

# ST. ELIZABETH HOSPITAL PATIENT HANDBOOK

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# ST. ELIZABETH HOSPITAL

## PATIENT HANDBOOK

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# Welcome

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Dear Patient:

Welcome to St. Elizabeth Hospital!

As a patient at this hospital, your comfort, convenience and peace of mind are extremely important to us. Our mission is to help you heal, and we want to be sure you are satisfied with the care you receive.

At St. Elizabeth Hospital, we work together to keep patients first in everything we do. This is our promise to you: that we will provide you with the best care possible, not just through state-of-the-art technology, but also through high-quality, compassionate care.

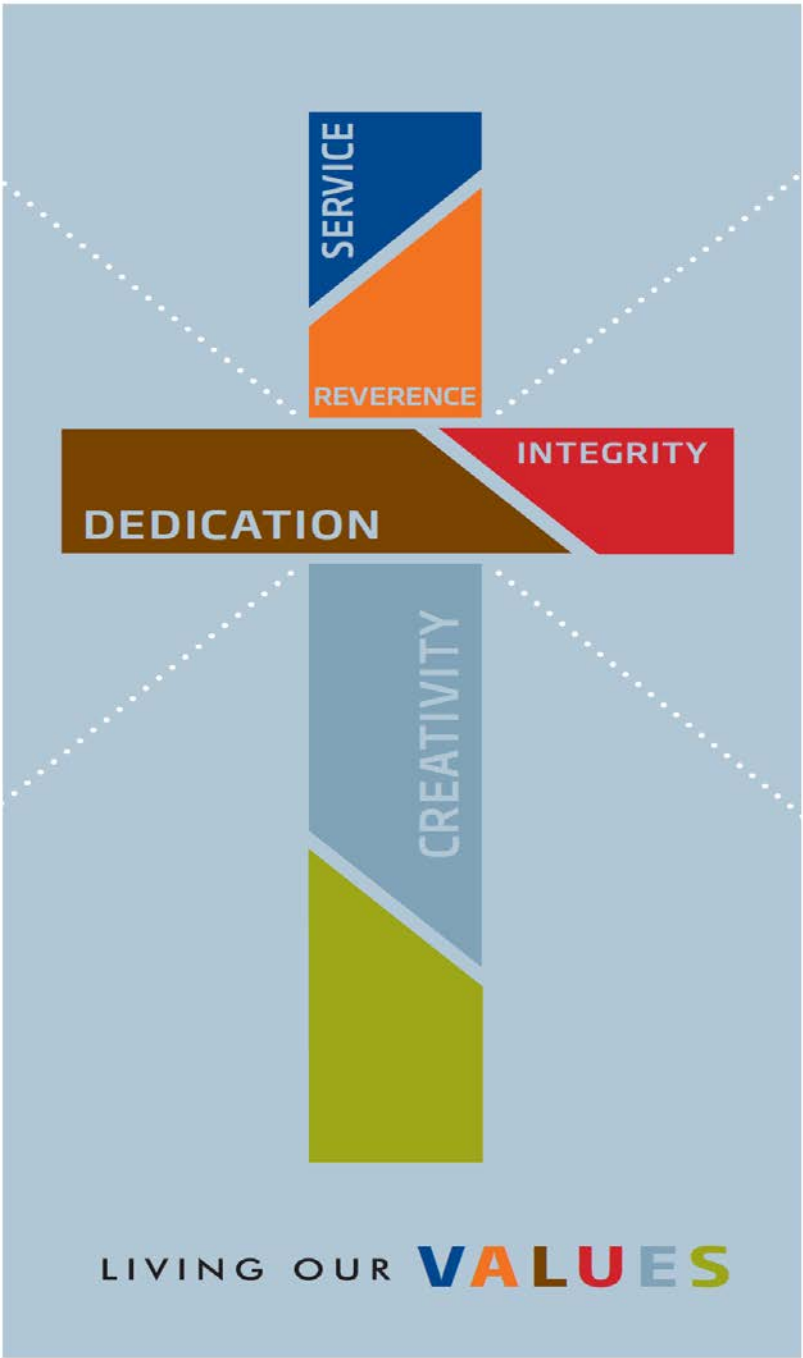
If at any time you are not satisfied with your care, please let us know. All of our staff are committed to serving you. If you need to talk with me, please feel free to call. My office phone number is (920)831-8912.

We hope this booklet provides helpful information about St. Elizabeth Hospital. If you have any questions, please ask. Our staff will be happy to answer them for you.

Sincerely,



Heather Schimmers  
Vice President of Patient Care Services at St. Elizabeth Hospital



# Amenities

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## *Welcome Center*

(920) 831-1446

The Welcome Center staff will greet patients and visitors and direct them to their destination. It is the main information desk for the hospital. During regular business hours volunteers are available for assistance and transport.

## **The Importance of Family Support and Participation:**

We welcome Communication between patients and family. Family support is encouragement is an integral part of the patient's care and recovery.

To ensure confidentiality and the patient's wishes, if patient requests family involvement, we ask that you select a spokesperson to communicate the patient's condition to the appropriate family and friends. The physicians and hospital staff will communicate the patient's plan of care and condition changes to this spokesperson.

The Affinity website offers a feature where the spokesperson may post updates on their loved one's condition and progress via internet. This service is free to any St. Elizabeth Hospital patient and family.

<https://www.carepages.com/>

<http://www.caringbridge.org/>

Your peace of mind is important to us. The nursing staff is readily available to answer your questions regarding patient care and concerns. Understanding what is occurring with your loved one is an important part of the treatment and recovery process.

# Amenities

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## *Visiting guidelines:*

We have open visiting hours, but we recommend your family visit from 11 a.m. – 8 p.m.

To ensure privacy and the smooth transfer of care between shifts we ask you to avoid calling between 7am-9am, 3pm-4pm, 7pm-8pm.

The hallways within the unit are a confidential area. The visitors should either be in the patient's room or designated family lounges/waiting areas.

Changes in visiting guidelines are at the discretion of the doctor or nurse.

You may be asked to step out of the room if immediate care is necessary

Your family member has a phone in their room. If you would like the number please contact the staff directly involved in patients care.

## ***Fremont Patient Care Unit Waiting Rooms***

### **Patient Unit Volunteer Ambassador Desk**

Each patient unit in the Fremont Tower is staffed with a Volunteer Ambassador. Their desk is located near the visitor elevators, waiting room/beverage area & public restrooms. Our Volunteers visit with patients in their room providing comfort measures and also assist family members and visitors with way finding both in the hospital and the community.

The St. Elizabeth Hospital Volunteers sponsor amenity items that are available to the patients. Complementary items include: The Post-Crescent, puzzle books, playing cards, coloring books, crayons, notepads, pens and pencils. These items may be acquired from our Volunteer Ambassadors.

## ***Smoking***

St. Elizabeth Hospital is a smoke-free campus.

# Amenities

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## *Valet Parking*

For the convenience of patients, families and visitors at St. Elizabeth Hospital, valet parking services are provided.

All vehicles are dropped off and retrieved from the Main Entrance / Atrium. The entrance is accessible from Oneida Street and Madison Street.

Valet parking is provided by St. Elizabeth Hospital and is free of charge to patients, families and visitors. Tipping the valets is not required.

Hours of Operation: 7:30 a.m. – 5:00 p.m., Monday - Friday.

After Hours Vehicle Retrieval:

**5 p.m. – 8 p.m.** Vehicle keys are maintained by staff at the Main Registration Desk in the Atrium.

**8 p.m. – 7 a.m.** Vehicle keys are maintained in the Security Department located in the Emergency Department Entrance.

Vehicle Safety/ Security:

1. Claim tickets are issued by the valets when the vehicle is parked. For proper identification, the claim ticket must be presented when the vehicle is picked up.
2. Vehicle keys are stored in a locked box with the valets.
3. Vehicles are parked in designated valet parking stalls in hospital-owned and security-monitored parking lots.
4. Vehicles must have working doors and windows that can be locked to secure vehicle contents.
5. Pets/animals are not permitted in valet parked vehicles.

## *Telephones/Cell Phones*

- Family and friends can dial 738-2001 and we will connect them to the room. Please see the communication board in your room for your direct line.
- To make a local call, dial 9, and then the number you are calling.
- To make a long distance call, dial 9, then 1, the area code (if necessary), and the number you are calling.
- Cell phones can cause electromechanical interference with medical equipment and are only allowed in designated areas inside the building. Please turn cell phones off when you are not in a designated area.

# Amenities

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## *Television*

Closed caption TV programs for the hearing impaired are available on all channels. Press CC on the remote control. Cable TV is available on TVs in patient rooms. To view our Patient Education channel please see the guide.

## *Mail and E-mail*

Patient mail address: 1506 S. Oneida Street, Appleton, WI 54915.

Any mail addressed to you will be delivered to your room. Mail received after you have been discharged will be forwarded to your home. A public mailbox is available on the Oneida Walk near the Breast Center.

\_message\_ste.html E-mail may be sent to your room at:  
[www.affinityhealth.org/object/patient](http://www.affinityhealth.org/object/patient)

## **Connecting to Affinity Wireless Internet**

- 1.) Open your Internet browser  
*Ex: Internet Explorer, Google Chrome*
- 2.) Type in a Web address  
*Ex: www.google.com, www.yahoo.com*
- 3.) You'll see the Affinity Health System page come up.
- 4.) Click '**I Agree**'

No password is needed.

**You're now connected to our wireless Internet!**

## *Lost and Found*

(920) 738-2300

All lost and found articles, with the exception of medications, are taken to Safety and Security. "Articles will be held for 30 days before disposal. The nursing staff in your unit will attempt to phone you or your family about articles left behind. Questions regarding lost and found articles should be directed to the Safety & Security Center at (920) 738-2300.



# Amenities

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## ***Patient Relations Center***

(920) 996-3770  
1-877-275-6168

Your comfort and recovery are of primary concern to us. Thus, Affinity Health System provides a Patient Relations Center that is available to you. Acting on your behalf with hospital administration and staff, the center provides a specific way through which you can seek answers to questions, assistance with your special needs or share your recommendations. This center is available weekdays from 8:30 a.m. to 4:30 p.m. and can be reached by dialing 00 or (920) 996-3770 or toll free at 1-877-275-6168.

## ***Patient Room Service***

Our goal is to provide you with nutritious and satisfying meals during your hospital stay. What you eat will play an important role in your recovery and health. In fact, your doctor may order a therapeutic diet for you to help manage a medical condition such as diabetes or high blood pressure, or to assist in your recovery. Whether you are ordering from a general menu or a therapeutic menu, we offer a variety of selections. We want you to be completely satisfied with your meals. Please let us know if you are having difficulty eating. Our staff will work with you to find acceptable alternatives. Call anytime between 6:30am to 6:30pm to place your order. The number to call is listed on the menu.

## ***The Marketplace***

Located on the first floor, Marketplace is open 7 days a week. Marketplace hours are 7:30 AM to 6:30 PM Monday through Friday and 8:00 AM to 5:30 PM on Saturday and Sunday. Continental food service is available during all open hours. Hot meals are served according to the following schedule:

Breakfast: 7:30 – 10:00 AM  
Lunch: 11:00 AM – 1:00 PM  
Dinner: 5:00 – 6:30 PM

## ***Guest Meals***

Guest trays are available if a family member would like to dine in the room with the patient. Call the number provided on the menu to place your order.

# Amenities

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## *Vending Services*

The Canteen offers complete vending service 24 hours a day. It is located on the Oneida Walk on the first floor.

## *St. Elizabeth Hospital Fundraisers*

Throughout the year various fundraisers are held at St. Elizabeth Hospital. These are sponsored by the St. Elizabeth Hospital Volunteers. Proceeds from all sales benefit the St. Elizabeth Hospital Volunteers' annual pledge to St. Elizabeth Hospital, special hospital department or programs needs or student scholarships. All sales are open to the public.

## *Hospitél*

The Kathleen Mortell Rankin Hospitél is a home away from home for the family and friends of our out-of-town patients. The Rankin House is located across the street from the hospital and has a living room, kitchen and bedrooms. Normal charge for a room is \$15 per room, per night. Arrangements can be made by calling Safety & Security at (920) 738-2300.

# Amenities

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## Lodging

### **Best Western Midway**

3033 W. College Ave.

(920) 731-4141

\*Discount given to families with family members in hospital, must provide proof of being in hospital. (Exclusions will be around special events)

### **Country Inn & Suites**

355 N. Fox River Dr.

(920) 830-3240

Discount given to families with family members in hospital, must provide proof of being in hospital. (Exclusions will be around special events)

### **Holiday Inn Select**

150 Nicolet Rd.

(920) 735-9955

Discount given to families with family members in hospital, must provide proof of being in hospital. (Exclusions will be around special events)

### **Super 8**

3624 W. College Ave.

(920) 731-0880

Discount given to families with family members in hospital, must provide proof of being in hospital. (Exclusions will be around special events)

### **Grandstay Hotel and Suites**

300 Mall Dr.

(920) 993-1200

Discount given to families with family members in hospital, must provide proof of being in hospital. (Exclusions will be around special events)

# Amenities

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## *The Gift Shop*

(920) 738-2423

Our gift shop is located in the main entrance of St. Elizabeth Hospital and sells gifts for any occasion. Our unique selection includes:

- Baby items
- Seasonal and Home Decor
- Inspirational Items
- Women's Clothing, Jewelry & Accessories
- Plus, cards and snacks

*Hours: Volunteers staff the Gift Shop and try to maintain set hours, but if we do not have a volunteer, the shop will be closed. Please call (920) 738-2423 to verify hours.*

**Monday through Friday:** 9 a.m. to 4:00 p.m.

*Closed Saturdays, Sundays and holidays*

**Phone Orders:** Let us do your shopping. The St. E's Volunteers are happy to help you pick a gift, wrap it and deliver it within the hospital. (Credit card payment is required.)

**Gift Certificates:** The gift shop sells gift certificates in any amount.

**Proceeds:** The Gift Shop, a division of the St. Elizabeth Foundation, is a major fundraiser for St. Elizabeth Hospital.

**Payment Options:** We accept cash, Visa, MasterCard and Discover. Affinity Health System employees may purchase items through payroll deduction.

**Questions:** Contact Diane MacDonald, Gift Shop manager, at (920) 738-2424 during normal business hours or at [dmacdona@affinityhealth.org](mailto:dmacdona@affinityhealth.org).

# Amenities

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## *The One Stop*

(920) 738-2073

The One Stop is located in the main entrance of St. Elizabeth Hospital and sells a variety of snack and necessity items. Our selection includes:

- A variety of Snacks, Drinks, Grab & Go items as well as Coffee
- Personal Care & Wellness items
- Flowers, Plants, Plush & Balloons
- St. Elizabeth Hospital Logo wear
- Scrubs, Lanyards and Footwear
- Plus, cards, newspapers & puzzle books

*Hours: Volunteers staff the One Stop and try to maintain set hours, but if we do not have a volunteer, the shop will be closed. Please call (920) 738-2073 to verify hours.*

**Monday through Thursday:** 8 a.m. to 7:00 p.m.

**Friday:** 8 a.m. to 4:00 p.m.

**Saturdays:** 10:00 a.m. to 2:00 p.m.

**\*\*Closed Sundays & holidays\*\***

**Phone Orders:** Let us do your shopping. The St. E's Volunteers are happy to help you pick a flower arrangement or gift and deliver it to a patient within the hospital. (Credit card payment is required.)

**Proceeds:** The One Stop, a division of the St. Elizabeth Foundation, is a major fundraiser for St. Elizabeth Hospital.

**Payment Options:** We accept cash, Visa, MasterCard and Discover. Affinity Health System employees may purchase items through payroll deduction.

**Questions:** Contact Diane MacDonald, One Stop manager, at (920) 738-2424 during normal business hours or at [dmacdona@affinityhealth.org](mailto:dmacdona@affinityhealth.org).

# Patient Safety

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## ***Security***

St. Elizabeth Hospital has 24-hour security to assure patient/visitor safety.

## ***Medications***

Registered nurses are responsible for administering medications during your hospital stay. Please inform your nurse if you have medications from home. A record of medications taken will be kept by the nursing staff during your stay.

## ***Bed Rails***

Affinity Health System has members of the patient's multidisciplinary team who will assess for the appropriate use of bed rails and any safety risks that may be associated with their use. Please ask any staff member if you have questions. Call Don't Fall! Always use your call light if you need assistance.

## ***Smoking***

St. Elizabeth Hospital is a smoke-free campus.

## ***Fire Drills***

Periodically, the hospital conducts fire drills. You will be directed what to do. Patient room doors will be closed during the drill.

## ***Tornado Warnings***

In the event of a tornado, hospital staff will implement emergency procedures. Doors and blinds may be closed and you will be given extra blankets. Our staff has received special training to keep you safe.

## ***Valuables***

Please send all money and valuables home with a family member. In the event you are unable to send something home, a safe is available for storage. We will not be responsible for lost or stolen property.

# Patient Safety

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## ***SPEAK UP - to prevent health care errors, patients are encouraged to speak up.***

Everyone has a role in making health care safe — physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

The “Speak Up” program, sponsored by the Joint Commission, urges patients to get involved in their care. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. Research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

### ***Speak up if you have questions or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.***

Your health is too important to worry about being embarrassed if you don’t understand something that your doctor, nurse or other health care professional tells you.

- Don’t be afraid to ask about safety.
- Don’t be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don’t hesitate to tell the health care professional if you think he or she has confused you with another patient.

### ***Pay attention to the care you are receiving. Make sure you’re getting the right treatments and medications by the right health care professionals. Don’t assume anything.***

- Tell your nurse or doctor if something doesn’t seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Hand washing or use of alcohol based hand rub is the most important way to prevent the spread of infections. Don’t be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn’t happen, bring this to the attention of your nurse or doctor.
- Make sure your caregiver confirms your identity by checking your wristband and asking your name, before he or she administers any medication or treatment.

# Patient Safety

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## ***Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.***

- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness.
- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.

## ***Know what medications you take and why you take them. Medication errors are the most common health care mistakes.***

- Affinity Health System is committed to your safety. A bar-code scanner will be used to read your ID bracelet on your arm, as well as each medication dose.
- Ask about the purpose of the medication and any possible side effects.
- Ask about any unfamiliar medications. Tell your doctors and nurses about any allergies or adverse reactions you have experienced.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.

## ***Code H (HELP) Dial “77”***

At Affinity Health System we are leading health in safety so we created a Code H. First always call your nurse for help, but if you have chest pain, shortness of breath or if you are having significant changes in how you feel that you feel are not getting resolved, dial “77” from your room phone for assistance. A medical professional will arrive to assess the situation. Additional help then will be called in as needed. This is reserved for Emergencies only and is another safety feature we have built in.

## ***Identification Bands***

You should always have a white identification band on, and if any information on this band is incorrect, please notify staff right away. In addition to this band we have three color coded stickers that may be placed on your band to help alert us of special alerts. The three special alerts we have in place for additional safety are:

1. Yellow for potential fall risk
2. Red for a known allergy
3. Purple for “do not resuscitate” wishes



# Patient Safety

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## *Patient Rounding*

At Affinity Health System we frequently round on every patient to ensure personalized care and effective pain management. We have learned this also prevents falls, prevents bed sores (pressure ulcers) and keeps your room safe. Staff rounding will assess you for the 4 P's:

- Pain—evaluate pain level
- Potty—offer help using the toilet
- Position—help patient get comfortable
- Personal items—accessible

## *Falls Prevention*

Patient falls are among the most common occurrences reported in hospitals.

### **Factors that make you more likely to fall include:**

- Age
- Confused/disoriented
- Altered elimination
- History of falls in last 6 months
- Medications
- Impaired mobility

### **The single main goal regarding falls is prevention. Preventative measures include:**

- “Call Don’t Fall” reminders may be posted in your room.
- Call for help if you are unsteady when moving from bed to chair or chair to bed, walking, getting to the toilet or retrieving hard to reach items.
- Don’t Rush! Take your time, especially when getting out of bed or standing up if you have been lying down or sitting for an extended period of time.
- Wear proper nonskid footwear.
- Make sure your wheelchair is locked and the foot pedals are up before moving in or out of it.
- For your safety a bed and chair alarm may be placed to help remind you to use your call light to ask for assistance with getting out of bed or from the chair
- Avoid bending to pick up items. Ask for help.
- The Physical Therapy department may evaluate and treat patients at risk for fall.
- Tell your doctor or nurse of any episodes of dizziness or lightheadedness.

# Patient Safety

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## *Health Care Associated Infections*

Healthcare-associated infections (HAIs) are infections that patients can get while receiving treatment for medical or surgical conditions. No matter where you are—in a hospital, a long-term care facility, outpatient surgery center, dialysis center, doctor’s office, or elsewhere—you are at risk for infections. These kinds of infections are often preventable.

The most common types of infections are:

- Catheter-associated urinary tract infections (when germs travel along a urinary catheter and cause an infection in your bladder or kidney)
- Surgical site infections (an infection that happens after surgery in the part of the body where the surgery took place)
- Bloodstream infections (when germs enter the blood by way of a catheter or tube that is placed in your vein)
- Pneumonia (infection of the lungs)
- Clostridium difficile
- Methicillin-resistant Staphylococcus aureus
- Vancomycin-resistant enterococcus

Information provided by the Association for Professionals in Infection Control and Epidemiology at the following website: <http://consumers.site.apic.org/>

## *Infection Prevention*

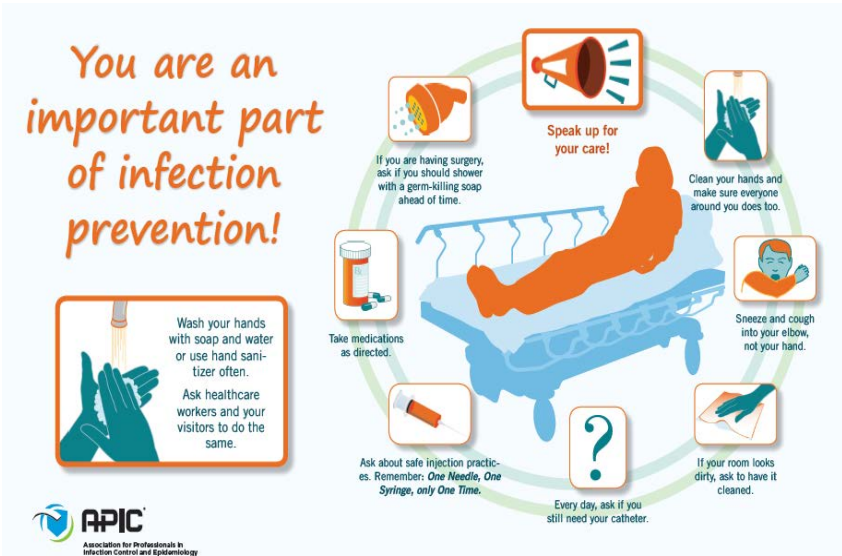
There are steps that patients, their families, and other visitors can take to prevent infections. We highly recommend you follow the steps below to help protect yourself, visitors, and our associates.

**Here are the top 10 things you can do:**

1. **Speak up** for your care and ask plenty of questions when you go into any healthcare facility. Don’t be shy.
2. **Wash your hands** regularly with soap and water or use hand sanitizer often.
3. **Ask about safe injection practices.** Remember: One needle, one syringe, and only one time.
4. **Ask to have your room cleaned** if it looks dirty.
5. **Ask questions about the medications that are prescribed to you.** Know what they are for, how to take them, and how often you should take them. If you are prescribed antibiotics, take all of them—even if you start to feel better.

# Patient Safety

6. **Ask if you should shower with a germ killing soap before having surgery.**
7. **Ask each day if you still need a catheter.**
8. **Ask about vaccines** you need to stay healthy.
9. **Know about infection preventionists.** These “germ sleuths” work every day to protect you. They use their detective skills to find the bad germs and keep them from making you sick.
10. **Become familiar with healthcare-associated infections.** HAIs are infections that patients can get while receiving treatment for medical or surgical conditions.



Information provided by the Association for Professionals in Infection Control and Epidemiology at the following website: <http://consumers.site.apic.org/>

## ***Pressure Ulcer Prevention***

The Wound and Skin Program has educated the nursing staff to maintain healthy skin, prevent development of pressure ulcers and treat existing skin conditions. All patients are assessed on admission and at regular intervals for skin breakdown.

# Services

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## **LifeDirect Home Monitor Services**

Ministry LifeDirect brings innovative technology into the home. It will allow you to remain safe and independent in your own home longer and have peace of mind 24 hours a day that help is as easy as a push of a button. The unit is completely mobile and can travel with you anywhere in the United States. An affordable monthly user fee is charged for the service. For information, ask your nurse, case manager, or call (920) 628-9605, or go

to [www.affinityhealth.org/Affinity/Services/LifeDirect-Home-Monitoring](http://www.affinityhealth.org/Affinity/Services/LifeDirect-Home-Monitoring)

## **Suicide and Crisis Prevention**

If you are having thoughts of suicide, we have resources at your disposal. Please know that we are concerned not only for your physical health but your emotional well-being also. If you are having thoughts of suicide please let anyone on your care team know or access the local county hotlines. They can be reached by phone at:

Crisis Hotline

Calumet County (920) 849-9317

Outagamie County (920) 832-4646

Winnebago County (920) 233-7707 or (920) 722-7707

# Services

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## Caregivers Support Group

Caregiver support is FREE to all caregivers including those of inpatients, discharged patients, the public and employees.

Caregiver support groups discuss maintaining stability in your family, financial issues, seeking help/sharing the care, managing the physical care of your loved one, and your home as a "mini hospital."

*Personalized Care*

# Caregivers SUPPORT GROUP

**EVERY WEDNESDAY from 3:30 - 5:00 p.m.**  
*Located at Mercy Medical Center in the  
5th floor Sub-Acute Family Lounge*

**EVERY WEDNESDAY from 1:00 - 2:30 p.m.**  
*Located at St. Elizabeth Hospital in the  
Helen G. Fowler conference center.*

# Services

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## Spiritual Services

Spirituality is an important part of healing and wellbeing. The Spiritual Services staff is an integral member of the interdisciplinary health care team as it provides care to the whole person.

Our Spiritual Services department provides spiritual care to patients' families and associates. We welcome and respect all faiths and beliefs and work very hard to meet everyone's personal needs. Our chaplains are on call 24 hours a day to help facilitate the use of sources of hope, forgiveness, peace, reconciliation, healing, acceptance and love.

### **What Affinity Chaplains Offer:**

Affinity Health System chaplains provide companionship and emotional support to patients, families and staff. We offer ongoing visits, prayer, sacraments and grief support. We also conduct interfaith worship services and memorial services.

When you contact a chaplain for help, you can expect:

- confidentiality
- good listening skills
- acceptance and understanding
- emotional and spiritual support
- information and guidance about medical ethics questions, including organ donation, life support decisions, end-of-life issues and other questions
- grief support in living with death and loss

### **Chapel**

The **St. Elizabeth of Hungary Chapel and meditation room**, located on the first floor of the hospital near the Breast Center entrance, is open 24 hours a day for prayer and meditation. The chapel celebrates Catholic Liturgy with Eucharist Tuesday through Friday at 11 a.m. The service is broadcast in the hospital over closed circuit television.

# Services

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## **When Should I Call a Chaplain?**

Spiritual Services can help when patients, family members or staff members feel emotions such as anger, denial, fear, grief, hopelessness, and post-traumatic stress or other spiritual questions or problems. Such emotions can occur because of a change in environment, a troubling diagnosis, pain and suffering, death, financial hardship and other stressful situations.

Signs of spiritual distress may include:

- feelings of hopelessness, despair, emptiness, fear, resentment, guilt and shame
- lack of self-esteem or confidence
- pain and suffering
- inability to trust
- depression
- denial
- substance abuse
- history of abuse or neglect
- moral or ethical conflicts
- unresolved feelings about death and dying
- alienation, avoidance or withdrawal from God and other people
- role change or identity crisis
- emotional detachment
- grief and loss

A chaplain is available through the Affinity Spiritual Services department for non-urgent needs at St. Elizabeth Hospital by asking a staff person to contact a chaplain for you or by calling (920) 738-2655 or 8-2655 from any hospital phone and Mercy Medical Center, (920) 223-0120. Our board-certified chaplains are available Monday through Friday from 8 a.m. – 4:30 and on-call for emergencies 24 hours a day, 7 days a week.

Urgent needs: call operator at (920) 738-2000 and page “Chaplain on Call.”

The Spiritual Services department, with your permission, will also notify your church when you are hospitalized at St. Elizabeth.

# Services

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## **Services and Communion**

Mass is offered in the chapel Tuesday through Friday at 11 a.m. except for holidays and televised on channel 60.

A recording of the mass is played at 8:30 a.m. on Sundays.

A taped protestant service is played at 9:30 a.m. on Sundays.

The services are televised on the Closed Circuit Chapel channel 60.

Catholic communion is distributed daily. If you have missed the regular scheduled Catholic communion, please call the hospital extension 8-2655.

Other services include:

- Fullness of life – quarterly (Memorial Service – Ecumenical)
- Pathway to Peace (Pregnancy Loss Memorial Service)
- Anointing and Protestant communion upon request

## **Local Churches**

The following is a list of churches near St. Elizabeth Hospital:

### **Emmanuel Baptist Church**

2020 E. John St.

Appleton, WI 54915

(920) 731-6101

Service times: Sunday 10:45 a.m.

### **Sacred Heart Catholic Church**

22 E Fremont St.

Appleton, WI 54915

(920) 739-3196

Service times: Saturday 4:30 p.m. and Sunday 8:00 & 10 a.m.



# Services

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## **St. Mary's Catholic Church**

312 S State St.

Appleton, WI 54911

(920) 739-5119

Service times: Winter – Saturday 4:30 p.m. and Sunday 8:00, 9:30 & 11:00 a.m. Summer – Saturday 4:30 p.m. and Sunday 8:30 & 10:30 a.m.

## **All Saints Episcopal church**

100 N. Dew St.

Appleton, WI 54911

(920) 734-3656

Service times: Sunday 8:00 a.m. & 10:00 a.m.

## **Trinity Lutheran Church – ELCA**

209 S. Allen St.

Appleton, WI 54911

(920) 734-9895

Service time: Sunday 9:30 a.m.

## **First Congregational Church**

724 S. River

(920) 733-7393

Service times: Sunday 8:45 a.m. & 10:30 a.m.

## **Hmong Alliance Church**

303 N. Oneida St.

Appleton, WI 54911

(920) 832-1310

## **Kingdom Hall of Jehovah's Witness**

2902 N. Roemer Rd.

Appleton, WI 54911

(920) 731-7481

## **First United Methodist Church of Appleton**

325 E. Franklin St.

Appleton, WI 54911

(920) 734-8677

Service times: Saturday 5:30 a.m. and Sunday 9:00 a.m. & 10:30 a.m.

# Services

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## **Faith Lutheran Church, Missouri Synod**

112 W. Glendale Ave.

Appleton, WI 54911

(920) 739-9191

Sunday 8:00 a.m., 9:15 a.m. & 10:30 a.m. and Monday 6:00 p.m.

## **The Church of Jesus Christ of Latter-Day Saints**

425 W. Parkridge Ave.

Appleton, WI 54911

(920) 830-4153

## **Memorial Presbyterian Church**

803 E. College Ave.

Appleton, WI 54911

(920) 734-1787

Service time: Sunday 10:00 a.m.

## **Unity Church of Christianity**

1800 S. Lawe St.

Appleton, WI 54915

(920) 739-4823

Service time: Sunday 8:30a.m. & 10:00 a.m.

## **Riverview Lutheran Church – Wisconsin Synod**

136 W. Seymour St.

Appleton, WI 54915

(920) 733-3728

Service times: Sunday 8:00 a.m. & 10:30 a.m.

# Rehabilitation Services

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The role of rehabilitation is to assist individuals with functional limitations in achieving their maximum level of function.

Your physician may order physical, occupational or speech therapy or cardiac/pulmonary rehabilitation.

If any of these services are ordered, a therapist will work with you to determine how we can best meet your individual needs. The Therapist will meet you in your room and complete an evaluation, The type and frequency of your therapy will be based on the results of this evaluation.

Occupational therapy will address areas such as activities of daily living, cognition, visual perception, strength, range of motion, upper extremity pain and splinting needs.

Physical therapy will address area such as pain, mobility, balance, range of motion, strength, conditioning, coordination, endurance, fall prevention, gait and wheelchair management.

Speech therapy will address areas of speech, swallowing and cognition.

Cardiac and pulmonary rehabilitation will provide progressive exercise and education following a cardiac event or lung problems.

Your therapists will help you decide which tasks you need to work on to prepare you to return home.

Depending on your needs, you may also be recommended for:

- Inpatient Rehabilitation Unit for people with physical, functional or behavioral deficits who can benefit from intensive therapy and an interdisciplinary treatment approach.
- Outpatient Therapy following your discharge.
- Therapy through a home health agency
- Your therapists and case management staff will assist you or your family in making arrangements for continual therapy after you leave the hospital.

# **Patient/Family Education for Pain Control**

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## **Pain Management**

It is Affinity's goal to keep you as comfortable as possible. Your health care team (physicians, nurses, therapists, pharmacists, etc.) will work with you to find your best treatment options. Your nurse will help you to identify an acceptable or "tolerable" pain level. "Tolerable" means that you will still have some aches and discomfort, but your pain is at a level where you can still do things that will help you get better, such as: turn in bed; cough and deep breathe; get out of bed; sit up in a chair; participate in therapy; and walk. When you tell us you are in pain, we will act quickly to relieve your pain. It is important that you help us by telling a member of your health care team about your discomfort including where it is, how it feels and how well the treatment is working.

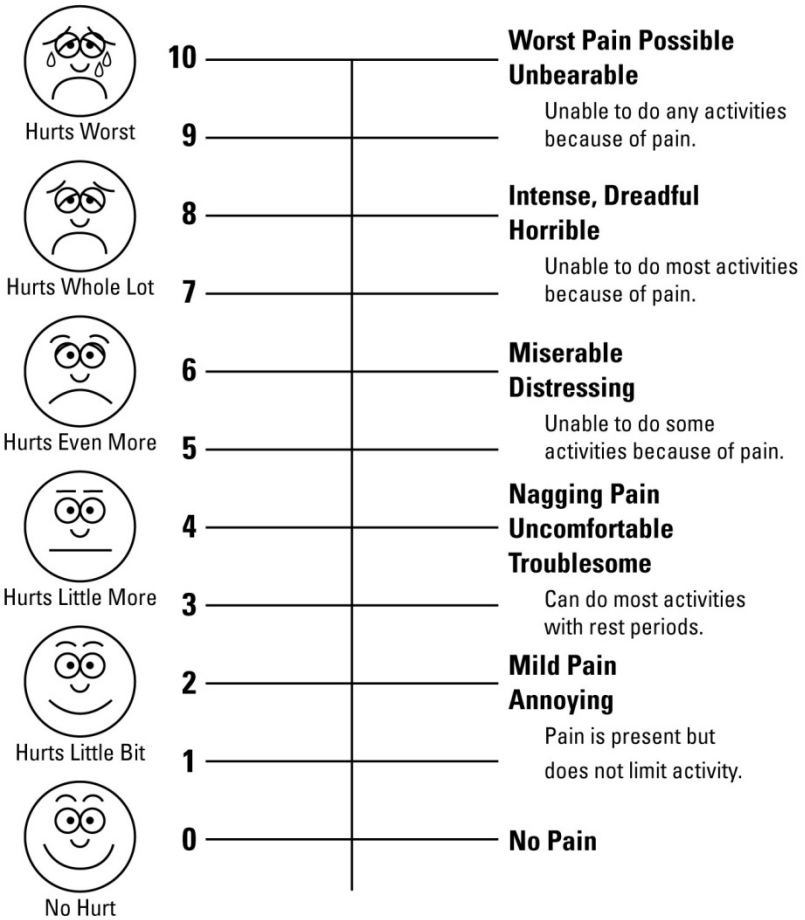
### **Why is Pain Control Important?**

Unrelieved pain has many negative effects, which may delay healing. When you are comfortable, you can breathe, move and walk more easily. This helps you recover and helps prevent problems such as blood clots and infections. If you are having pain, do not wait to report your pain to a member of your health care team. Pain is easier to treat when we start early.

Your health care team will ask you questions throughout your hospital stay/office visit to help them understand your pain and help them recommend the most appropriate treatment.

# Patient/Family Education for Pain Control

Below is a pain scale used to assist you in scoring your level of discomfort.



From Wong DK: Hockenberry-Eaton M., Wilson D., Winkelstein M.L., Schwartz P: *Wong's Essentials of Pediatric Nursing*, ed. 6. St. Louis, 2001. p 1301. Copyrighted by Mosby, Inc. Reprinted by permission.

# Staff

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During your stay, you will be cared for by a Patient Care Team, who is identified as colleagues. Along with your physicians, you can count on these people to assist you:

**Registered Nurse (RN)** is responsible for assessing your progress and designing, implementing and evaluating your care plan. Professional colleagues include registered nurses, pharmacists, therapists, clinicians, social workers and our chaplains.

**Licensed Practical Nurse (LPN)** provides advanced technical skills such as data collection and medication distribution.

**Technical Colleague (TC)** is certified and responsible for assisting you with bathing and other aspects of your personal care. Both technical and the licensed practical nurses also perform other skills such as EKGs, phlebotomy and simple breathing treatments.

**Environmental Associates** facilitate efficient function within the unit by performing housekeeping duties, assisting with transport and helping with personal care.

**Unit Clerks** are responsible for clerical functions, communication, unit coordination, record keeping and customer relations.

**Hospitalists** are physicians who specialize in hospital care. He/she communicates with your primary care doctor about any changes in your condition or treatment. He/she will also work closely with you and your family. Our Hospitalist Program at Affinity is part of a nationwide trend redefining the future of inpatient care.

**Anesthesiologist or Nurse Anesthetist** is a provider who will manage your anesthesia during any surgical procedures. They give you anesthesia which is medication administered for the relief of pain and sensation during surgery.

**Occupational Therapist (OT) & Occupational Therapy Assistant (OTA)** provide assessment and treatment to help you regain strength and function for daily living.

# Staff

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**Physical Therapist (PT) & Physical Therapist Assistant (PTA)** provide assessment and treatment to help you regain mobility and function so you can return to the life you enjoy.

**Speech Language Pathologist (SLP)** provide assessment and treatment to regain speech, swallowing or cognitive abilities.

**Cardiac & Pulmonary Rehabilitation Specialists** provide assessment, education and treatment to patients who have had a cardiac event or are experiencing lung problems.

**Respiratory Therapists** are specialists who work with your doctors and nurses to help you breathe easier with and without equipment and medicines should you need it.

**Pharmacists** prepare medicines and consult with the doctors and nurses to make sure your treatment gives you the most benefit.

**Chaplains** may visit you to provide spiritual support. They can also arrange for you to receive visits from your spiritual leader.

**Dieticians** are always available to evaluate your nutritional need and suggest the best types of food for your condition if needed.

**Case Managers and Social Workers** assess and plan for any continuing care needs you may have before leaving for home or other living situation. Please work with your nurse to contact them.

# **Patient's Rights and Responsibilities**

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**Each patient at Affinity Health System (AHS) – Ministry Health Care or when appropriate, the patient's representative (as allowed under Wisconsin law) has the right to:**

1. Be informed of their patient rights upon admission to the hospital or in advance of furnishing or discontinuing care, whenever possible.
2. Have a family member or representative of his/her choice and his/her own physician informed when being admitted to the hospital.
3. A formal complaint process for the initiation, and, when possible, prompt resolution of patient complaints and grievances concerning quality of care and privacy of health information, as well as information on whom to contact, including state agencies and The Joint Commission to file a complaint/grievance. The complaint/grievance process and timeframes for resolution are found in the AHS Patient Bill of Rights and Patient Complaint Resolution policy which can be obtained by contacting our Vice President of Quality/Risk Management via the Patient Relations Center at (920) 996-3770.
4. Participate in the development and implementation of his/her plan of care and the right to make informed decisions regarding his/her care. This includes the right to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequence of such refusal.
5. Be informed of his/her health status, be involved in care planning and treatment, and be able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
6. Formulate advance directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law, and to have hospital and clinic staff and practitioners who provide care comply with these directives.
7. Personal privacy and confidentiality of information except in those cases permitted by law.
8. Receive care in a safe environment.
9. Be kept free from all forms of abuse and harassment.
10. Confidentiality of his/her clinical records.
11. Access information contained in his/her medical records within a reasonable timeframe. AHS must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits.



# Patient's Rights and Responsibilities

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12. Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
13. Be informed regarding less than favorable results of treatment.
14. Know the identity and professional status of individuals providing service to them.
15. Care that includes consideration of psychosocial, spiritual and cultural variables.
16. Have reasonable access to considerate and respectful care.
17. Refuse to participate in research or receive experimental treatment and the right to withdraw from participation at any time.
18. Participate in the consideration of ethical issues that arise in his/her care.
19. Relief of pain when possible.
20. End-of life care that optimizes comfort and dignity, including effective pain management.
21. Qualified interpreter services at no cost to them, not be required to rely on their minor children, other relatives, or friends as interpreters, and file a grievance about the language access services provided them by contacting our Vice President of Quality/Risk Management via the Patient Relations Center at (920) 996-3770.
22. Receive the organization's "Notice of Privacy Practices" as required by the HIPAA privacy regulations, which delineates how health information may be used and disclosed, and the patient's rights and providers' legal duties with respect to protected health information.
23. Not be denied appropriate care because of their age, new born status, race, ethnicity, religion, culture, national origin, ancestry, language, physical or mental impairments or disabilities, socioeconomic status or source of payment, sex, marital status, sexual orientation, and gender identity or expression.
24. To know who has overall responsibility for their care.
25. Except in emergencies, not be transferred to another facility without being given a full explanation for the transfer, provision made for continuing care and acceptance by the receiving facility.
26. Examine his/her bill and receive an explanation of the bill, regardless of source of payment and receive, upon request, information regarding financial assistance available through the organization.
27. Designate persons who are permitted to visit, and persons to be present with the patient for emotional support during his/her hospital stay.

# Patient's Rights and Responsibilities

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*Note: Patients in special care areas such as Alcohol and Other Drug Abuse, Adult Mental Health, and Child & Adolescent Mental Health will receive specific information on patient rights and grievances during their admission to those specialized care areas.*

**All patients have the responsibility to:**

- Actively participate in decisions regarding their health care, treatment and services.
- Be as accurate and complete as possible in providing information about their medical history.
- Notify their doctor, nurse or other care providers regarding concerns about a course of treatment or care decision, or if they feel they cannot or will not follow a treatment plan.
- Notify their doctor, nurse or other care providers regarding a concern about their hospital or clinic care.
- Ask for clarification when not understanding what is being asked or why it is being asked.
- Be considerate of other patients and staff, respecting their privacy and confidentiality.
- Use hospital or clinic property and equipment for their intended use.
- Follow instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital and clinic.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with doctors, nurses and other staff.
- Meet financial commitments.

If you have questions or concerns regarding your rights or care received while at Affinity Health System – Ministry Health Care, contact the Patient Relations Center at (920) 996-3770 and/or the department's director/manager.

# Discharge Procedure

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Nursing staff will assist you during the discharge process. On the day of discharge, your nurse will review all discharge instructions and medications with you and/or your family member. Please be aware that once your provider informs you that you will be discharged, the nursing staff will need a period of time to prepare these instructions and medications for you. Please be patient during this process.

Please arrange to check out of the hospital by 2 p.m. on the day of your release.

Case management/social services staff will work with your health care team in assessing and planning for continuing care needs following hospitalization, whether you return home, transfer to an extended care facility or move to another living situation.

If you would like to request a discharge planning meeting, or have questions regarding discharge planning, please call case management staff at (920) 738-2486.

You may receive two phone calls within 3 to 10 days after discharge. One call is to complete an anonymous satisfaction survey, which assists the hospital in improving our services. The second is a discharge follow-up phone call to assess how your transition following hospitalization is going and to address any questions you may have.

## **DISCHARGE CHECKLIST**

Before leaving, make sure you have:

- Transportation (wait in room until transporter arrives)
- Discharge paperwork including prescriptions and list of any medications
- Instructions for care after you leave the hospital
- Any valuables or medications that were sent to safekeeping
- Glasses, contact lenses, hearing aids and dentures
- Personal medical or electronic devices
- All personal belongings including jewelry, watches, etc.

# Financial Arrangements

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- Your bill is a summary of the services and supplies received while in the hospital.
- Arrangements for payment of the hospital bill are your responsibility.
- The hospital will bill your insurance company from the information provided at the time of registration.
- Payment of known deductibles and co-insurance amounts is required at discharge.
- Any difference remaining after insurance payment has been applied will be billed to you.
- If you need assistance or have questions about your bill, call Patient Business Services at (920) 628-9000 or 1-866-832-1120.
- The hospital bill does not include your attending physician or surgeon's fees. Physician specialists such as radiologists, anesthesiologists and pathologists will also bill you separately for their services.
- Please note: If you are a Medicare patient, staying overnight when your stay is considered outpatient by Medicare that Medicare Part B does not pay for medications on their self-administered list even if a nurse administers them to you. If you have questions about this please contact Medicare.
- The Affinity Care program provides assistance to our patients who have the inability to make payment arrangements on their balance. Individuals with limited financial resources who meet eligibility requirements will be eligible for a charitable reduction on their balance due. If you feel you may be eligible, call (920) 628-9670 or 1-877-928-5678.

# Outpatient or Observation Status

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Patient billing status is determined by the severity of your symptoms and what treatment you need. Your physician and the Hospital have determined that your billing status for this hospital stay is Outpatient or Observation status which means:

- You have an outpatient billing status even though you are in a regular hospital bed and receive some of the same services as a patient with an inpatient billing status.
- Your expected length of stay in the hospital will typically be less than 48 hours.
- Your physician will determine your actual length of stay based upon your condition and progress.
- At least every 24 hours, your doctor will be reviewing your condition to determine if he or she should:
  - Admit you for inpatient treatment, or
  - Discharge you for continued outpatient follow-up care

## **MEDICARE BENEFICIARIES ONLY**

Since Observation is an outpatient status, Medicare Part B deductible & co-payment amounts will apply.

For more information, see your Medicare Beneficiary Handbook, Part B costs for Covered Services & Items, Outpatient Hospital Services.

Medicare states the patient is responsible for the cost of certain medications—referred to as Self-Administered Drugs. Many of your medications during your observation stay will not be covered by Medicare or your supplemental insurance—you will receive a bill for the medications. The cost of the medications may be higher than prices from your pharmacy.

Observation or outpatient care does not count towards your 3 day hospital inpatient days required for Medicare coverage of any skilled nursing home placement. If you should need nursing home placement, your Case Manager will help you with options.

# Outpatient or Observation Status

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## FREQUENTLY ASKED QUESTIONS

### **What problems do people have that would make observation appropriate?**

Problems that can usually be treated aggressively and normally can be treated in 24-48 hours or conditions for which the cause has not yet been determined. Some examples are back pain, nausea, vomiting, weakness, stomach pain, headache, kidney stones, fever, some breathing problems, and some types of chest pain.

### **What if my physician decides my condition requires acute inpatient care?**

After review of your care, your physician must write an order to convert your outpatient observation stay to a full inpatient admission. You will then not have any Part B charges and your medications will be covered.

### **What if my physician decides that I do not require acute inpatient care?**

If your physician decides that your care can be performed outside a hospital setting you will be discharged. Additional outpatient testing or assistive services like home health care will be arranged if necessary.

### **Can I be placed into outpatient observation after undergoing an outpatient surgical procedure?**

Only if it is medically necessary. Most insurers require a 4-6 hour “recovery period”. The intent of outpatient surgery is to have your surgery and be discharged the same day. However, if you experience a postoperative complication then your physician may place you into observation for further monitoring.

### **What type of post-surgical conditions may warrant further evaluation in “outpatient observation”?**

- Inability to urinate.
- Inability to control pain.
- Unexpected surgical bleeding.
- Unstable vital signs.

### **What if I desire to spend the night in the hospital after my outpatient surgery? Will Medicare cover this?**

No, Medicare will only pay if there is a medical condition that warrants postoperative monitoring.

### **Who can I call with questions about my coverage?**

Our Patient Business Services department has customer service representatives available to assist you. They can be reached at 1-866-832-1120.

# St. Elizabeth Hospital Foundation

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At one time or another, each of us will need to trust our lives or the life of a loved one to a team of healthcare professionals. Many grateful patients and their families are eager to express their appreciation for the personalized care they have received at St. Elizabeth Hospital. A gift in honor or memory of a loved one is a truly meaningful way to pay tribute to someone special while helping to advance excellent health care within your community. Gifts of any amount are greatly appreciated.

The mission of St. Elizabeth Hospital Foundation is to live out the healing ministry of Christ with special emphasis on those in need, by generating, stewarding and distributing funds to enhance the quality of Affinity Health System's services and programs and other community health care initiatives.

Your gift to St. Elizabeth Hospital Foundation will help fund programs and services provided at St. Elizabeth Hospital, Calumet Medical Center and Affinity Medical Group clinics, which support the hospitals. Your gift makes a difference - from AEDs for Affinity athletic trainers to use at area school sporting events, purchasing cutting-edge equipment such as the Neonatal Total Body Cooling Unit for the tiniest and most fragile of our patients or funding Cancer Care Coordinator positions to meet the growing need of our cancer patients. Your gift makes an impact on the lives of others.

*"I was so grateful for the excellent care I received that I chose to make a donation in honor of my caregivers. I know my gift will make a difference in the lives of my friends, neighbors, and loved ones."* - Sue from Appleton

Your donation makes a difference and allows us to focus on providing quality health care to individuals in our region, especially the poor. There are six funds to which you may direct your gift:

1. The Needs of the Poor & Underserved Fund
2. St. Elizabeth Hospital—Where the Need is Greatest Fund
3. Calumet Medical Center Fund
4. Cancer Fund
5. Heart & Lung Fund
6. Women & Families Fund

# Volunteer Services

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## Volunteer Services

Our volunteers play an important role in helping St. Elizabeth Hospital to enhance personalized care and customer satisfaction, which aid us in living out our mission, vision and values.

The St. Elizabeth Hospital Volunteer Services department provides compassionate and resourceful volunteers to fill many volunteer roles. A hospital is a scary place when you or a loved one is sick. As a volunteer you can bring others much needed hope and happiness. Nothing feels as good as a warm smile, calming conversation or assistance when you need it. You can give that kind encouragement and support to people of all ages when you give your time as a volunteer. You'll be brightening someone's day – and yours in turn.

Each year St. Elizabeth Hospital manages approximately 400 volunteers, and 40,000 service hours.

If you would like to make a difference, and be a part of this amazing team we may have the right opportunity for you. We are always looking for enthusiastic and energetic volunteers who want to stay active and have fun. It's easy to get started.

For more information or to apply, please contact the Volunteer Services department at (920) 738-2425 or email us at [sehvolsvc@affinityhealth.org](mailto:sehvolsvc@affinityhealth.org) or visit our website at [affinityhealth.org/volunteer](http://affinityhealth.org/volunteer).



# Accreditations

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St. Elizabeth Hospital is accredited by the Joint Commission on Accreditation of Health care Organizations. This means the hospital has voluntarily chosen to have its performance measured against standards set by a nationwide organization sponsored by the American College of Surgeons, the American Hospital Association and the American Medical Association. These standards are applied to every area of the hospital and there is a continuous, internal process in place to review, inspect and update hospital operations.

The purpose of participating in the accreditation process is to ensure that every patient's welfare is entrusted to competent, dedicated professionals.

St. Elizabeth Hospital is also accredited by:

- Wisconsin Department of Health and Family Services
- Wisconsin Alcoholism and Drug Counselor Certification Board, Inc.
- College of American Pathologists
- American College of Surgeons

St. Elizabeth Hospital is licensed by:

- The United States Department of Health and Human Services for participation in the Medicare Program
- Wisconsin Professional Review Organization
- St. Elizabeth Hospital is a member of:
- Wisconsin Department of Health and Social Services Division of Community Programs for AODA programs
- The American Hospital Association
- The Catholic Health Association of the United States
- The Wisconsin Hospital Association
- The Catholic Health Association of Wisconsin
- The Wisconsin Association of Alcohol and Other Drug Abuse, Inc.
- The Wisconsin Alcohol/Drug Treatment Providers Association
- American Medical Rehabilitation Providers Association
- Chest Pain Certified

# Agencies

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## **Developmentally Disabled**

Northeastern Region  
200 N. Jefferson St., Suite 211  
Green Bay, WI 54301  
(920) 448-5240

## **Fees/Business Practices**

Dept. of Agriculture, Trade & Consumer Protection  
2811 Agriculture Dr.  
Madison, WI 53718-6777  
(608) 224-4960 or 1-800-422-7128

## **Health Services**

Ambulatory, Surgery, Dialysis  
2917 International Ln.  
Madison, WI 53704  
(608) 266-8740

## **HIPAA Concerns**

U.S. Dept. of Health & Human Services - Office for Civil Rights  
233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
(312) 886-2359 or TDD (312) 353-5693  
FAX (312) 886-1807

## **Home Health & Hospice Concerns**

Health Services Section - Bureau of Quality Assurance  
Department of Health & Family Services  
2917 International Ln., Suite 300  
Madison, WI 53704-3100  
Toll Free 1-800-642-6552

## **Joint Commission on Accreditation of HealthCare Organizations**

Quality of Care and Patient Safety Concerns  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
(630) 792-5000

# Agencies

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## **Hospitals/Nursing Homes/Quality of Care Concerns**

Bureau of Quality Assurance  
1 W. Wilson  
P.O. Box 2969  
Madison, WI 53701-2969  
(608) 266-8481

## **Insurance/HMO**

Office of the Commissioner of Insurance  
P.O. Box 7873  
Madison, WI 53702-7873  
(608) 266-3585 or 1-800-236-8517  
711 (TDD) ask for (608) 266-3586

## **Interpreter and/or Translation Service Concerns**

Dept. of Health & Family Services  
Division of Management Technology - Office of Civil Rights Compliance  
1 W. Wilson, Room 561  
P.O. Box 7850  
Madison, WI 53707  
(608) 266-9372 or TDD (608) 266-2555

## **Mental Health, Alcohol & Other Drug Abuse Services**

(608) 243-2087

## **Physicians & Other Health Care Professionals**

Wisconsin Dept. of Regulation & Licensing  
1400 E. Washington Ave.  
P.O. Box 8935  
Madison, WI 53708  
Complaints: (608) 266-7482 (automated number)  
Direct Line: (608) 266-3736

# My Affinity



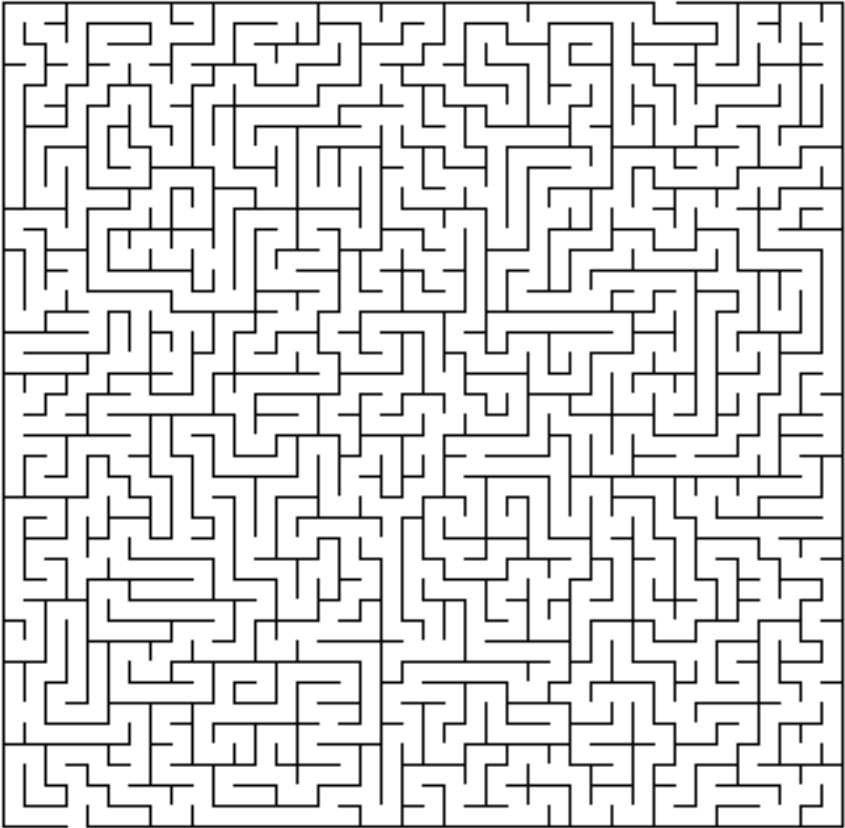
We now have a new portal to look up limited results and pay bills online. To create an account, request a PIN # by visiting the MyAffinity website at <https://myaffinity.gehealthcare.com>.

A screenshot of the myAffinity website home page. The header features the "myAffinity" logo and "Affinity HEALTH SYSTEM" logo. Below the header is a navigation bar with "Home" and "Contact" links. The main content area is divided into several sections: "New to MyAffinity?" with two steps (Register and Add your child to your account), "Request an Adult PIN #", "Welcome to myAffinity Secure Health Management from Your Medical Home" with a video thumbnail for "Sarah's Medical Home" and "Registration Instructions" (Video Demonstration and Written Instructions), and a "Log in" section with fields for "User ID or Email" and "Password", a "Log in" button, and a link for "I forgot my password.". A "I Want To ..." section lists various services like "Request Test Results", "Request Appointment", etc. At the bottom, a footer bar contains the address: "Affinity Health System | 1570 Midway Place | Menasha, WI 54952 | (920) 738-2000".

# Games

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Start



Finish

# Games

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F K M F F L Q J A H H K O D C G E A Y B  
C Q G F X C R N F R A N K F O R T T Y K  
S A L R H V N A W O A K U H K N I R L P  
H O R A U A Y E O G O L N C A C L D M I  
P I D S P B B T D X A S R L E C K H Q X  
N F O O O A S Q O E E A T K I H M A C E  
O U L M Y N C I W P M A A P L O T O U N  
T I T T H O C D R S E L U K Z E N P T T  
S Y O O E O B I I R T K H C E C F I B U  
E H A D L A J B T L A C A O O R N E O S  
L C F L E C A I A Y H H X R M S J R I L  
R Y Z E N U D S E W M D D E E F H R S S  
A Z K I A J A N A S H V I L L E H E E K  
H X C F R W N G R B M O N T P E L I E R  
C C Y G C O L U M B I A O T W S K D D Z  
J S A N T A F E N R F A Q I G M A A A M  
S E N I O M S E D Y N A B L A J C L W W  
I V R R F D O N E L R I C H M O N D E Z  
K W J P C R E J G U B V B O S T O N I M  
Q L L S C O L U M B U S N Y C J L I F V

## STATE CAPITALS

CARSONCITY  
SALT LAKE CITY  
HELENA  
CHARLESTON  
BOSTON  
BOISE  
SANTAFE  
COLUMBUS  
HARRISBURG

ALBANY  
TOPEKA  
SALEM  
DES MOINES  
RICHMOND  
FRANKFORT  
CONCORD  
ANNAPOLIS  
MONTPELIER

COLUMBIA  
BISMARCK  
NASHVILLE  
SPRINGFIELD  
ATLANTA  
PIERRE  
LITTLE ROCK