Welcome to MercyOne

On behalf of our team of more than 7,000 physicians and staff, welcome to MercyOne Des Moines Medical Center.

During your stay, our team of experts will work together to provide high-quality, personalized care throughout every step of your journey.

This guide is designed to provide you and your loved ones helpful information during your time with us. If you have questions or concerns, please do not hesitate to speak with a member of your care team, or the director of the area in which you are receiving care.

Thank you for trusting MercyOne Des Moines Medical Center for your health care – it is our privilege to serve you.

Sincerely,

Karl Keeler
President
MercyOne Central Iowa
During your stay
Your Health Care Team

You are the center of everything we do, with a circle of highly-trained physicians and staff committed to your personalized care.

Providers
Health providers may include physician assistants, nurse practitioners and:
- Your attending physician, supervising your treatment
- Hospitalists or physicians, making rounds at the hospital in place of a patient’s personal physician
- Residents who have received their medical degrees and are now specializing in a selected field of medicine

Nurses
Registered nurses (RNs) are a critical link between you and other members of your health care team and help:
- Communicate your needs
- Explain important treatment information
- Plan and evaluate your care
- Administer medications and place IVs

Patient Care Technicians
Under the supervision of providers and nurses, patient care technicians (PCTs) help make sure you are comfortable during your stay in a variety of ways, including:
- Taking vital signs
- Maintaining your hygiene
- Assisting with meals

Pharmacists
A pharmacist will review your medication orders and work with your physicians and nurses to ensure your medication is safe and accurate.

You may also receive care from:
- Rehabilitation services, including physical, occupational, speech and respiratory therapists
- Phlebotomists and lab staff
- Environmental services (housekeeping)

It’s easy to identify the members of your care team by the color of their uniforms.

Navy scrubs: Nurses
Green scrubs: Patient care technicians
Black/Gray scrubs: Imaging and rehabilitation services
Teal scrubs: Lab staff
Blue smock: Housekeeping

DURING YOUR STAY
Pastoral Care
Pastoral care staff are available 24 hours a day for all faiths to:
• Provide spiritual support and counsel
• Listen and offer a caring presence
• Assist with drafting medical power of attorney
• Provide communion to our Catholic patients and facilitate the Sacrament for Anointing of the Sick

Upon your request, arrangements can be made for sacraments and prayers from your church or faith community.

If interested, please speak with your nurse, or you may contact the MercyOne Des Moines Pastoral Care department directly at 515-247-3238.

Pet Therapy
MercyOne Des Moines is proud to offer pet therapy, with all dogs in the program certified by Therapy Dogs International. These furry friends and their handlers visit patient floors and waiting areas throughout the hospital.

Interpreting & Translation
For patients whose communication is altered by vision, hearing or speech impairments, certified sign and oral language interpreters are available, upon request. We also may provide video phones, closed-captioned TV, personal amplification devices for the deaf (TDD).

Free language services are also available to people whose primary language is not English, such as:
• Qualified interpreters
• Information written in other languages

For additional information, please ask your nurse or call 515-247-8255.
Your Comments & Compliments

We value your comments and the opportunity to address any concerns you may have during your stay. We also like to know when our staff has exceeded your expectations. Your welcomed feedback will be shared with the appropriate staff for MercyOne Des Moines to better serve you, and others.

Patient Experience Surveys

Following your stay with us, you will be contacted by our partner Press Ganey® and asked to share feedback about your experience. Please take a few minutes to complete the survey, as your responses will be used by our staff and physicians to continue to provide exceptional care and service.

The DAISY Award®

We are proud to honor and celebrate the skillful care our compassionate nurses provide every day with The DAISY Award for Extraordinary Nurses®. Recipients of this award personify MercyOne Des Moines’ mission and core values.

Please find a nomination form for The DAISY Award® on page 23 of this guide.

Nominate your nurse for The DAISY Award®!

Fill out the form on page 23 of this guide.
Accommodations

Each element of your stay has been designed with your comfort and well-being in mind.

Your Call Button
For your convenience, you will find a call button near your bed. A member of your care team will visit your room every hour during the day, and every two hours throughout the night. You may hear our staff refer to this as “rounding.” Should you need assistance between these visits, please press your call button.

Pain Management
It is important to us for you to remain comfortable enough to rest and heal, yet participate in the activities needed to recover. This often requires both medication and non-medication techniques. We have a host of services available, including pain clinicians, an outpatient pain clinic and nurse pain champions. Please inform your nurse if you would like more information.

Medications
Keeping an accurate record of your medications is critical to your treatment. During your stay your physician will prescribe all necessary medications. Each time you receive medicine while in the hospital, your nurse will scan the bar code on your arm band to ensure accuracy and track dosage.

Federal regulations require MercyOne Des Moines Medical Center to ensure the safety of all medicine you take while in our care. If you brought medication with you, we ask that you send it home with someone, or your nurse will lock it up to keep it secure.

Communication Boards
Each patient room includes a dry-erase board to help communicate information among the patient, family and health care team. Please feel free to use this resource to share information and make note of questions or concerns.

Meals
Please refer to the menu for meal selections, ordering instructions and hours of service. If you are unable to order your meal on your own – or you need other assistance – please notify a member of your care team.

Your visitors may also order meals for delivery to your room. More information about in-room dining options for guests can be found on page 13 of this guide.
**Housekeeping**
A member of our environmental services staff will clean your room daily. If there is a facility-related problem in your room, please tell a member of your care team and it will be taken care of as soon as possible.

**Quiet Environment**
Our staff makes every effort to help contain noise in and around patient rooms. You may hear unfamiliar sounds that are part of care provided at a hospital. We understand this may be a distraction to your rest, and therefore, we offer several items to provide comfort and reduce noise. Please speak with your nurse for more information, or if you have a concern.

**For Your Safety:**

**12-Hour Bed Alarm Policy**
While in the hospital you may experience risks for falling, even if you haven’t experienced them before. Medications, unfamiliar surroundings, decreased strength and other factors can lead to falls. For patient safety, our hospital policy is to activate a patient bed and/or chair alarm during the first 12 hours after admission to the hospital (except in some specialty areas), as well as after any procedure involving sedation. For additional information about how your care team can help prevent falls, please speak with your nurse.

**Staying Connected**
Each patient room is equipped with a telephone.* We will provide you a phone number to share with your loved ones. Local phone calls can be made free of charge from your room by first dialing “9” for an outside line. Long distance calls must be paid for at the time of service. To call collect or by using a credit card, dial “55,” wait for the dial tone, then dial “00.” A long-distance operator will come on the line to assist you. To use a calling card, follow the instructions on the card.

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**Free Wi-Fi!**
Connect by selecting “Guest” from the list of available networks to your wireless device.

**Wireless internet (Wi-Fi):** MercyOne Des Moines provides a free high-speed internet connection for patients and guests. Select “Guest” from the available networks on your wireless device. No password is required. Charging stations for electronic devices are conveniently located throughout the hospital and may be used free of charge.

**Other Important Information**

**Personal belongings & valuables:** Help us protect your personal belongings and valuables. We recommend a loved one hold your keys, wallet, personal papers, home medications, jewelry and other items not essential to your stay. We appreciate your understanding that MercyOne Des Moines is not responsible for lost, stolen or damaged personal property.

**Weapons:** MercyOne prohibits weapons of any kind on the property. Contact our public safety department at 515-247-3111 to have weapons placed in locked storage during your stay.

**Tobacco use:** For the health and comfort of our patients, guests and staff, smoking, chewing tobacco, e-cigarettes, etc., are not allowed on MercyOne Des Moines property. Speak with your nurse or doctor about options if you are uncomfortable not using tobacco products during your stay.

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*Excluding patient rooms in intensive care units*
Services
On-Site Amenities

We are pleased to offer a variety of convenient services and amenities for you and your visitors.

Parking & Valet Services
Parking is free for patients and guests in the North Visitor Parking Lot, in the East Visitor Parking Lot, and in the three ramps – West, East and North. Find detailed information on the MercyOne Des Moines Medical Center central campus map and at MercyOne.org/desmoines.

Valet parking for patients: Valet parking is available free of charge to patients, Monday–Friday, at the following locations:

- West Entrance: 7 a.m.–3 p.m.
- East Tower Entrance: 7 a.m.–3 p.m.
- Medical Plaza South Entrance: 7 a.m.–5:30 p.m.
- Medical Plaza West Entrance: 7:30 a.m.–4:30 p.m.

To collect your keys from the valet after hours, contact our public safety department at 515-247-3111.

Chapel
Our Lady of Mercy Chapel is open 24/7 for all patients and guests and is located on Level 1 in the Main Building. The schedule of services is posted near the door.

ATM
ATMs are located in the Main Building Lobby, Level 1, and in the Atrium Level A of the Des Moines Health Plaza.

Mail Service & Deliveries
If you receive mail or packages as a patient, a MercyOne Des Moines volunteer will deliver these items to you. Patients and guests with outgoing, pre-stamped mail can drop it off at our mail room, located on Level A of the Main Building. A U.S. Post Office mailbox is located near the Main and West Entrances.

Notary Services
Notary publics are available. Please speak with your nurse if this service is needed.

Outpatient Pharmacy
The MercyOne Des Moines Pharmacy is conveniently located on Level 1 in the Main Building Lobby, near the Main Entrance. Our outpatient pharmacy offers prescription services, over-the-counter medications and health care products, as well as medication counseling to all patients and visitors. MasterCard, Visa and most prescription insurance cards are accepted.

Lost & Found
If you have lost an item during your stay, or found something that doesn’t belong to you, please visit our public safety department in the Main Building, Level A, or call 515-247-3111.
Visitor information
For Your Guests

Please share the following helpful information with those visiting you while in the hospital.

Visiting Hours
Visits by loved ones support the well-being of our patients. To support an environment of healing, visiting hours for most hospital units are between 7 a.m.-9 p.m. Visitors arriving between 9 p.m.-6 a.m. should enter the hospital through the emergency department entrance or the East Tower entrance.

Children: Children may visit patients on most floors and units. However, we ask for children under the age of 14 be accompanied by an adult at all times.

Call to prevent falls: While at the hospital, visitors are encouraged to be active participants in patient care. However, for the safety of all, we request visitors not move patients in or out of bed or chairs without the assistance of the patient’s nurse.

When it is time for a visitor to leave the patient’s room, we encourage them to notify a member of the care team. Thank you for your assistance.

Staying in Touch
There are several options available to communicate with patients and stay informed about their care.

Calling a patient’s room: Patients may be contacted by calling our main switchboard at 515-247-3121. The patient’s first and last name will be required to transfer the call.

CaringBridge®: We have partnered with CaringBridge® to offer free personalized websites to those wishing to stay in touch with family and friends during significant life events. For more information, visit caringbridge.org.

Nearby hotel discount
Extending your stay in Des Moines to be nearby for your loved one at MercyOne Des Moines Medical Center? The Holiday Inn is within walking distance and provides discounts! Call 515-283-0151 and ask for the MercyOne rate.
For Your Guests (continued)

Pet Visitation
MercyOne Des Moines adheres to the Americans with Disabilities Act (ADA) policy, which allows people with disabilities to bring their dog onto our premises if it is a service animal that has been individually trained to do work or perform tasks for the benefit of the individual with a disability. This policy excludes dogs that are used purely for emotional support.

Some family pets may be allowed to visit patients who are admitted to the hospital. However, before bringing a pet, please speak with the nurse to ensure all required information has been collected and to coordinate visitation.

Gift House & Flowers
Conveniently located near the Main Entrance on Level 1, MercyOne Des Moines Gift House and Flowers offers a variety of gifts, fresh flowers, plants, greeting cards, magazines, toiletries, sundries and more. Sponsored by the MercyOne Des Moines Auxiliary, shop staff and volunteers welcome the opportunity to assemble and deliver gifts to our patients. MercyOne Des Moines Gift House and Flowers is open seven days a week. Browse and purchase gifts online at MercyOne.org/desmoines/gift-shops.

Thank you for your support
Proceeds from purchases made at MercyOne Des Moines Gift House and Flowers, the on-site salon as well as Starbucks®, benefit the MercyOne Des Moines Auxiliary, a dynamic organization supporting patient care programs and services. To learn more or become a member, visit MercyOne.org/desmoinesfoundation.
Dining Options

In-room Dining
Room service meals are available for guests to purchase. For ordering information and instructions, please refer to the menu in the patient’s room. You may also ask the patient’s nurse for assistance.

Other Convenient Options
Whether you need a quick snack or a full meal, we have a variety of convenient dining options available.

MercyOne Des Moines Marketplace & Grille
Main Building, Level A
A wide variety of delicious and healthy food selections are offered seven days a week. Menus are posted outside the cafeteria entrance. Hot food is served daily from 6:15-9:30 a.m., 10:45 a.m.-2 p.m., and 4:45-7 p.m., as well as on weekdays from 1-4 a.m.

Starbucks®
East Tower, Level 1
Conveniently located within MercyOne Des Moines Medical Center, this popular chain offers a full selection of premium coffee drinks, teas and other beverages, as well as pastries, desserts, sandwiches and snacks.

The Atrium Deli
MercyOne Des Moines Health Plaza, Level A
Open weekdays from 8 a.m.-1:30 p.m., the Atrium Deli offers a wide variety of breakfast and lunch items, beverages and desserts.

Vending
Vending machines are located throughout our campus, including:
• Outside the MercyOne Des Moines Marketplace and Grille (Main Building, Level A)
• Near the Surgery Lounge (East Tower, Level 1)
• Next to the emergency department (Main Building, Level 1)
• In the MercyOne Des Moines Health Plaza (Level A and Level 1)
• In the East Tower, Level A (Near the Conference Center)
Preparing for discharge
Before Leaving the Hospital

All members of your health care team are responsible for helping with your discharge planning process. For your convenience, an anticipated discharge date will be determined as soon as possible.

Planning Your Next Steps

Your physician will work with your nurses, case manager and other members of your care team to develop your discharge plan. This will include information about:

- Follow-up appointments
- Medications
- Signs and symptoms to watch
- Medical instructions

We will provide written instructions for your care to follow after you leave the hospital, which our staff will review with you, your family and/or the nurses at any facility to which you go. It is important to us that you understand your care plan and that all of your questions are addressed.

Care Coordination

By working closely with you and your loved ones, care coordinators can address a variety of needs, including home care, home infusion, medical equipment set up, skilled and nursing home placement, hospice, crisis intervention, and psycho-social needs.

For assistance and more information, please ask a member of your care team to connect you with a care coordinator.

Transportation

While discharge time can vary, we appreciate your flexibility in making transportation arrangements. Your nurse can provide an estimated time of day for your discharge.
Your Discharge Checklist

It is important to understand your health care needs before you leave the hospital. Please use the following list as a guide to identify questions or concerns about your treatment and course of care. Be sure to use this tool throughout your stay. Talk with your physician/s and care team and write down information you would like to reference at a later time.

**Conditions & Symptoms**
I understand my health condition and what symptoms or problems to watch for. I know what limitations I may have after leaving the hospital.

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**Treatment**
I understand my course of treatment, both while in the hospital and after I leave. My follow-up appointments have been scheduled. I know who to call if I have questions or problems.

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**Medications**
I know what medications I will be taking after leaving the hospital and why I need them. I understand the side effects of my medications. I know who to call if I experience any side effects.

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Resources
I have talked with my care team and loved ones about my plan of care after I leave the hospital. I know who will help me. I know what equipment and supplies I need and how I will get them. I know who to call if I have questions or problems.

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Questions to Ask
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We’re Here to Help
After leaving the hospital, you may have short or long-term needs to help navigate your recovery. Be sure to discuss with your loved ones and care team any challenges you may face, such as safely walking, preparing meals, bathing and using the restroom. Our MercyOne Des Moines Care Coordination department staff are a helpful resource available to you.
Billing & insurance
Your Hospital Bill

We want to ensure you understand every aspect of your care, from registration, to treatment, to billing. Additional information is available at MercyOne.org/desmoines. If you have questions regarding a MercyOne Des Moines billing statement, please call the Billing Customer Service business office at 877-721-6504.

Understanding Your Statement

Professional fees: In some cases, you will receive multiple statements for a single date of service. Many insurance companies require specific billing information to process claims to the carriers’ requirements. Fees for physicians and other professionals involved in your care will not be reflected in the statement of fees charged by MercyOne Des Moines Medical Center. You should expect to receive separate bills from each physician, including (but not limited to):

- Primary care physicians
- Specialty care physicians
- Pathologists
- Radiologists
- Anesthesiologists
- Advanced practice nurses
- Physician assistants
- MercyOne Des Moines Laboratory

Insurance

To ensure your most recent information is on file, we will ask to make a copy of your insurance card each time you are admitted to the hospital. We appreciate your cooperation in having any other forms of original documents (e.g., claim forms, authorizations, referrals) required by your insurance carrier also readily available. Please be aware of any exclusions, benefits, co-payments and deductibles that are part of your insurance plan.

Medicare: If covered by Medicare, you will receive a bill for any remaining balance after we have received payment from Medicare and your supplemental insurance. You are responsible for any applicable deductibles, co-payments or other amounts not covered by Medicare or your supplemental insurance carrier.

We must follow strict guidelines when billing Medicare, including:

- Asking questions to determine if Medicare should be listed as the primary or secondary insurance.
- Confirming any test or procedure ordered by your doctor is medically necessary under Medicare guidelines.

Medicaid: If you have Medicaid, you must be eligible for coverage at the time of service and present a card for the current month. If your Medicaid card shows you have additional insurance, you are required to present this insurance card at the time of registration. We will bill your account to Medicaid. Payment for all associated non-covered portions and spend-down requirements are the responsibility of the patient.

No insurance: Financial assistance is available for patients without insurance who meet income guidelines. For additional information, including how to obtain an application for financial assistance, contact MercyOne Des Moines’ Payment Financial Counseling department at 515-247-4199.

Questions about your bill?

Call the Billing Customer Service office at 877-721-6504.
The DAISY Award®
The Daisy Award®

MercyOne Des Moines is proud to honor and celebrate the skillful care our compassionate nurses provide every day with The DAISY Award for Extraordinary Nurses®. This international program recognizes nurses who provide remarkable care while demonstrating clinical excellence.

A Special Way to Say Thanks

The Diseases Attacking the Immune System (DAISY) Foundation was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease ITP in 1999. During his hospitalization, the Barnes family deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way.

Today, more than 2,800 health care facilities in all 50 states and 17 other countries now honor extraordinary nurses with The DAISY Award®.

Each award recipient at MercyOne Des Moines will be recognized at a public ceremony in her/his unit and will receive:

- A beautiful certificate
- A DAISY Award® pin
- A hand-carved stone sculpture entitled, “A Healer’s Touch”

Eligibility

All MercyOne Des Moines nurses who exemplify our mission and core values are eligible to be nominated. Awards are given monthly to deserving nurses. Patients, visitors and volunteers are encouraged to submit a nomination.

Nominations

To nominate a MercyOne Des Moines nurse, simply complete the form on the next page and:

- Give it to any member of the MercyOne Des Moines Medical Center nursing staff.
- Mail it to MercyOne Des Moines Medical Center Attn: Patient Services, 1111 6th Ave., Des Moines, IA 50314.
- Fax it to 515-643-5809.

You may also complete and submit your nomination online at MercyOne.org/desmoines. With questions, please email daisyaward@mercydesmoines.org.
The DAISY Award® Nomination

Thank you for sharing your story of how a nurse made a difference you will never forget.

Name of the nurse you are nominating:

Unit where this nurse works:

I would like to thank my nurse and share my story of why this nurse is so special:

Your Name: ________________________________

Your Phone: ________________________________

Your Email: ________________________________

☐ Please contact me if my nurse is chosen as an honoree of The DAISY Award® so I may attend the celebration, if available.

I am (please check one):

☐ RN  ☐ Provider  ☐ Patient

☐ Staff  ☐ Volunteer  ☐ Family/Visitor

Date of Nomination: ________________________________

If you have questions, please email daisyaward@mercydesmoines.org.

After completing this form, please:

- Give it to any member of the MercyOne Des Moines Medical Center nursing staff.
- Mail it to MercyOne Des Moines Medical Center, Attn: Patient Services, 1111 6th Ave., Des Moines, IA 50314.
- Fax it to 515-643-5809.

Thank you for recognizing your nurse!
Your Rights & Responsibilities

By taking an active role, you become a partner in your health care. We will gladly answer any questions or concerns you may have to ensure understanding.

We value each individual patient’s rights to considerate, respectful care in a safe setting. It is our policy that these rights be respected, and no patient be required to waive these rights as a condition of treatment.

MercyOne Des Moines Medical Center complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, age, disability or sex.

For full disclosure, please refer to the Patient Rights and Responsibilities booklet. You may also find information on MercyOne.org/desmoines.

If you have any questions about your rights or responsibilities as a patient, or as parent or legal guardian of a minor adult or patient at MercyOne Des Moines, please contact the Patient Advocate at 515-643-2861.

Your Privacy

We are required by federal law to maintain the privacy of your medical information and offer you our Notice of Privacy Practices, describing how medical information about you may be used and disclosed, and how you can get access to this information. This notice is available in a separate booklet offered to you at the time you are admitted to the hospital. You may also find information about our privacy practices at any time on MercyOne.org/desmoines.

“No Publicity Status”

Patients who wish to have complete privacy and avoid all outside contacts may sign a “No Publicity Status” form. In this case, our staff will neither confirm nor deny a patient’s presence at a hospital to anyone, by phone or in person. Room and telephone numbers will not be provided, and received items, such as flowers, mail and other packages, will be returned to the sender. Please speak with your nurse if you would like additional information about your status.