or staff members by your actions.
12. For respecting the property of others and the hospital and to be responsible for the safekeeping of any clothing, money, and personnel possessions that you choose to keep with you while in the facility.
13. To make certain you understand the discharge instructions, including medications, and any follow-up appointments scheduled before you leave the facility.

YOUR ADMISSION

When you arrive at the hospital for admission, you will be asked several questions about yourself and your family. Because these questions are necessary for possible assistance to you during your hospitalization, it is important that you answer each question as completely as possible.

You will also be asked for information regarding your insurance, Medicare, Medicaid and/or other third party payers, so that the hospital Business Office may process any claims to which you are entitled.

In compliance with federal laws, Admissions personnel are required to ask every resident/patient 18 years of age and over if they have instituted any Advance Healthcare Directive. If you have questions concerning these healthcare documents, the nursing staff or case management will be happy to assist you.

BED ASSIGNMENT

Your bed assignment will be based on age, sex and medical requirements. Bed assignments per personal preference will be satisfied, as beds are available. For your safety and protection, if you leave your room for any reason, please notify nursing personnel.

WHAT TO BRING

Pajamas, robe, slippers and toiletry articles will be the only personal items you will need during your hospitalization. These items and certain personal appliances such as eyeglasses, dentures, hearing aids, etc., may be retained in your room, but should be kept in the closet, bedside table or overbed table

to prevent loss or accidental damage. An inventory of all personal articles is made on admission. Therefore, if any of these items are sent home prior to the end of your hospitalization, please notify a hospital staff member.

CASH & JEWELRY

The hospital cannot be responsible for the loss or damage to personal items, which you elect to keep with you. Therefore, if you wish to keep a small amount of cash to pay for newspapers, items purchased from the Hospital Auxiliary Gift Shop, etc., please limit this amount to \$2 to \$5. Any larger cash amounts or other valuables such as jewelry should be sent home with a family member or placed in the hospital safe. These will be returned to you upon discharge. Your valuables may be withdrawn from the safe Monday - Friday from 8 AM to 4:30 PM.

IDENTIFYING OUR STAFF

Hospital employees represent more than 25 different professions, all-working together with your physician, dedicated to serving you and your health care needs.

Hospitalization can also be confusing, especially with so many groups assisting in your care. So that you know who is caring for you, name badges with pictures are worn by all of the hospital staff. If someone caring for you is not wearing a name badge, please let your nurse or caregiver know.

SECURITY

Hillsboro Area Hospital has your safety and security in mind at all times. Should you observe suspicious behavior or become a victim of a crime, please inform your attending caregiver immediately. Alcohol consumption and illegal drugs are prohibited on hospital property and will be reported to the Hillsboro Police immediately.

If you do not feel safe for ANY reason, please contact any caregiver. Safety and security precautions will be taken as warranted. All security incidents are forwarded to Administration for evaluation and action.

IDENT-A-BAND

An identification band bearing your name and birth date, physician's name and hospital visit number will be placed on your wrist at admission and should be worn during your entire stay. This ensures your correct identification by hospital personnel for purposes of medication administration and treatments.

MEDICATION

Upon admission, your physician will order medications he/she deems necessary for you to take during your hospitalization. Hospital policy does not permit you to take any medication other than that ordered by your admitting physician. Because an important aspect of your recovery is dependent on your physician and hospital staff being aware of the precise medications you are taking, please do not bring any medications from home without notifying the licensed nurse on duty.

CALL SYSTEM

You may summon assistance at any time by utilizing the call system in place at each bed. Instructions as to the use of the call system will be given during the admission process.

CHAPEL

The chapel is available for your use at anytime during your stay. Local clergy are also available for your spiritual needs and may be contacted upon request. If you need assistance, notify nursing personnel or our case management personnel.

TELEPHONES

To make an outside local call, dial 9 and wait for the dial tone. Then dial all 7 digits of the number you are calling. Long distance calls such as collect calls, third party calls, or credit card calls can be made by dialing 9, waiting for dial tone, and then dialing 0 and the telephone number you are calling. Any problems with the phone service should be directed to the operator at the switchboard in the Business Office. They can be reached by dialing 0.

For the hearing impaired, (TTY) equipment is available for telephone use. Please contact your caregiver and he or she will be glad to make arrangements.

CELL PHONES

Cell phones can be used in the hospital EXCEPT in the following areas; Surgery suite, ER suite, room 123, and room 120. If you have to plug in a charger, please have a hospital employee call Maintenance to do an electrical safety check. If you have any questions or problems, please contact your caregiver.

TELEVISION

Televisions (with or without earphones) are provided for each resident/patient bed with the exception of some Monitored Bed Rooms. Refer to the Hillsboro Journal for local TV stations.

LOST AND FOUND

During your stay, if you or one of your family members loses a personal item, please check at the nurse's station on your unit or at the window in the front lobby.

MAIL, FLOWERS, PACKAGES, NEWSPAPER

Hospital volunteers deliver mail, flowers and packages daily, Monday through Saturday. A complimentary copy of the Hillsboro Journal is provided to each room every Monday and Thursday, and other area newspapers may be purchased in the front lobby.

GIFT SHOP

The Hillsboro Area Hospital Auxiliary Gift Shop is open Monday through Friday with shifts of 9am to noon and noon to 3pm. The gift shop is staffed by the Hillsboro Area Hospital Auxiliary volunteers with proceeds donated to the hospital. Items available for purchase include personal items, such as toothbrushes, toothpaste, shampoo and deodorant, gift items, cards and candy.

COURTYARD

If you wish to enjoy some fresh air, please feel free to use the courtyard. The entrance is through the North/South hallway, leading from the ER. This area is for resident/patients, visitors and employees.

BEAUTY SHOP

Physician's approval is required before you may visit the beauty shop. Appointments may be made by calling the nurse's desk. Beauty shop charges are the resident/patient's responsibility.

SMOKING

Smoking is prohibited inside the hospital. A smoking area is designated in the courtyard.

CULTURAL AND RELIGIOUS PREFERENCES

The hospital allows resident/patients and their families to express their spiritual beliefs and cultural practices, as long as these do not harm others or interfere with treatment.

CAFETERIA

Hours- Visitors are welcome in the cafeteria 24 hours a day:

Lunch 10:45 AM to 1:15 PM

Lunch is available during the above hours, Monday through Friday. Closed on Holidays. Vending machines are located in the cafeteria.

Coffee and Tea are complimentary

Meals after Hours:

If you are staying with a loved one and cannot leave for a meal, please contact a caregiver.

Guest trays are available for a nominal charge (payment at the time of meal delivery).

Only Regular Diets will be served.

\$4.00 for breakfast \$5.00 for lunch and supper.

Complimentary guest trays for a family member of a critically ill resident/patient are available on a limited basis when criteria for special circumstances or critical need are met. Regular diets are served. There is no charge to the family member.

Information concerning local restaurants, menus, and delivery options are available from your caregiver.

EMERGENCY PREPAREDNESS PROCEDURES

FIRE DRILLS:

We are required by state and federal regulation, to test the facility fire protection system. As a result, you may experience a fire alarm during your stay on a periodic basis. This alarm usually lasts only a few minutes in duration and you and your visitors should remain in your room until other directions are given to you by nursing personnel.

IN CASE OF A FIRE:

If you happen upon a fire, pull the closest alarm located in a hallway, or call for help. Our employees will follow this procedure:

- R - Rescue anyone from danger**
- A - Activate the fire alarm**
- C - Contain the fire if possible**
- E - Extinguish fire, if safety can be assured**

TORNADO & EMERGENCY PREPAREDNESS PROCEDURES:

In the event of a tornado warning or disaster drill, you may be instructed to follow certain procedures for your safety. Please remain in your room until other directions are given to you by nursing personnel.

VISITING INFORMATION

Visitors are welcome. For your care and safety and to comply with the requirements of the Illinois Department of Public Health, we ask your friends and relatives to follow our rules, if applicable.

- Visitors are limited to no more than two at any one time. Additional visitors will be asked to wait in the lounge or lobby.
- Limit your visit to 15 minutes.
- Smoking is prohibited within the facility.
- Visitors must leave the room at the request of the hospital personnel
- Please check with the nurse before bringing any food or drink for the resident/patient.
- Alcohol, or illegal drugs, in any form, is prohibited.
- Visitor's conduct should not disturb other patients.
- Do not sit on resident/patients bed or disturb equipment.
- Any person with a cold, flu, sore throat or other contagious illness or infection should not visit patients. If possible contagious illness, please request a mask to wear until leaving the hospital.
- Clergy may visit resident/patients at any hour, per resident/patient request only.
- Respect Hospital property. No horseplay or disruptive behavior.
- Never leave children unattended in cribs or beds with side rails down.
- An adult should accompany children under 12 years of age at all times.

If you or your physician prefer no visitors, a "no visitors" sign will be posted on your door. Special exceptions to the visiting regulations may be made if the exceptions do not interfere with the normal function of the patient care unit or care of other resident/patients.

VISITING HOURS

Our visiting hours are flexible to allow family members and friends to spend time with a resident/patient. Visitors are welcome in the general hospital until 8 PM. For the specialized care units, MMS/Acute/Swing Bed Unit and Extended Care, please check at the Nurses' Station for the visiting hours of that particular unit.

FINANCIAL INFORMATION

The Business Office includes Switchboard, Resident/patient Accounts Department, Credit Office and Cashier. The Business Office is open daily from 7:00 AM to 5:00 PM.

The Resident/patient Accounts Department is in charge of sending out all bills. All insurance cards must be presented in Admissions or Emergency Room each time you come to the hospital, or presented to the Business Office before you are discharged so that we may bill your insurance company. This includes Medicare, Medicaid and all other insurance cards. If this information is not presented, you will be expected to make a deposit and be responsible for the entire bill. Any other claim forms are your responsibility to fill out and send to the insurance company. All Third Party Liability claims, such as auto accident claims, will be the responsibility of the Resident/patient/Guarantor. Upon request, an itemized bill will be sent to the Resident/patient/Guarantor for filing with Third Party Carriers.
(Financial Information Continued)

You may receive a separate bill from the anesthetist and radiologist affiliated with the hospital, much like your attending physician. Some may not be participating providers in the same insurance plans and networks as the hospital which could have a greater financial responsibility on the Patient/Guarantor. Questions regarding benefits should be directed to the patient's health care plan.

Payment is expected within 30 days. Any insurance deductibles or resident/patient's portion of the bill are due at the time of discharge. If payment cannot be made in full, the credit office should be notified either while you are a resident/patient or upon discharge so arrangements can be made. You will be responsible for any non-covered services.

The cashier is available from 7:00 AM to 4:30 PM Monday through Friday for making payments and answering any questions concerning accounts. However, payments can be made any time the Business Office is open. We hope any questions or concerns you have regarding your account will be answered quickly and to your satisfaction.

THOSE WHO CARE FOR YOU

The hospital nursing units are designed specifically to meet the level of care that is required by the different resident/patients we serve. Not every patient requires the same level of care. Hillsboro Area Hospital offers the following Care Units to meet your needs:

MMS (MONITORED MEDICAL/SURGICAL) AND SWING BED UNIT:

Patients in the MMS unit are admitted with many different medical and/or surgical problems. Their ages range from infants to the elderly. The rooms are usually routine medical. The Swing Bed unit cares for residents requiring skilled therapy and/or nursing services.

EMERGENCY ROOM (ER):

The Emergency Room is located at the North entrance of the hospital. The ER provides a highly skilled staff 24 hours a day, 7 days a week to meet your emergency needs. All nurses are ACLS (Advanced Cardiac Life Support) and PALS (Pediatric Advanced Life Support) certified. Inhouse physicians are staffed 24 hours/day.

SURGERY:

The Surgery Department is staffed with skilled professionals trained in the care of the surgical resident/patients. A wide array of inpatient and outpatient surgeries can be performed at our facility. All Recovery Room nurses are ACLS (Advanced Cardiac Life Support) certified. The surgery department offers an adult and pediatric class for resident/patients to help them become familiar with the surgery department prior to surgery. These classes can be scheduled through the Ambulatory Department.

AMBULATORY SERVICES:

The Ambulatory Care Department focuses on providing quality care to the outpatients of Hillsboro Area Hospital. Many procedures/surgeries that once required a hospital stay are now done as an outpatient. Some of these include: Cataract surgery, laparoscopic gallbladder surgery, hernia repairs, gynecological surgeries, ENT surgeries, orthopedic surgeries and GI diagnostic procedures.

Our professional staff specializes in the pre-op and post-op care of surgical resident/patients. Other services provided by the department include treadmills, blood transfusions and IV therapy.

PHYSICAL, OCCUPATIONAL AND SPEECH THERAPY:

The Hillsboro Area Hospital Skilled Services Rehab Department provides patient/resident care in the MMS, Swing, ECF and Heartland Home Care settings. Your doctor's referral is necessary for therapy services which are billed through the hospital.

Services are delivered or supervised by licensed professional staff and based upon return to the resident/patients prior level of function. For more information, call 532-4341.

The Hillsboro Area Hospital Outpatient therapy department provides physical, occupational and speech therapy and athletic training services. The hours are 6:30 am – 6:00 pm, Monday – Friday. Call 532-4160 for further information.

IMAGING DEPARTMENT

The Imaging Department provides many specialty services including: Radiography, Fluoroscopy, CAT Scan (CT), CT Guided Biopsies, Ultrasound, Ultrasound Guided Biopsies, Echocardiograms, Venous Dopplers, Arterial Dopplers, Mammography, Osteoporosis screening, Breast Biopsies, Arthrograms, Nuclear Medicine SPECT and MRI's (Magnetic Resonance Imaging).

We are ACR accredited in mammography.

LABORATORY SERVICES

Diagnostic testing of blood, body fluids, and tissues are completed. EKG and Holter Monitoring are also scheduled and performed in our laboratory by the laboratory staff. Located on the northeast corner of the

hospital, we utilize state of the art equipment. Approximately 90% of all tests ordered are completed in our laboratory.

RESPITE CARE:

Families who care for an elderly or ill loved one on a daily basis often face difficult problems when they need to be away from home. Hillsboro Area Hospital's ECF Respite Care Program can help solve these problems by providing that special care for your loved ones for a period of as little as 24 hours or as long as 2 weeks. The family member will be checked into a tastefully, decorated room where they will be supervised by health care professionals. Resident/patients are encouraged to bring personal items to make their stay more comfortable.

SWING SKILLED NURSING CARE:

Our Skilled Nursing Facility provides the resident/patient with an optimal level of care within the security of the hospital. If the resident/patient is no longer acutely ill, they may be transferred to the Swing Bed Unit or Skilled Nursing Facility, which is one step toward being discharged. All ancillary services, such as Physical Therapy, Speech Therapy, Respiratory Therapy, Occupational Therapy, Social Services and Nutritional Counseling Services are available here. All resident/patients are provided with comfortable rooms with television and telephones.

VOLUNTEERS

There are various groups of volunteers who provide "Tender Loving Care" for resident/patients and families. Among those who serve you are the Care Volunteers, and other groups/individuals from surrounding communities. Colored smocks are worn by these various people to designate their group. Please ask any volunteer about available services.

YOUR DISCHARGE

Your discharge planning starts at the time you are admitted to our hospital. All of the members of our professional team work together to ensure that you are fully prepared and equipped with the information and assistance you need at the time of your discharge. Upon notification by your physician that you will be discharged, your primary caregiver will advise you of the necessary steps that need to be taken. We offer a variety of services to assist you in your discharge.

SOCIAL SERVICES / CASE MANAGEMENT:

When discharge is pending from one of the hospital units, many plans may have to be made to prepare the resident/patient. The resident/patient may need equipment, such as a wheelchair or walker, or they may require the services of a Home Health Agency or other community resources.

For assistance in these and other discharge planning matters, the Social Services/Case Management and Nursing Departments have a wealth of information to share with the resident/patients and their families. The departments serve as a resource center that can provide the information on the various options open to the resident/patient needing medical equipment, health care agencies of assistance, and information on medical issues. The departments can also direct the resident/patient or their family to support groups geared for their specific needs. For more information, please call (217) 532-4210.

HEARTLAND HOME CARE

Heartland Home Care is a service of Hillsboro Area Hospital. Most people who are in the hospital recovering from illness or surgery want to go home as soon as possible. Heartland Home Care can make coming home sooner a reality. With our Home Care team, you can continue to get the individual attention you need from nurses and other health care professionals in the comfort and privacy of your own home. Services that are provided by our department include Nursing, Home Health Aide Assistance, Physical Therapy, Speech Therapy, Occupational Therapy, Medical Social Services, and Nutritional Counseling. To be eligible for Home Care, the patient must be under the care of a physician who has ordered intermittent nursing, speech therapy, or physical therapy in the home. Most Home Care services are covered by third party payors including Medicare and Medicaid.

Please contact your physician, primary caregiver or the hospital case manager if you would like to learn more about Home Care as a discharge option or call:

HEARTLAND HOME CARE- (217) 532-2002

All of the health care you need under one roof - -Your Roof!

CARE CALL

The Care Call is a system, which provides 24 hour a day protection for the elderly or the chronically ill, who might not be able to summon help in an emergency. If a subscriber to the system should fall or become ill and be unable to reach the phone, they simply push the button on the transmitter they wear. The Care Call will automatically dial for help. To receive more information concerning the Care Call system, please call 532-4306.

THE DOUGLAS-TELFER OUTRESIDENT/PATIENT CLINIC

The Douglas-Telfer Outpatient Clinic provides office space to many medical specialists to the residents of the communities we serve. The specialty care provided by these physicians complements the services of the hospital's medical staff. Your local physician can refer you to the Clinic or you may call 532-6266 to reach the clinic.

The clinics presently offered are:

Asthma	Cardiology	Ear, Nose and Throat
Oncology	Urology	Neurology
Pulmonology	Rheumatology	Orthopedic
	Podiatry	Dermatology

BILLING ASSISTANCE: THE DIAMOND CLUB

The Diamond Club, which is located in the Douglas-Telfer Outpatient Clinic, is a service provided to those in the community who need help in understanding Medicare papers and supplements to Medicare. For more information, please call (217) 532-4306.

RESIDENT/PATIENT SATISFACTION QUESTIONNAIRE

We are continually striving to improve efficiency and service to our resident/patients. You can aid us in this endeavor. Please fill out the questionnaire, that will be mailed to your home, then mail it to Press Ganey in the provided postage paid envelope at your convenience. If you have any unresolved problems with services during your stay, please contact the Administration Office.

HILLSBORO AREA HEALTH FOUNDATION

The Foundation's role is to encourage continued community support for Hillsboro Area Hospital and its mission. Donations, both large and small, help the hospital provide the quality of care we all want and need in our community.

The Hillsboro Area Health Foundation is a not-for-profit Organization designed to assist Hillsboro Area Hospital in obtaining new equipment and technology, in implementing new services and programs that directly benefit resident/patients and their families.

For further information on the many ways you can support Hillsboro Area Hospital call (217) 532-4187 Liz Huber.

-WE ARE:

- - Accredited by:

The Joint Commission on Accreditation of Healthcare Organizations.

The United States Department of Health and Human Services

American College of Radiologists

- - Member of:

American Hospital Association

Illinois Hospital Association

Illinois Critical Access Hospital Network

-- Licensed by:

The State of Illinois Department of Public Health

Illinois Healthcare Association

-- Recognized by:

National Association of Home Care

Illinois Home Care Council

HCIA and Wm Mercer, Inc.

--Top 100 Hospitals in US 1998,

--Top 100 Regional Hospital 1999

SERVICES PROVIDED		
Case Management	CT Scanning	Diamond Club(Claims Processing Assistance)
Echocardiography	EKG's/ Holter Monitor /Event Monitor	Emergency Room
Grand Advantage Program (Senior Fitness)	Heartland Home Care	Laboratory
Long Term Care	Mammography (ACR accredited)	Monitored Medical/Surgical Unit
MRI/MRA	Nuclear Medicine (incl. cardiac)	Occupational Therapy
Osteoporosis Screening	Pathology	Pulmonary Function Testing
Radiology/Fluoroscopy	Rehabilitation (Physical Therapy)	Respiratory Therapy
Skilled Nursing Facility	Social Services	Surgery (Inpatient/Outpatient)
Swing Bed	Teleradiography	Treadmill
Ultrasound	Vestibular Therapy	