A GUIDE TO YOUR HOSPITAL STAY
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Welcome

Dear Rush Patient,

Welcome to Rush University Medical Center. At Rush, we are committed to providing the highest quality care and service to our patients and their families.

I understand that this may be a difficult time for you. Please know that the doctors and every staff member at Rush are here to serve and assist you. Let one of us know if there's anything at all that we can do.

You can take comfort in the fact that Rush is a major academic medical center – that is, a teaching hospital – with physicians who have the expertise to train future physicians and who apply that expertise to caring for you. We have specialists in every discipline of medicine and a large staff of nurses and other health care providers, all arranged around you and focused on getting you better.

If you have questions or concerns, please don’t hesitate to speak with your nurse or with any member of our staff. Thank you for choosing Rush for your health care needs.

Sincerely,

Larry J. Goodman, MD
Chief Executive Officer
Rush University Medical Center
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. Part of this commitment is Rush's emphasis on collaboration. The members of your care team work closely together, sharing their expertise and first-hand knowledge of your condition and needs to provide you with high-quality care in a safe environment.

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,

David Ansell, MD, Chief Medical Officer
Cynthia Barginere, DNP, RN, FACHE, Chief Nursing Officer
Michael Dandorph, Executive Vice President
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 University Medical Center is to provide the very best care for our patients. Our education and research endeavors, community service programs and relationships with other hospitals are dedicated to enhancing excellence in patient care for the diverse communities of the Chicago area, now and in the future.

In 2012, Rush opened a new, 376-bed hospital building, known as the Tower, which is part of the Medical Center’s major renovation of its campus. This renovation also includes the new Family Birth Center, which Rush opened in 2014. The Family Birth Center brings together labor and delivery, the mother-baby unit and the neonatal intensive care unit, all delivering and caring for babies on the same floor. In addition, the Medical Center’s transformation includes Rush’s Orthopedic Building, which opened in 2010, and the ongoing campus-wide implementation of an electronic medical record system, enhancing patient care and safety.

Rush has received numerous accolades for its patient care, including repeated rankings in U.S. News & World Report’s “America’s Best Hospitals” issue. The 2013-2014 issue ranked the Medical Center among the best hospitals nationwide in nine adult specialty areas. The nursing staff has received three consecutive Magnet designations, the highest recognition given for nursing excellence. Rush repeatedly has been named one of the top hospitals in the country for quality, safety and efficiency by the Leapfrog Group, a national organization that promotes health care safety and quality improvement, and the University HealthSystem Consortium (UHC), a nationwide alliance of academic medical centers and their affiliated hospitals. Rush also 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.

Rush is committed to a culture of inclusion where all people are treated equally, regardless of their differences. For nine consecutive years, the UHC has awarded the Medical Center a perfect score in the equity of care category, which measures whether patient outcomes differ due to gender, race or socioeconomic status. In addition, Rush repeatedly has been named a Leader in LGBT Healthcare Equality in the Healthcare Equality Index (HEI) report, an annual survey of U.S. hospitals regarding treatment of lesbian, gay, bisexual, and transgender (LGBT) patients and their families and hospital employees.

In addition to its mission in patient care, education and research, Rush maintains a strong commitment to the community. Physicians, nurses and other health care practitioners at Rush are leading initiatives to reduce rates of chronic illness in nearby neighborhoods and volunteer in community health centers in the area. Rush University students perform a wide range of community service work through the Rush Community Services Initiatives Program, an umbrella for several student-led outreach programs designed to address the social and health care needs of area residents. Rush also serves the community as the largest private employer on Chicago’s West Side, and the Medical Center maintains an ongoing program to recruit and train residents of the surrounding area for jobs at Rush.
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 need to dial only 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 prepares your food. At breakfast (Monday through Friday), you will receive a menu with food choices designed to meet your nutritional needs and the dietary requirements ordered by your physician. On weekends you will receive meals that the chef has prepared to meet your needs. Menu substitutions are available if needed. Special menus also are available to meet ethnic, religious or special health needs on request. Snacks are available between meals on request.

Our food and nutrition services staff is trained to assist you with your menu and to make changes based on your individual needs. If there is anything we can do to make your meal experience more pleasant, please let us know by telling a member of the food and nutrition services staff while they are in your room or by calling (312) 942-5200.

Television

After you have settled into your room, we encourage you to turn on your television and view the patient safety video on channel 14. It will help you become familiar with Rush, the staff and 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.

Television service is free of charge, and all televisions are equipped with closed captioning. If you have any problems or issues with your television, please contact a member of our staff.

Family-friendly movie channels are available 24 hours a day on channels 59, 60 and 61. A complete listing of the available television channels is included on the inside of the back cover of this booklet.

Patient education is an important part of your hospital stay and recovery after discharge. As part of our television service, the hospital offers free 24-hour access to a variety of patient education videos and informational presentations. For a list of available videos, please ask your nurse. To view a video, simply dial 2-8353 and follow the instructions.

The CARE Channel provides 24-hour television programming designed to provide relaxation and to support a healing environment for you and your family. This service is available on channel 15. Rush chapel services are also broadcast on this channel.
YOUR HOSPITAL 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. During your stay, you will meet a number of health care professionals who are here to help you physically, emotionally and spiritually.

Medical Staff

Your medical team will include attending physicians, who supervise your medical care, and residents, licensed physicians who are completing advanced training and work around the clock with your attending physician to assure that your care is constantly supervised.

Nursing Staff

In collaboration with your physicians, you will receive care from Rush nurses, who will oversee, plan, coordinate and evaluate your care during your hospital stay.

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
• Pharmacists, who review and manage your medications
• Occupational and physical therapists, who help patients progress toward normal activities of daily living
• Respiratory therapists, who provide treatment for patients with breathing problems

Staff Who Specialize in Emotional and Spiritual Support

Case 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 9), 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. Chaplains are assigned to each area of the hospital and work on a referral basis. 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 also welcome to visit.

Rush University Students

Because Rush is a teaching hospital, medical, nursing and health sciences students also 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.
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 manage your pain.

Your pain can be measured. You will be asked to rate your pain using a scale like one of the following.

**Numeric Scale:** Choose a number from 0 to 10 that best describes the level of pain you are experiencing.

<table>
<thead>
<tr>
<th>NO PAIN</th>
<th>MILD PAIN, ANNOYING</th>
<th>NAGGING PAIN, UNCOMFORTABLE, TROUBLESOME</th>
<th>MISERABLE, DISTRESSING</th>
<th>INTENSE, DREADFUL, HORRIBLE</th>
<th>WORST PAIN POSSIBLE, UNBEARABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Able to do usual activities
Pain is present but does not limit activity
Able to do usual activities
Unable to do some activities because of pain
Unable to do most activities because of pain
Unable to do any activities because of pain

**Visual Scale:** Choose the face that best describes how you are feeling.

WONG-BAKER FACES PAIN RATING SCALE

<table>
<thead>
<tr>
<th>0</th>
<th>2</th>
<th>4</th>
<th>6</th>
<th>8</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>No hurt</td>
<td>Hurts little bit</td>
<td>Hurts little more</td>
<td>Hurts even more</td>
<td>Hurts whole lot</td>
<td>Hurts worst</td>
</tr>
</tbody>
</table>

Copyright, Wong-Baker FACES Foundation, Used with permission.
Here are some helpful things to know about pain medicine and pain:

• Studies show that getting addicted to pain medicine is very rare.

• The medicine will not stop working if you take too much medicine. Your body sometimes will get used to or tolerant of the medicine, which usually is not a problem because the amount of medicine can be changed or other medicines can be added.

• 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. These 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.

**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 electronically transmitted 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.
Parking Garage Security Escorts
A member of the Rush Security staff is available to escort your visitors to and from the parking garage upon your request. To request an escort, please call (312) 942-5678.

Smoking
For the health of our entire community, the Medical Center is a tobacco-free campus, meaning that smoking is not allowed anywhere on the Rush campus, including all outdoor areas. If you would like help quitting 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).

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
- For the administrator-on-call, dial 0 and ask the operator to page the administrator to your room phone number.

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 administrator on call. The Rush leadership team also is involved directly with patient concerns, so 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 also 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. If you are not wearing your band, your meals and other services may be delayed. Please wear the band throughout your stay. If your band is removed, falls off or becomes uncomfortable, let your nurse know immediately.

Handwashing
Washing hands with soap and water or using hand sanitizer is the single most important thing that anyone can do to prevent the spread of germs. Feel free to remind staff members to wash or sanitize their hands.

Preventing Falls
We all play a role in fall prevention. Partner with us to prevent falls! Many patients do not even realize that they are at risk for falling, but it can happen to anyone. If you use equipment like a cane or walker at home, you should use it while you are in the hospital. Be sure to tell your doctor and nurse if you have poor vision, or if you begin to feel weak or dizzy. Do not hesitate to use your call button to ask for assistance.

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 ulcers) 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 ulcers by frequently changing position when you are in bed or in a chair. If you suspect that you have a pressure ulcer, tell your doctor or nurse right away.

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. Please arrange to be picked up at the ground level of the Edward A. Brennan Entry Pavilion, 1620 W. Harrison St., across from the parking garage.

Discharge Instructions
Before your 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 for more information.
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 also can find more information about MyChart and its benefits at mychart.rush.edu.

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.
- Review with your physician, nurse or pharmacist all information about the medications and care you will need at home.
- 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.
- Call case management, (312) 942-4343, if you think you may need assistance at home.
- Confirm that you have transportation home and that you will be picked up at the entry pavilion, 1620 W. Harrison St. Your driver may leave the car at the entrance for a short time while picking you up. The driver should notify the attendant that he or she is picking up a patient for discharge.
Getting Help After You Go Home

Social workers and nurse case 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, and 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 case 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 that include bedside meal service, 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, and from specialists such as 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. 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 you can call (312) 942-5693 to speak to a billing representative.

Please feel free to express any concerns or comments about your care while you are at the hospital and after you leave.

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, so 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
The following discount garage parking options are available for patients and visitors:

- A senior citizen’s discount is available for patients and visitors who show their senior citizen or Medicare cards when leaving the garage.
- Discount parking coupon booklets are available and may be purchased at the guest relations desks in the fourth floor Atrium Building lobby and the fourth floor Armour Academic Center entrance from the parking garage. Discount coupons are not valid for valet parking.

Valet Parking
Valet parking is available at the hospital’s main entrance (1620 W. Harrison), ([312] 942-7442); Johnston R. Bowman Health Center (710 S. Paulina), ([312] 942-7000); and the Professional Building ([312] 942-3720). 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 Bowman Center. 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 food tray.

Cafeteria
Located on the second floor of the Armour Academic Center, the cafeteria offers a wide variety of hot and cold menu items, bakery products, salads, soups and sandwiches. It is open Monday - Friday (excluding holidays), 6:30 a.m. to 3:30 p.m.

Grab and Go Food Kiosks
The In a Rush 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 - Friday (excluding holidays).
Restaurants
Au Bon Pain operates three restaurants for visitors. One is located on the fourth floor of the Atrium Building and offers a variety of bakery, sandwich, salad and soup options. It is open 24 hours a day, seven days a week. Two smaller Au Bon Pain kiosks, located on the fourth floor of the Tower and the ground floor of the Professional Building, offer a variety of bakery, sandwich and salad items and is open Monday - Friday, 7 a.m. to 5 p.m.

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. The largest vending area is located on the first floor of the Jelke Building.

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.

Episcopal Mass is on Sunday at 9 a.m. Roman Catholic Mass is offered on Sunday at 5 p.m. These services are also broadcast to all patient rooms on channel 15. Jumuah Prayers are offered on Fridays. 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.

Ethics Consultation Service
In cases where support is needed in making 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 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. The resource centers are located on the fourth floor of the Tower and on the fourth floor of the Johnston R. Bowman Health Center.

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 Rush Office of Equal Opportunity at (312) 942-7094.
Interpreter Services
Qualified foreign and sign language interpreters, TTYs, and other auxiliary aids and services – including personal listening devices, 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 fourth floor of the Armour Academic Center, the fourth floor of the Atrium Building and the first floor of the Jelke 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 Mondays through Fridays 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 Tower Gift Shop, (312) 947-0497, is located on the fourth floor of the Tower and is open Monday - Friday, 8 a.m. to 5:30 p.m., and Saturday and Sunday, 10 a.m. to 4 p.m. The Atrium Gift Shop, (312) 942-4244, is located on the fourth floor of the Atrium Building and is open Monday - Thursday, 8:30 a.m. to 6 p.m.; Friday, 8:30 a.m. to 5 p.m.; and Saturday and Sunday, 11 a.m. to 4 p.m. The Woman’s Board donates all net proceeds from the gift shops directly to the Medical Center.

Rush Physician Referral Service
If you or a family member would like a referral to a Rush doctor 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. Features include physician videos, easy-to-use maps, and a flexible search feature that allows you to look for physicians by specialty or based on a medical concern or diagnosis.

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.

**Communication**

Patients are responsible for providing 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 for ensuring 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.

**Patient Rights**

As a health care consumer, you have important patient rights to ensure that you receive the health care you deserve.

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.

Patient rights and responsibilities are listed on page 16 and 17 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.
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 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.

3. 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.

4. A patient has the right to formulate advance directives concerning his/her health care with which the Medical Center will comply.

5. 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.

6. A patient has the right to receive care in a safe setting.

7. A patient has the right to be free from all forms of abuse and harassment.

8. 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.

9. 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.

10. 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.

11. The goal of the Medical Center is to provide healthcare 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 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 at (800) 994-6610, or send an email to complaint@jointcommission.org. Medicare patients may contact the Illinois Foundation for Quality Healthcare at (800) 647-8089.

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 books are available for patients and their visitors at information desks.
Important Phone Numbers

Administrator-on-Call (312) 942-5000
Admitting/Registration Department (312) 942-5700
Billing/Financial Counselor (312) 942-5697
Chaplain’s Office (312) 942-5571
Discharge Planning/Social Service (312) 942-4343
Find-a-Doctor (312) 942-5555, (888) 352-RUSH
Food and Nutrition Services (312) 942-5200
Gift Shops
  Tower Shop (312) 947-0497
  Atrium Shop (312) 942-4244
Giving to Rush (312) 942-5580
Home Infusion Solutions (800) 722-6123
Hospital Guest Relations (312) 942-5574
Housekeeping (312) 942-2532
Interpreter Service (312) 563-2987
Lost and Found (312) 942-5678
Maintenance (312) 942-FIXX (3499)
Medical Records and Birth Certificates (312) 942-7262
(Health Information Management)
Office of Equal Opportunity (312) 942-7094
Parking Garage (312) 942-6594
Professional Building Pharmacy (312) 563-2245
Security Department (312) 942-5678

Hospital Operator/Information (312) 942-5000
Office of Patient Rights (312) 942-6603
Patient Relations Department (compliments/complaints) (312) 942-6979

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
Illinois Department of Public Health (800) 252-4343
The Joint Commission (800) 994-6610
Illinois Foundation for Quality Healthcare (for Medicare patients) (800) 647-8089
## Rush Television Programming

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*The Newborn Channel on 31 and 66 will only be shown on select TVs*
Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.