A Guide to Your Hospital Stay
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Dear Rush Patient,

On behalf of the entire Rush care team, we welcome you to Rush University Medical Center. During your time here, you will receive care and assistance from some of the thousands of dedicated and highly capable people working at Rush.

They include doctors and nurses, pharmacists, medical technicians and therapists, housekeeping and food service staff and many others. Whatever their role, what unites the staff members at Rush is a focus on our patients and a commitment to providing them with the best possible care.

Please remember that your care team is here to help you get well. If you need anything, please feel free to ask them about it. We encourage you to partner with us by taking an active role in your care.

We also are available should you have any concerns about your care. You can reach one of us by calling the hospital operator and asking for the executive on call. We welcome your comments, concerns and suggestions.

Sincerely,

Angelique L. Richard, PhD, RN, CENP
Acting Senior Vice President of Hospital Operations and Vice President, Clinical Nursing, Rush University Medical Center
Chief Nursing Officer, Rush University Medical Center and Rush University System for Health

Paul Casey, MD
Acting Chief Medical Officer, Rush University Medical Center
Rush University Medical Center is a not-for-profit academic medical center with a national reputation for excellence in patient care. In addition, Rush includes Rush University, home to one of the first medical colleges in the Midwest and one of the nation’s top-ranked nursing colleges, as well as programs in health sciences and biomedical research.

The mission of Rush is to improve the health of the individuals and diverse communities we serve through the integration of outstanding patient care, education, research and community partnerships.

Rush has received numerous accolades for its patient care, including the following honors:

- **Four stars** in the latest hospital ratings by the federal Centers for Medicare and Medicaid Services.

- **Ranked second** for quality and safety among 99 academic medical centers in the country in 2018 by the health care services company Vizient.

- Rush received **13 consecutive ‘A’ grades for safety**, the highest possible, from the Leapfrog Group, a nonprofit hospital watchdog organization.

- **Repeated rankings in U.S. News & World Report’s “America’s Best Hospitals” issue.** The 2019 issue ranked the Medical Center among the best hospitals nationwide in five adult specialty areas.

- The nursing staff has received **four consecutive Magnet designations**, the highest recognition given for nursing excellence.

- Rush is proud to be the preferred medical center of the Chicago Bulls and home to the team physicians for the Bulls and the Chicago White Sox. Doctors at Rush also are the company physicians for the Joffrey Ballet.

- Reflecting Rush’s commitment to a culture of inclusion where all people are treated equally, Rush repeatedly has been named a Leader in LGBTQ Healthcare Equality in the Healthcare Equality Index (HEI), an annual survey of U.S. hospitals regarding treatment of lesbian, gay, bisexual, transgender and queer/questioning (LGBTQ) patients and their families and hospital employees.
Your Room

Your room is designed for the comfort of you and your family, guests and other visitors. If you have any questions about your room, please ask your nurse.

Telephone
A bedside telephone is provided in most rooms.

- When calling a department or office within the Medical Center, you only need to dial the last five digits of the number. For example, to reach someone at 942-5000, dial 2-5000.
- To make calls to numbers outside the Medical Center, dial 9 + 1 + the area code + the seven-digit number you are calling.
- TTY’s and other auxiliary aids are available free of charge to patients or their companions who are hard of hearing. If you need TTY service, please ask a nurse.

Your Meals
A professional culinary team directed by our executive chef has developed a restaurant-style menu.

- At lunch each day, you will receive a menu with food choices designed to meet your nutritional needs and the specific dietary requirements ordered by your physician.
- Special menus also are available to meet ethnic, religious or special health needs on request.
- Snacks are available between meals on request.

If our food and nutrition services staff can do anything to make your meal experience more pleasant, please let them know while they are in your room, or call (312) 942-5200.

Television
A complete listing of the free television channels available in your room is included on the inside of the back cover of this booklet. The channels may change over time. View the Channel Guide on Channel 1 for the latest listings.

We encourage you to view the patient safety video on channel 64. It will help you become familiar with many of the things we do to assure your safety, and how you can partner with us to have a safe hospital stay at Rush.

All televisions are equipped with closed captioning. If you have any problems or issues with your television, please contact a member of our staff.

The Wellness Channel provides 24-hour television programming to help you relax and to support a healing environment. This service is available on channel 63.

Internet
Wireless internet access is available throughout the Rush campus using the account RushPub. No login is required.
Visitors

Your family and friends are important to your well-being and recovery. We encourage their visits. Your area may have age restrictions for visitors. Please check with a nurse before inviting children to visit you.

- General visiting hours are 8 a.m. to 8 p.m.
- One adult visitor may be allowed to stay overnight, based on discussion with your nurse.
- If either you or your family has special needs regarding visiting hours, including overnight stays, please speak with your nurse.

To protect you and other patients, family and friends who are ill, including a cold or flu-like symptoms, should not visit. Please re-schedule their visit for when they are well.

Visitor Policy and Procedures

When they arrive at Rush to visit a patient in the Tower, Atrium Building or Kellogg Building, visitors must check in at the information desk at either the fourth floor of the Atrium or the Edward A. Brennan Entry Pavilion on the first floor of the Tower.

- **Bring a picture ID.** When they arrive, visitors will be asked to show a [government-issued photo ID](#), such as a driver’s license, state ID, U.S. military credentials, permanent resident card, readable international passport, or matricula consular ID.

- **Get their photo taken.** Our information desk staff will scan the visitor’s ID and will take a photo of any other visitors in their party who are 12 years or older.

- **Receive their visitor’s badge.** They will then give each visitor a badge, which will include their first and last name, photo and destination, and the badge issue date. The badge will expire in 24 hours. After the badge expires, visitors may return to the information desk to get a new badge. **The badge must be worn so it is easy to see.** If it is not visible, any member of the Rush staff may ask you a visitor to show it to them.

- **Check out.** When they are leaving Rush, visitors should stop by a security post to check out of the hospital and return their badge.

Anyone going to Kellogg, Atrium or Tower to visit a patient staying in the hospital, accompany a patient going to a procedure, or attend an outpatient appointment will need to register and receive a visitor’s badge.

Parking Garage Security Escorts

A member of the Rush Security staff is available to escort visitors to and from the parking garage. To request an escort, please call (312) 942-5678.
Your Care Team
At Rush, your care is provided by a multidisciplinary team of health care professionals and support staff dedicated to providing you with the highest quality of care.

Medical Staff
Your medical team will include attending physicians, specialists in your medical condition(s), who supervise your medical care; and residents, licensed physicians who are completing advanced training.

Your care may be under the direction of a hospitalist, a physician that specializes in the care of patients in the hospital. Hospitalists assume the care of hospitalized patients in the place of patients’ primary care physicians.

Nursing Staff
In collaboration with your physicians, Rush nurses will oversee, plan, coordinate and evaluate your care.

Health Care Specialists
Your care team also may include the following other members:

- Advanced practice nurses and physician assistants, who work with your physicians in care coordination and treatment
- Dietitians, who develop a diet to meet your nutritional needs
- Occupational and physical therapists, who help patients progress toward normal activities of daily living
- Pharmacists, who review and manage your medications
- Qualified foreign and sign language interpreters for people who have limited English proficiency or are deaf or hard of hearing
- Respiratory therapists, who provide treatment for patients with breathing problems
There are many members of the health care team at Rush. Most roles have a specific uniform color, making it easier for patients and visitors to identify them. The guide below can help you identify the members of your team.
Staff Who Specialize in Emotional and Spiritual Support

Care managers are social workers or registered nurses who are available to help you deal with the stress of your illness and its impact on your family. They are also available to help you with discharge planning and arranging for home care (see “Going Home” section, page 12), and they can refer you to community support networks and resources.

Chaplains representing many faiths are available 24 hours a day to provide support during your hospitalization. If you or your family would like to be visited by a chaplain, please let a staff member know, or call (312) 942-5571.

- Some specific denominational services are available (for example, Sabbath candles, Roman Catholic communion, etc.).
- Your own priest, minister or rabbi is welcome to visit.

Rush University Students

Because Rush is a teaching hospital, medical, nursing and health sciences students may observe you receiving care. Advanced students may take part in the care of patients under the close supervision of licensed clinicians.

If you have any questions about your care team, please feel free to discuss them with your nurse.

Getting Your Questions Answered

Our staff is available to address and resolve any questions you may have while you are here. The following staff members may be contacted during your stay:

- A staff member on your patient care unit, such as your physician or nurse
- The Patient Relations Department, Monday - Friday, 9 a.m. - 5 p.m., at (312) 942-6979
- The hospital operations administrator, who can be reached by dialing 0 and asking the operator to page the administrator to your room phone number.

Your Comfort, Safety and Security

Understanding and Treating Pain

At Rush, your doctors, nurses, pharmacists and other health care professionals care about your comfort and well-being and want your experience to be as pain-free as possible. Not every patient will experience pain, but those who do can feel better with treatment.

Only you know how much pain you feel.

Please talk openly with your doctors and nurses about your pain — you and your health care team will work together to develop a plan to manage your pain.
Your pain can be measured. You will be asked to rate your pain using a scale like the one below.

Here are some helpful things to know about pain medicine and pain:

- You should not wait until the pain becomes severe to take your medicine. Pain is much easier to control when it is mild than when it is severe.
- Telling your nurse or doctor about your pain does not make you a bad patient.
- There are nonmedicinal treatments that can help relieve pain. They include using hot or cold compresses, listening to music, watching television and using relaxation techniques such as deep breathing or meditation.

**Medications**
The medications you take during your hospital stay are prescribed by your physician and dispensed by the hospital pharmacy.

- For your own protection during your hospitalization, do not take any medications that have not been ordered by your physician or arranged through your nurse.
- If you brought your own medications, tell your nurse about them. It is extremely important that your doctor and nurse know exactly what medications you are taking while in the hospital.

If you have any questions or concerns about your medications, discuss them with your physician, nurse or pharmacist.

**Medication Safety**
Medication safety means you get the right medicine, the right dose, at the right times. You can help ensure that you get the right medicines the right way by doing the following:

1. Tell your health care team all the medicines, supplements, and herbs that you are taking. Tell your health care team about any allergies or side effects you have had to any medicines in the past.
2. Ask what each medicine is for and what side effects to watch for. If you think you are experiencing side effects, tell your nurse immediately.

3. Know the names of your medications and what times you should get them in the hospital.

4. Speak up if you think you are getting the wrong medicine or are having any side effects.

5. Have your health care team go over each medication with you and a family member before you’re ready to go home. Update your medication list from home if any prescriptions change or if new medications are added. Carry this list with you at all times.

**Immunization Registry**

Rush participates in the Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE). It is a web based immunization tool developed by the Illinois Department of Public Health (IDPH). I-CARE is designed to help health care providers record, track and report their patients’ immunizations and share the immunization records of Illinois residents with other providers statewide. Protecting the privacy of patients and the security of the data contained in the I-CARE Registry is a high priority for IDPH.

- Your immunization data will be transmitted electronically to the I-Care registry whenever you are given an immunization at Rush.
- Patient participation is voluntary.
- Should you choose not to participate in the I-CARE Registry, you may opt out by signing the “opt out” registry form during your stay.
- You may obtain the “opt out” registry form by requesting it from your health care provider.

**Valuables/Personal Property**

Please keep only necessary personal items, such as a robe, slippers, toiletries and assistive devices (your walker, cane or crutches) with you during your stay.

- When not in use, items such as eyeglasses, dentures and hearing aids should be stored in the proper containers. If you need a container, ask a staff member.
- Some, but not all, patient rooms have small safes in them for your personal use to secure valuables. For your own protection, please be cautious about keeping any valuable personal property in your room that is not secured.

The hospital will not assume responsibility for loss of valuables or personal property. The visitor parking garage is a public parking facility. When parking in this garage or on the street, please do not leave valuables such as laptops, bags and GPS devices visible in the car.

**Your Role in Safety and Security**

At Rush, the entire health care team is committed to providing the highest quality care in the safest surroundings possible.

- You are the center of the health care team, and we ask that you help us by taking an active role in your care.
- We encourage you to speak up, ask questions and discuss any concerns about your care, the health care team or safety issues with your doctor or nurse.
Reporting Safety Concerns
If you have safety concerns, we encourage you to speak with your nurse or doctor about them.

- If the issue is not resolved to your satisfaction, please call the Rush Patient Relations Department to speak with a Rush patient representative at (312) 942-6979 (during business hours), or dial 0 on the phone in your room and ask for the hospital operations administrator.
- The Rush leadership team also is involved directly with patient concerns. If you still are not satisfied after first contacting the aforementioned personnel, please dial 0 and ask for the executive on call.

Identification
Everyone who works at Rush must wear name badges with photo identification while in the Medical Center. Don’t hesitate to ask to see the ID badge of anyone who approaches you without one.

Your hospital wristband serves as an important part of your identification while you are in the hospital. You will be asked two questions — your name and date of birth — to ensure your proper identification. You will find this identification is checked many times while you are in the hospital.

- The band contains important information about you that helps us meet your individual needs. Please wear the band throughout your stay.
- If your band is removed, falls off or becomes uncomfortable, let your nurse know immediately.

Preventing Infections
At Rush we strive to provide the very best patient care to assure the very best outcomes. Preventing infections is one of the most important goals at Rush. While not every infection is preventable, many can be prevented by taking certain steps. Partner with us to prevent infections.

- **Practice Hand Hygiene:** The single most important thing you can do to prevent infections is to clean your hands. Use soap and water or an alcohol-based hand sanitizer. Clean your hands often and remind others to clean theirs, too.

- **Know About Health Care Associated Infections and Precautions:** A health care associated infection, or HAI, is an infection that develops during, or soon after, receiving treatment for a medical or surgical condition. They include the following types of infections:
  - Surgical site infections
  - Catheter associated urinary tract infections
  - Central line associated blood stream infections

  Please watch the patient safety video on channel 64 to learn about steps your health care team takes, and steps you can take to prevent these infections.

- **Isolation:** In some cases, isolation is required to reduce the risk of spreading an infection. A sign will be posted on your room door. Hospital staff and visitors who enter may be required to wear a gown, gloves and in some cases a mask. Your doctor or nurse will talk with you about isolation precautions.

  Talk with your health care team if you have any questions about preventing infection.
Keeping Patients Safe: Preventing Falls in the Hospital
In the hospital, patients are at higher risk for falling. You may not realize that you are at risk for falling, but it can happen to anyone. **We need your help to prevent falls.**

You can help prevent falls by taking the following precautions:

- Let your nurse know if you:
  - have fallen before
  - use a cane or walker at home
  - have a difficult time getting out of bed, off of the toilet, or up from a chair
  - feel dizzy or weak

- Call for assistance before getting out of bed or a chair, even when family or visitors are present.

- Always wear nonslip footwear. Non-skid slipper socks can be provided to you.

- If you use an assistive device such as a cane or walker at home, use it while you are in the hospital.

- Wear your glasses, contact lenses, and/or hearing aids while in the hospital.

- Help us keep things you need within your reach. If anything is out of your reach, please call for assistance.

- Follow staff instructions to prevent falls.

**Remember: Call, don’t fall!**

Preventing Blood Clots
Anyone can develop a blood clot (also known as deep vein thrombosis). A decrease in activity can increase your risk.

- To prevent blood clots, your doctor may order medicines and/or a compression device.

- Ask your health care team about leg exercises that you can perform while you are in bed and other steps you can take to prevent a blood clot.

Preventing Bed Sores
Bedsores (also called pressure injuries) are easier to prevent than to treat. They are caused by pressure from staying in one position for too long.

- You can help avoid pressure injuries by frequently changing position when you are in bed or in a chair.

- If you suspect that you have a pressure injury, tell your doctor or nurse right away.

Smoking
For the health of our entire community, the Medical Center is a tobacco-free campus. Smoking is not allowed anywhere on the Rush campus, including all outdoor areas. If you would like help to quit smoking, please contact the following resources:

- The Illinois Tobacco Quit Line at (866) QUIT-YES, http://www.quityes.org

- For a primary care physician at Rush who can help, call Rush Physician Referral at (888) 352-RUSH (7874).
Going Home

The discharge time is typically 11 a.m., although you may leave earlier or later depending on your circumstances. When it is time to leave, the hospital staff will help you get ready. Your family can pick you up in your room or at the ground level of the Edward A. Brennan Entry Pavilion, 1620 W. Harrison St., across from the parking garage.

If your family is not available when you are discharged, you also can wait and be picked up in our comfortable discharge lounge, conveniently located across from the information desk on the fourth floor of the Tower. More information about the lounge is available on our website at www.rush.edu/patients-visitors/visitors/waiting-areas.

Your driver may leave the car at the entrance for a short time while picking you up from the discharge lounge. The driver should notify the attendant that he or she is picking up a patient for discharge.

Discharge Instructions

Before you leave Rush, a member of your health care team will review with you the guidelines you should follow after you are discharged. Following these instructions is an important part of your treatment plan. Please feel free to ask any questions about these instructions.

To request a copy of your medical record after you leave the hospital, call Health Information Management at (312) 942-7262.

Online Access to Your Health Record

MyChart is an online tool that gives you access to much of your Rush electronic medical record. With MyChart, you can take the following actions:

- View results for most of the tests performed during your hospitalization
- Send messages to the care providers you see regularly when you’re not in the hospital regarding non-urgent questions or concerns
- Schedule, request, and cancel appointments
- View your medication list, discharge instructions and more
- Pay your medical bills
- Request prescription refills from your providers

Before you leave the hospital, you will receive an activation code to sign up for MyChart. To sign up, find the code on the last page of your discharge instructions and go to mychart.rush.edu. Once you are signed up for MyChart, you can log in anytime at mychart.rush.edu or via the MyChart mobile app.

You can find more information about MyChart and its benefits at mychart.rush.edu.

Watch Health Education Videos Online

We want you to have the information you need to care for yourself, or a family member. You can view health education videos on a variety of health topics in the comfort of your own home, or anywhere that has internet access. Go to rush.healthclips.com and select the videos you would like to watch.
Going Home Checklist
Prior to leaving, please make sure that you take the following steps:

- Know why you were in the hospital and what to do if you have a problem at home.
- If you have any questions regarding your discharge plan, prior to leaving Rush, please contact your unit care manager. After discharge, please feel free to call the Care Management Office, (312) 942-4343.
- Review with your physician, nurse or pharmacist all information about the medications and care you will need at home. Remember to ask for any medications you brought with you to the hospital when you were admitted.
- Arrange a follow-up visit with your physician.
- Make certain that you have all the prescriptions that you need (they are available to be filled at the Rush Professional Building pharmacy).
- Confirm that you have a MyChart activation code on the last page of your discharge instructions. You will need this code to sign up online for MyChart.
- Check your room for any belongings you may have left in the drawers or closet.
- Pick up any valuables you may have left with the Admitting/Registration Department.
- Confirm that you have transportation home.

Rush Care Call
You can expect an automated phone call after being discharged so we can see how your recovery is going and provide help if needed. The call will be from (443) 333-8600, and your caller ID may display “Rush Care Call”.

- You will receive a call from our automated system within two days after leaving the hospital.
- The automated system will ask you a few questions about your health and progress. Answer the questions using the phone keypad.
- Your answers will be reviewed by a Rush nurses. Based on your responses, a nurse may call you to offer help and further instructions.

Completing this call is an important step toward improving your health. We want to make sure your recovery is progressing, so we will attempt to reach you another time if we don’t connect at first.
Arranging for Care After You Leave
Social workers and nurse care managers at the Medical Center are available to help you and your family plan for your care after you leave the hospital.

- They can provide you with information about community services, rehabilitation services and extended care facilities.
- They also can help you plan for any special financial needs. To request their assistance, please call (312) 942-4343.

If your physician requests follow-up care for you in your home, the care manager will establish a discharge plan and will coordinate the information with a community service organization that you select. The agency staff will call you to establish a time for the first visit.

Financial Arrangements

- Your hospital bill reflects charges for the care you received, as well as daily room charges, room linens, housekeeping and some support services.
- Your bill also includes special charges for laboratory tests, X-rays, special therapies, blood processing, medications and other services ordered by your physician.
- You may receive a separate bill for professional services, such as those provided by anesthesiologists and consultants.
- Your health care insurance is a contract between you and your insurance company. You are responsible for paying any portion of your hospital bill not covered by insurance.

If you have questions or concerns about paying for your care, you can get assistance by calling a financial counselor at (312) 942-5967 or a billing service representative at (312) 942-5693.

- Whether it is before or after you receive services, our financial counselors and customer service representatives are happy to assist you and can be reached Monday through Friday from 8 a.m. to 4:30 p.m.
- They can assist with explaining hospital charges and insurance benefits, choosing payment options or applying for one of Rush’s financial assistance programs, including limited income assistance and full financial assistance.

You can pay your bill online through your MyChart account. (For information about how to sign up for MyChart, go to the last page of your discharge instructions.) If you have a question about your bill, you can send a customer service request in MyChart that will be routed to a billing representative, or call (312) 942-5693 to speak to a billing representative.

Comments About Your Care
After your discharge, you may receive a survey sent to your home to ask you about your experience at Rush. Your feedback is extremely important to us, please take a few moments to fill out the questionnaire. Patient responses such as yours help us with our ongoing improvements to patient care. For more information about your survey, please call (312) 942-6979.
Parking and Transportation

Discount Garage Parking
Discount parking coupons are available at a cost of five for $35 (cash only) and may be purchased at the parking office, located on the fourth floor of the main garage in the northeast corner. Discount coupons are not valid for valet parking.

Valet Parking
Valet parking is available at the following locations:
- The hospital’s main entrance (1620 W. Harrison), (312) 947-1625;
- Johnston R. Bowman Health Center (710 S. Paulina), (312) 942-7000;
- The Professional Building (312) 942-3720
- Orthopedic Building, 1611 W. Harrison St.
Discount coupons are not valid at the valet parking sites.

Parking for People With Disabilities
People with disabilities with proper identification receive a discounted rate for valet parking. For people needing wheelchair transport, assistance is available at the valet parking entrances at the hospital, Professional Building and the Orthopedic Building.

Designated parking for people with disabilities is available on the fourth and fifth floor levels of Section A in the garage. A valid disability license plate or placard must be visible.

Taxis and Public Transportation
The valet parking and information desk staff in the hospital’s main entrance can call a cab for you.

Two CTA train stops are located near Rush: the Polk stop at Polk Street and Paulina Street (Pink Line) and the Medical Center stop at Paulina Street and the Eisenhower Expressway (Blue Line).

Bus service is available at multiple locations around the Medical Center.

For more information, please call (888) YOUR-CTA (968-7282) or visit www.transitchicago.com.

Dining Options

Visitor Food Trays
Visitors can arrange to receive a food tray in a patient’s room. Please call food and nutrition services at (312) 942-5200 for more details about how to purchase a meal tray.

Grab and Go Food Kiosk
The Common Grounds food kiosk on the second floor of the Armour Academic Center offers specialty coffees and many prepackaged, to-go items such as bakery products, sandwiches, salads and yogurt. Hours of operation are 6:30 a.m. to 4:30 p.m., Monday through Friday (excluding holidays).

More dining options are listed on the next page.
Restaurants
Located on the second floor of Armour Academic Center (on the southeast corner of Harrison Avenue and Paulina Street), the West Side Food Hall serves breakfast (from 6:30 to 10 a.m.) and lunch (from 11 a.m. to 2 p.m.) on weekdays and is open to the public. The West Side Food Hall includes a soup and salad bar (Beatrix Market), breakfast and lunch grill (Fat Rabbit) and a Potbelly Sandwich Shop. In addition, two different pop-up restaurants serve lunch each day.

Au Bon Pain operates restaurants for visitors at the following locations.
- The location on the fourth floor of the Atrium Building offers a variety of bakery, sandwich, salad and soup options. It is open 24 hours a day, seven days a week.
- A smaller Au Bon Pain kiosk is located on the ground floor of the Professional Building; open Monday through Friday, 7 a.m. to 4 p.m. They offer a variety of bakery, sandwich and salad items.

Vending Machines
Open 24 hours daily, vending machines are located throughout the Medical Center. Ask anyone working on your unit for directions to the nearest machines.

Additional Services for You and Your Family
Rush offers a variety of convenient services to help make your stay easier and more comfortable for you and your family.

Chapel/Pastoral Services and Spiritual Support
The J. Hall Taylor Memorial Chapel, located on the first floor of the Kellogg Building near elevator C, is open 24 hours a day. For a schedule of services and information about special events or to see a chaplain, please call (312) 942-5571.

The Meditation Room — located on the 4th floor of the Atrium Building — is open 24 hours a day for quiet meditation and reflection.

Roman Catholic Mass is offered on Sunday at noon.

Jumuah Prayers are offered on Fridays at 1 p.m.

For information on these and other services or to see a chaplain, please call (312) 942-5571 or have the on-call chaplain paged at 85-7151.

Meditative Music Channel
We are pleased to be able to offer a meditative music channel with soothing nature scenes for you to watch on your room's television. They are available 24 hours a day for your viewing convenience on channel 63.
Ethics Consultation Service
In cases where support is needed to make difficult medical choices, the Medical Center offers an ethics consultation service for you and/or your family. This service is available at no charge, 24 hours a day, seven days a week. If you would like assistance or information, please call the operator and ask to have the ethics consultation service paged at 85-7055.

Resource Centers
Rush has two resource centers available to patients, their families and members of the community. The resource centers are located on the fourth floor of the Tower and on the fourth floor of the Johnston R. Bowman Health Center.

- The centers provide access to health information, community resources and emotional support.
- The centers’ staff assist patients and families by providing information about Rush services and helping them navigate other resources within their community that are specific to their needs.
- Brochures and health information materials as well as computer stations are available.

For Patients and Visitors With Disabilities
If you have a disability or have special needs, ask a staff member for assistance, or contact the Hospital Guest Relations Department at (312) 942-5574. We will make every effort to provide you with the assistance you need. If you have other questions, feel free to contact the ADA Task Force Office at (312) 942-1999 or special_needs@rush.edu.

Interpreter Services
Qualified foreign and sign language interpreters, TTYs, and other auxiliary aids and services (magnifying reading glasses, communication boards and large button telephones) are available free of charge to people who have limited English proficiency or are deaf or hard of hearing. For assistance, please contact any Medical Center personnel or the Interpreter Services Office at (312) 563-2987 (voice/TTY).

Hotels and Other Accommodations
A variety of hotel and other accommodations are available for family and friends who wish to stay on or near the Rush campus while a loved one is in the hospital. A listing of places to stay is available from the Hospital Guest Relations Department, (312) 942-5574, or at www.rush.edu in the site’s Patients and Visitor Services section.

Automated Teller Machines (ATMs)
Cash stations are located on the ground floor of the Edward A. Brennan Entry Pavilion, the fourth floor of the Armour Academic Center and the fourth floor of the Atrium Building.

Mail Services
Rush volunteers deliver U.S. mail to patients Monday through Friday.
Newspapers
Newspapers are available for purchase from the Hospital Guest Relations Department, room 442 of the Atrium Building next to the Atrium Gift Shop, and in newspaper dispensers located near the fourth-floor pedestrian bridges.

• You also can request that a newspaper be delivered to your room Monday through Friday by calling the Hospital Guest Relations Department at (312) 942-5574.
• On weekends and holidays, newspapers are available at the fourth floor Atrium information desk.

Notary Public
If needed, the services of a notary public are available to you at no cost.

• We ask that family, friends or legal counsel serve as witnesses for legal transactions. Hospital staff cannot serve as witnesses.
• For more information, call (312) 942-5967.

Woman’s Board Gift Shops
The Rush Woman’s Board operates two gift shops at the hospital offering items for patients, their families and other visitors. The Woman’s Board donates all net proceeds from the gift shops directly to the Medical Center.

• The Tower Gift Shop, (312) 947-0497, is located on the fourth floor of the Tower and is open Monday through Friday, 8 a.m. to 5 p.m.
• The Atrium Gift Shop, (312) 942-4244, is located on the fourth floor of the Atrium Building and is open Monday through Friday, 9 a.m. to 5 p.m.

Rush Physician Referral Service
If you or a family member would like assistance finding a doctor at Rush or to make an appointment with one, please call our toll-free physician referral number: (888) 352-RUSH (7874). The service takes calls between 8 a.m. and 5 p.m., Monday through Friday. Or visit our online physician directory at www.rush.edu/findadoctor, available 24 hours a day.

Rush Website
For additional information about Rush, please visit our website at www.rush.edu.
The collaborative nature of health care requires that patients — or their families/surrogates — participate in their care. The effectiveness of care and a patient’s satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities.

**Patient Responsibilities**

**Communication**

Patients are responsible to provide information about past illnesses, hospitalizations, medications and other matters related to health status. To participate effectively in decision making, patients must be encouraged to take responsibility for requesting additional information or clarification about their health status or treatment when they do not fully understand information and instructions. Patients are also responsible to ensure that the health care institution has a copy of their written advance directive if they have one. Advance directives are written instructions that convey to your doctors and your family what kinds of treatments you want in case you become unable to make medical decisions for yourself. Advance directives include:

- **Durable Power of Attorney for Health Care** - a document that appoints someone to make health care decisions on your behalf if you are unable to express your wishes.

- **A Living Will** - a document that allows you to describe your wishes about the discontinuance of death-delaying procedures if you become terminally ill and are unable to express your wishes.

For more information, contact your physician, or the Department of Religion, Health and Human Values at (312) 942-5571. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.

**Awareness**

Patients should also be aware of the hospital’s obligation to be reasonably efficient and equitable in providing care to other patients and the community. The hospital’s rules and regulations are designed to help the hospital meet this obligation. Patients and their families are responsible for making reasonable accommodations to the needs of the hospital, other patients, medical staff and hospital employees. Patients are responsible for providing necessary information for insurance claims and for working with the hospital to make payment arrangements.

A person’s health depends on much more than health care service. Patients are responsible for recognizing the impact of their lifestyle on their personal health.

Rush is a safe and healing place. Aggressive behavior — verbal or physical — is not tolerated. Physical assault will be reported to law enforcement.

**Patient Rights**

As a health care consumer, you have important patient rights to ensure that you receive the health care you deserve. These rights are listed on the next two pages of this guide, are posted in ambulatory care areas and are posted on the Rush website (www.rush.edu). Copies also are available from the Hospital Guest Relations Department, room 442 Atrium Building, (312) 942-5574.

Rush University Medical Center respects patient rights without regard to race, color, sexual orientation, gender identity and/or expression, religion, national origin, ancestry, age, marital or parental status, disability, veteran’s status, source of payment, or any other category protected by federal or state law or county or city ordinance. These rights also apply to any person who may have the legal responsibility to make decisions regarding medical care on the patient’s behalf.
1. A patient has the right to participate in the development and implementation of his/her plan of care.
2. A patient has the right to receive important information about his/her care in a preferred language.
3. A patient has the right to care free from discrimination (based on age, race, ethnicity, religion, culture, language, disability, sex, sexual orientation, gender, gender identity/expression or socioeconomic status).
4. A patient has the right to have a family member or representative of his/her choice and his/her personal physician notified upon his/her admission to Rush University Medical Center.
5. A patient has the right to make informed decisions regarding his/her care. This includes being informed of his/her health status, being involved in care planning and treatment including pain management, and being able to request or refuse treatment. If he/she is unable, for whatever reason, to act on his/her own behalf, a representative may act for the patient.
6. A patient has the right to formulate advance directives concerning his/her health care with which the Medical Center will comply.
7. A patient has privacy rights established under the Health Insurance Portability and Accountability Act (HIPAA). These rights are outlined in the Notice of Privacy Practices (NPP), which is provided to each new patient at Rush University Medical Center.
8. A patient has the right to receive care in a safe setting.
9. A patient has the right to be free from all forms of abuse and harassment.
10. A patient has the right to be free from any form of restraints that are not medically necessary. A restraint can be used only when needed to improve a patient’s well-being and when less restrictive alternatives have been determined to be ineffective.
11. A patient has the right to be free from seclusion and restraints which are used as a means of coercion, discipline, convenience or retaliation. Seclusion or a restraint can be used only when needed to ensure a patient’s physical safety and when less restrictive alternatives have been determined to be ineffective.
12. A patient has the right to have a family member, friend or other individual to be present with them for emotional support during the course of the hospital stay, as long as the individual’s presence does not infringe on others’ rights, safety, or does not endanger the health or safety of the patient. The patient also has the right to withdraw or deny such consent at any time.
13. A patient has the right to be informed of the name of his/her physician, clinical psychologist or other practitioner who has primary responsibility for his/her care, treatment, or services.
14. The goal of the Medical Center is to provide health care that is supportive, and patients are assured that the presentation of a complaint or concern will not compromise treatment. A patient has the right to file a complaint or grievance with Rush University Medical Center. This may be done orally or in writing. Listed below are the categories of types of complaints and the procedures for resolving them.

**a. Complaints Concerning Denial of Patient Rights:** If a patient feels that he/she has been denied any of the rights listed above and/or if he/she believes he/she has suffered harm or physical injury as a result of his/her care here at Rush University Medical Center, then the patient should contact the Medical Center’s Patient Relations Department at (312) 942-6979 or patient_relations@rush.edu. The Patient Relations Department shall promptly investigate
the complaint and respond within 30 days, or an update will be provided. Depending on the nature of the complaint and the need to further investigate the facts, a written response to the patient’s complaint may be provided. In the resolution of a grievance, the Patient Relations Department will provide the patient with written notice of the decision that will contain the name of the hospital contact person, the steps taken on behalf of the patient to investigate the grievance, the results of the grievance process and the date of completion. If your complaint concerns quality-of-care issues resulting in harm or physical injury, contact the Office of Risk Management at (312) 942-7828.

Patients also may contact the Illinois Department of Public Health at (800) 252-4343, or the Joint Commission through their website, www.jointcommission.org; fax number, (630) 792-5636; or by mail at the Office of Quality and Patient Safety, the Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL, 60181.

The Grievance Committee, as authorized by the Board of Trustees shall, on a quarterly basis or as soon as is practical, review and reconcile any grievance that remains unresolved through the process. If the patient remains dissatisfied with the resolution of a case involving harm or physical injury, he/she may elect to submit the matter to the Rush Mediation Program. If the patient is dissatisfied with the resolution of a complaint involving the denial of patient rights, he/she may contact the appropriate Illinois state agencies directly. Information concerning the Rush Mediation Program and/or the phone numbers and addresses of the appropriate state agencies are also available through the Office of Risk Management at (312) 942-7828.

b. Other Complaints: Some patient complaints may not involve the denial of patient rights or harm or physical injury, but they are still important to the Medical Center. All complaints will receive attention and consideration. Many questions are best addressed by personnel on nursing units. Patients should contact their nurse if they have a question about their care, the communication with their health care providers, the manner in which their room is cleaned, their preferences concerning food and beverages, or anything else which bothers them about their stay here. Or, if they prefer, they can contact the Patient Relations Department at (312) 942-6979 or patient_relations@rush.edu.

c. Patient Concerns About Non-Coverage or Premature Discharge: In the event that pre-admission screening determines that admission criteria are not met prior to admission, or coverage for services is not approved, the patient will be issued a Notice of Non-Coverage. Patients may contact a Rush financial counselor at (312) 942-5967 regarding questions about non-coverage for Rush services. This notice will be issued before admission or within two (2) days of admission and must state specific reasons why the Medical Center believes the requested services are not covered. The patient may elect to assume personal responsibility for the payment of the services or refuse the services.

Special Note:
If a patient, for whatever reason, is unable to understand the rights extended to him/her, it will be expected that health care providers shall provide whatever assistance is reasonably necessary to assist the patient in understanding the above-noted rights. This assistance may include, but not be limited to, the use of assistive devices for the hearing and seeing impaired or the use of interpreters for patients not proficient in English.
Discount parking tickets are available for patients and their visitors in the Parking Office.
### Important Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tr>
<td>Hospital Operations Administrator</td>
<td>(312) 942-5000</td>
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<tr>
<td>Admitting/Registration Department</td>
<td>(312) 942-5700</td>
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<tr>
<td>Billing/Financial Counselor</td>
<td>(312) 942-5693</td>
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<tr>
<td>Bridge Program/Outpatient Social Service</td>
<td>(800) 757-0202</td>
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<tr>
<td>Chaplain’s Office</td>
<td>(312) 942-5571</td>
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<tr>
<td>Discharge Planning/Social Service</td>
<td>(312) 942-4343</td>
</tr>
<tr>
<td>Find-a-Doctor</td>
<td>(312) 942-5555, (888) 352-RUSH</td>
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<tr>
<td>Food and Nutrition Services</td>
<td>(312) 942-5200</td>
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<td>Gift Shops</td>
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<tr>
<td>Tower Shop</td>
<td>(312) 947-0497</td>
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<tr>
<td>Atrium Shop</td>
<td>(312) 942-4244</td>
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<tr>
<td>Giving to Rush</td>
<td>(312) 942-6112</td>
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<tr>
<td>Home Infusion Solutions</td>
<td>(800) 722-6123</td>
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<tr>
<td>Hospital Guest Relations</td>
<td>(312) 942-5574</td>
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<tr>
<td>Housekeeping</td>
<td>(312) 942-5290</td>
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<tr>
<td>Interpreter Service</td>
<td>(312) 563-2987</td>
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<tr>
<td>Lost and Found</td>
<td>(312) 942-5678</td>
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<td>Maintenance</td>
<td>(312) 942-FIXX (3499)</td>
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<td>Medical Records and Birth Certificates</td>
<td>(312) 942-7262</td>
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<td>Parking Garage</td>
<td>(312) 942-6594</td>
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<td>Professional Building Pharmacy</td>
<td>(312) 563-2245</td>
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<tr>
<td>Security Department</td>
<td>(312) 942-5678</td>
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<tr>
<td>Hospital Operator/Information</td>
<td>(312) 942-5000</td>
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<tr>
<td>Office of Patient Rights</td>
<td>(312) 942-6603</td>
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<tr>
<td>Patient Relations Department (compliments/complaints)</td>
<td>(312) 942-6979</td>
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</table>

For numbers not listed, call the hospital operator/information at (312) 942-5000; TTY/TTD (312) 942-2207.

*When dialing phone numbers with a 947-, 942- or 563-prefix from within the Medical Center, simply dial the last five digits.*

### State and Regulatory Agencies

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<td>Illinois Department of Public Health</td>
<td>(800) 252-4343</td>
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<tr>
<td>The Joint Commission</td>
<td>(800) 994-6610</td>
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<tr>
<td>Illinois Foundation for Quality Healthcare (for Medicare patients)</td>
<td>(800) 647-8089</td>
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Both Rush University Medical Center and Rush Oak Park Hospital comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (312) 563-2987.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (312) 563-2987.