Welcome to Mercy

On behalf of our dedicated team of highly-skilled professionals and compassionate staff, welcome to Mercy Medical Center—Des Moines. It is our privilege to serve you, with careful attention to ensuring you have a Remarkable Mercy Experience that exceeds your expectations.

Beyond providing nationally-recognized medical expertise, Mercy delivers quality health care in a manner in which you feel valued, respected and comfortable.

This guide was created to provide helpful information and support during your time with us. If you have questions, concerns or need additional information, please do not hesitate to speak with the director of the area in which you are receiving care.

Thank you for choosing Mercy for your health care services.

Sincerely,

Karl Keeler
President, Mercy Medical Center—Des Moines
Your Health Care Team

At Mercy, we are committed to providing the highest quality care available.

Providers
Health providers may include physician assistants, nurse practitioners and:
• Your attending physician – Supervises your treatment
• Mercy hospitalists – Physicians who make rounds at the hospital in place of a patient’s personal physician
• Residents – Those 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 IV placements

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 you have safe and accurate medication.

You may also receive care from:
• Rehabilitation Services, including physical, occupational, speech and respiratory therapists
• Phlebotomists and lab staff
• Environmental Services (housekeeping)
Healthcare Team (continued)

Pastoral Care
Mercy Pastoral Care is available 24 hours a day for all faiths, to:
• Help draft a medical power of attorney
• Provide the Eucharist daily for our Catholic patients
• Facilitate the Sacrament for Anointing of the Sick

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

If interested, speak with your nurse, or you may contact Mercy Pastoral Care directly at (515) 247-3238.

Interpreting & Translation
Mercy provides free interpreting and translation services, as well as assistive communication equipment to any patient or guest, upon request. Our interpreters are specially trained to work in a health care environment. Staff also comply with patient/provider confidentiality policies and meet quality assurance criteria.

In-person interpretation services are available for:
• American Sign Language (ASL)
• Bosnian (Serbo-Croatian)
• Spanish

Mercy also offers interpreting services via telephone for a variety of languages, in addition to video remote interpreting (VRI). For more information, please ask your nurse.

Pet Therapy
Mercy 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.

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 Mercy to better serve you, and others.

The DAISY Award®
Mercy is proud to honor and celebrate the skilful care our compassionate nurses provide every day with The DAISY Award for Extraordinary Nurses®. Recipients of this award personify Mercy’s mission, core values and commitment to delivering a Remarkable Mercy Experience.

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

Spirit of Mercy Award
Patients, guests and volunteers are invited to nominate any member of the Mercy staff whose professional and personal standards exemplify Mercy’s mission and values. Additional information, including award criteria and the nomination form, are available at mercydesmoines.org/spirit-of-mercy-award.

Patient Experience Surveys
Following your stay with us, you may be contacted by our partner Press Ganey® and asked to share feedback about your experience at Mercy. Please take a few minutes to complete the survey, as your responses will be used by Mercy to continue to provide excellent care and service.
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 you in 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 that you remain comfortable enough to rest and heal, yet participate in the activities needed to recover. This often requires both medication and non-medication techniques. Mercy has a host of services available, including pain clinicians, an outpatient pain clinic and nurse pain champions throughout the hospital. 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 at Mercy, your nurse will scan the bar code on your arm band to ensure accuracy and track dosage.

Federal regulations require the hospital 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 note 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 the Mercy Environmental Services team 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 ask your nurse for more information.

**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 phone. We will provide you a phone number to share with friends and family. 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 directions on the card.

Wireless Internet (Wi-Fi): Mercy provides a free high-speed internet connection for patients and guests. Select “Guest” from the available networks to 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 Mercy is not responsible for lost, stolen or damaged personal property.

**Weapons:** Mercy prohibits weapons of any kind on the property. Contact Mercy’s 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 Mercy property. Speak with your nurse or doctor about options if you are uncomfortable not using tobacco products during your stay.
On-Site Amenities

Mercy is pleased to offer many 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. More detailed information is available on the Mercy Medical Center–Des Moines central campus map and at mercydesmoines.org/parking.

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

- Main Entrance: 8 a.m.-4 p.m.
- West Entrance: 7 a.m.-3 p.m.
- East Tower Entrance: 7 a.m.-3:30 p.m.
- Medical Plaza South Entrance: 7 a.m.-5 p.m.
- Medical Plaza West Entrance: 7 a.m.-5 p.m.

To collect your keys from the valet after hours, contact Mercy’s 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 Mercy Medical Plaza Atrium, Level A. Mercy Medical Plaza (411 Laurel Street) is located on the south side of Mercy’s central campus.

Mail Service & Deliveries
If you receive mail or packages as a patient, a Mercy 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 Entrance.

Salon
The Mercy Salon is conveniently located in the Main Building on Level A and is open Monday through Friday to patients and visitors. To make an appointment, please call (515) 247-4078.

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

Outpatient Pharmacy
The Mercy 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, and 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 at Mercy or found something that doesn’t belong to you, please visit Mercy’s Public Safety department in the Main Building, Level A, or call (515) 247-3111.
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 that children under the age of 14 be accompanied by an adult at all times.

**Call to Prevent Falls:** While at Mercy, 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 Mercy patients and stay informed about their care.

**Calling a Patient’s Room:** Patients may be contacted by calling Mercy’s switchboard at (515) 247-3121. The patient’s first and last name will be required to transfer the call.

**Sending an E-Card:** Create and send a free electronic greeting card to brighten someone’s day! Through this service, friends and family can choose a card to be delivered to the patient’s bedside. For more information, please visit mercydesmoines.org/ecard.

**CaringBridge®:** Mercy has 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.

**Lodging**

Whether your guests are from out of town or want to stay nearby when their loved one is at Mercy, we are pleased to partner with the Holiday Inn Downtown Mercy Campus to provide discounted accommodations. Conveniently located just west of the Main Building at 1050 6th Avenue, complimentary shuttle service is available to and from the hospital for friends and family members of patients. For reservations, call (515) 283-0151 and ask for the Mercy hotel discount. Or, visit holidayinn.com/dsm-downtown to make a reservation.
Dining at Mercy

In-room Dining
Room service meals are available for family members and 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, Mercy has a variety of convenient dining options available.

Mercy 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 entrance of the Mercy Marketplace and Grille. 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 Mercy, this popular chain offers a full selection of premium coffee drinks, teas and other beverages, as well as pastries, desserts, sandwiches and snacks. Hours are 6 a.m.-6 p.m., Monday-Friday, and 6:30 a.m.-noon on weekends.

The Atrium Deli
Mercy Medical 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 Mercy’s central campus, including:
- Outside the Mercy 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 Mercy Medical Plaza (Level A and Level 1)
- In the East Tower, Level A (Near the Conference Center)

Pet Visitation
Mercy 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.

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, Mercy Gift House and Flowers offers a variety of gifts, fresh flowers, plants, greeting cards, magazines, toiletries, sundries and more. Sponsored by the Mercy Auxiliary of Central Iowa, shop staff and volunteers welcome the opportunity to assemble and deliver gifts to our patients. Mercy Gift House and Flowers is open seven days a week. Browse and purchase gifts online at mercydesmoines.org/giftshops.

Thank You for Supporting Mercy: Proceeds from purchases made at Mercy Gift House and Flowers, Mercy Salon and the Mercy Starbucks® location benefit the Mercy Auxiliary of Central Iowa, a dynamic organization supporting patient care programs and services of Mercy and its affiliates. To learn more or become a member, visit foundation.mercydesmoines.org.
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 for
- 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
To ensure your transition from the hospital is well coordinated and successful, members of the Mercy Care Coordination department will collaborate with your nursing staff and physicians. 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

For assistance and more information, please call the Mercy Care Coordination department at (515) 247-3293.

Transportation
If you plan to go to your or a loved one’s home after leaving the hospital, you will need to arrange transportation. While discharge time can vary, we appreciate your flexibility in making these arrangements. Your nurse can provide an estimated time of day for your discharge.

Mercy Discharge Lounge
We understand your transportation may be delayed or not readily available at the time you are discharged from the hospital. When this happens, the Mercy Discharge Lounge offers a safe, relaxing and comfortable waiting area.

Located on Level A near the West Entrance, the Mercy Discharge Lounge is staffed with an attendant available to accommodate your needs. The lounge offers a variety of amenities, including comfortable recliners, televisions, a private restroom, charging stations for mobile devices, as well as complimentary beverages, sandwiches and snacks. For more information, please ask your nurse.
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.

**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.

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

**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.

**Questions to Ask**

**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 what challenges you may face, such as safely walking, preparing meals, bathing and using the restroom. Our Mercy Care Coordination department staff are a valuable resource available to you.
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 mercydesmoines.org. If you have questions regarding a Mercy billing statement, please call the Billing Customer Service department at (877) 721-6504.

Understanding Your Statement
Billing statements for Mercy Medical Center—Des Moines will be mailed to you from CHI Health Mercy Des Moines.

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 Mercy Medical Center—Des Moines. 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
- Mercy Clinical Laboratory (MCL)

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 Mercy’s Payment Financial Counseling department at (515) 247-3174.
The Daisy Award®

Mercy 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 recipient at Mercy 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 Mercy nurses who exemplify our mission, core values and commitment to delivering a Remarkable Mercy Experience are eligible to be nominated. Awards are given monthly to deserving Mercy nurses. Patients, visitors and volunteers are encouraged to nominate an extraordinary nurse.

Nominations
To nominate a Mercy nurse, simply complete the form on the next page and:
• Give it to any member of the Mercy nursing staff.
• Mail it to Mercy Medical Center—Des Moines, 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 mercydesmoines.org/daisy. 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:
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________
__________________________________________________________________________________________________________

Thank you for recognizing your nurse!

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 ☐ Family/Visitor ☐ Staff ☐ Volunteer

Date of Nomination: ______________________

If you have questions, please email daisyaward@mercydesmoines.org. After completing this form, please:
• Give it to any member of the Mercy nursing staff.
• Mail it to Mercy Medical Center, Attn: Patient Services, 1111 6th Ave., Des Moines, IA 50314.
• Fax it to (515) 643-5809.