

DENMAN SERVICES INC.

Helping YOU Live Life: *Inside...*

- Home Oxygen Therapy
- CPAP/BiPAP
- Medical Equipment/Supplies
- Medical Alert System



Hannibal
Medical Supplies LLC.

Illini Health
Services
Medical Equipment Supply



...and Out!

- Wheelchairs & Scooters
- Permanent/Portable Ramps
- Chair/Stair Lifts
- Ceiling Mounted Patient Transfer System



NRRTS Member • ATP, CRTS on staff

Licensed in the State of Illinois • ACHC Accredited



North Entrance - Under the Staircase

- Items are sold direct (no insurance) to allow lowest price possible!
- Check out our retail store at 4800 Maine (Quincy) or our website at DenmanDirect.com

217.221.5551 • info@denserv.com

B BLESSING
HOSPITAL

PATIENT GUIDE

Information for your stay with us



*Need a new
prescription
filled before
you go home?
We can help!*

See page 11

ALSO INSIDE:

Patient and visitor services, *page 7*

TV channels, *page 13*

Visitor Information, *page 16*

Understanding your bill, *page 19*

For your safety, *inside the back cover*

Revised: 05/2026



Our nurses and technologists designed a system that lets you know the role they fill in your care by the color of scrubs they wear:

- Nurses wear black scrubs
- Certified Nursing Assistants (CNAs) and Patient Care Assistants (PCAs) wear burgundy.
- Our lab team members, who draw your blood, are in royal blue and white scrubs.
- If you are having a diagnostic test, such as an X-ray, your radiology tech will be in light gray scrubs.
- Respiratory therapists wear dark turquoise blue scrubs.
- Unit secretaries wear hunter green.

We hope you find this system of identifying your caregivers helpful!

You can direct any questions you have to a staff member on the unit on which you are staying, or use this telephone extension directory:

- Rapid Response Team in medical emergency: ext. 5555
- Order patient and/or guest meals: ext. 3300
- Pastoral care: ext. 0
- Advance Directive questions: ext. 7900
- Problems with wireless internet connection: ext. 6750
- Assistance when making difficult healthcare decisions: ext. 7900
- Teresa Adams House (overnight accommodations for loved ones): 217.228.3022
- MyChart Patient Portal sign up: ext. 6600
- Need a doctor or have questions about types of care we offer: 217.277.5000
- Home Care: ext. 4910
- Hospice Care: ext. 5521
- Palliative Care: ext. 5533
- Denman Services durable medical equipment for the home: 217.224.9164
- Hospital billing questions: ext. 4120
- Becoming a donor/Blessing Foundation: ext. 4800
- Becoming a volunteer: ext. 6821
- Risk Management Patient Relations: ext. 7216

Please speak up: You have the right to ask questions of your doctor and other caregivers about your care and to get answers that you can understand. We want to hear from you.

Your ID bracelet: Many people will care for you while you are here. For your safety, any time a staff enters your room to give you medicine, transport you or perform procedures or treatments, they will check your ID bracelet **and** ask your name and birthdate.

Clean hands: For your safety, caregivers should clean their hands before entering and after leaving your room. You have the right to ask them if they've cleaned their hands before they touch you.

Preventing falls: Due to your condition, you may feel dizzy or weak. Your care team may request the use of safety devices during your stay, such as slip-resistant socks, gait belts, or bed and chair alarms.

Preventing blood clots: Hospitalization can increase the risk of developing blood clots. Tell your nurse or doctor immediately if you have leg pain, swelling and redness, shortness of breath and/or sharp chest pain.

Here are ways to lower your risk for blood clots:

- If you are given leg squeezers, wear them while you are in bed and/or in the chair.
- If you are given blood thinners, don't miss any doses.
- Get out of bed and walk as much as you can tolerate, at least several times a day if your health care team says you're ready. Be sure to ask for help.
- Avoid crossing your legs.

Blood clot risk factors include:

- Over 40 years old
- Major surgery
- Have had blood clots before
- Family history of blood clots
- Pregnancy
- Cancer
- Taking birth control pills
- Severe injuries
- Not as active as normal

THE BLESSING FOUNDATION

Blessing Health is committed to providing quality healthcare regardless of the patient's ability to pay. You can help us help others by making a contribution to the Blessing Foundation. To see how donations change patient and donor lives, go to blessingfoundationconnects.com.

How to make a gift

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. One-hundred percent of all gifts go directly to the cause identified by the donor. Also, you may remember Blessing Health in your will and through life insurance, among other gift options.

Visit blessinghealth.org and select *Giving* on the top menu bar on the homepage. Secure, online donations can be made through the website by clicking the orange box that says, **DONATE TODAY**. Thank you in advance for your gift.

For more information

Contact the administrative director, Blessing Foundation, 217.223.8400, ext. 4800, or email blessingfoundation@blessinghealth.org.

WANT TO VOLUNTEER?

Volunteers give thousands of hours each year to enhance the care of patients and their families. They provide support throughout the hospital, including staffing the surgical and ICU waiting rooms, delivering mail and flowers, assisting office staff with clerical projects, transporting patients and so much more! Volunteer groups also provide spiritual care, operate the Tea Room and the Teresa Adams House. For more information or to volunteer please go to blessinghealth.org/volunteer, or call 217.223.8400 ext. 6821.

MISSION STATEMENT

Blessing Health System's mission is to improve the health of our communities.

NON-DISCRIMINATION STATEMENT

Blessing Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes.

Blessing Health System does not exclude people or treat them less favorably because of race, color, national origin, age, disability, sex or their ability to pay.

For more information, visit blessinghealth.org.

CONTACT US

Broadway at 11th Street
Quincy, IL 62301
217.223.1200
or online at
blessinghealth.org/contactus

THANK YOU FOR TRUSTING US

We are honored to provide your medical care. An exceptional experience, featuring quality care delivered with outstanding customer service, is our promise to you.



Blessing Hospital is accredited by an international organization known as DNV Healthcare. We are a nationally recognized Chest Pain Center and Primary Stroke Center, distinguished for our nursing care, and operate a state-designated Level II Trauma Center. Many of our departments and services individually hold national certifications for their care quality.

We understand that hospitalization never is an entirely pleasant experience. We will do our best to make you as comfortable as possible. If you have any questions, or feel you are not being treated in a fair and concerned manner, please don't hesitate to talk to any Blessing Hospital employee providing your care, or ask to speak to the manager or the department director. Our staff wants to know immediately when your expectations are not being met so they can make things right, right away.

WHY WE ARE THE EXCEPTIONAL CHOICE FOR YOUR CARE

Blessing Hospital is the region's medical hub for hospital care. We are the largest, most sophisticated, trusted and respected hospital care provider in a 100-mile radius.

We offer inpatient and outpatient general medical and surgical services and specialized care, including the Heart & Vascular Center featuring nationally recognized cardiac catheterization, cardiac electrophysiology (EP) and open heart surgery; the Cancer Center's nationally accredited radiation therapy, medical oncology and supportive services; the Breast Center's digital mammography and bone density testing; the Wound Center's hyperbaric oxygen therapy; sleep lab; hospice and palliative care; home care; a state-designated Level II Trauma Center; nationally accredited inpatient physical rehabilitation; and behavioral medicine.

Our outpatient surgical care is delivered from the state-of-the-art Blessing Surgery Center, located on the 11th Street campus in Quincy.

Our providers see patients in clinics throughout western Illinois and northeast Missouri, making access more convenient.

As the needs of the region evolve, we add new services and new physician specialists to offer you more choice of advanced care close to home. We are also committed to reducing costs and passing savings on to you.

At Blessing, healing is a passion, not a business. We are proud to be a not-for-profit, community-based hospital. There are no investors who receive dividends from Blessing. Any funds left after the bills are paid are reinvested by Blessing into buildings, equipment and staff to increase access to and the quality of healthcare available to you.

PROVIDING YOU THE NATION'S BEST NURSING CARE



Blessing Hospital holds Magnet recognition from the American Nurses Credentialing Center (ANCC), the highest national honor awarded for nursing excellence.

At last report, Blessing was among nearly 630 Magnet-recognized hospitals around the world.

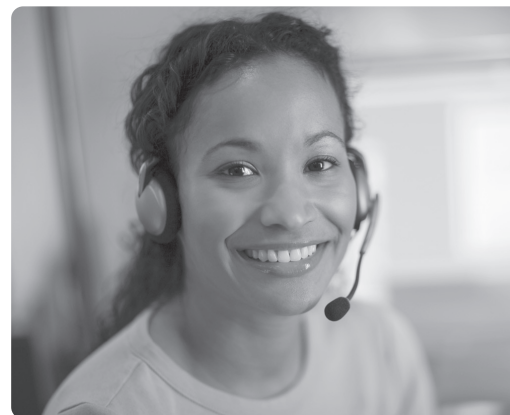
Why is this important to you? Research shows that, when compared with other providers, nursing teams of Magnet-recognized hospitals provide specific benefits including higher patient satisfaction with nursing care received and better ability of nursing staff to rapidly identify and treat complications when they occur.

TAKE CHARGE OF YOUR PAYMENTS

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, 24-hour nursing care and medicines. The bill also will show charges for any special services, such as X-rays and lab tests. You may receive bills from doctors, surgeons, and specialty service providers (such as anesthesia and radiology) separately from the hospital.

If you don't understand something on your bill, or if you're having trouble paying your bills, let us know. A Financial Account Specialist (FAS) can work with you and guide you to services that can help. Blessing offers financial assistance to patients who are uninsured or underinsured and qualify for assistance. The FAS team can also help patients with the Illinois and Missouri Medicaid application processes.

Communicate with the Blessing Patient Financial Services department as soon as possible. If you don't set up a payment plan, or if you stop making payments, your account may be placed with a collection agency. The hospital wants to work with you, so reach out with any questions or concerns you have.



**Call Blessing Hospital
Patient Financial Services,
217.223.8400, ext. 4120,
Monday through Friday,
8 am - 5 pm,
with questions about your
hospital bill or about
paying your bill online.**

peace of mind that their loved one is safe and secure in their home. This service is available for a low monthly fee and no long-term commitment is required. Denman Services, a Blessing Health affiliate, is a personal medical alert response service system provider. Learn more about the system at any of the following Denman stores or email info@denserv.com:

- Denman Medical Equipment & Supply
1020 Broadway, Quincy, IL
217.224.9164
- Illini Health Services
321 N. Monroe Street, Pittsfield, IL
217.285.1914
- Macomb Medical Equipment & Supply
531 E. Grant Street, Macomb, IL
309.837.6161
- Hannibal Medical Supplies
6464 Interstate Court, Hannibal, MO
573.231.0556



Support groups

A variety of support groups is available to people with medical and social needs. For information on these groups go to blessinghealth.org/patients and select “support groups” from Quick Links options.

RESOURCE GUIDE

Blessing Health System’s mission is to improve the health of our communities. We are proud to have compiled several resources and services on a variety of health topics in our area.



Scan this QR code with your smartphone or visit blessinghealth.org/communityresources to access a list of local community resources. Click on the plus signs to expand any of the options and explore any of the topics for contact information and addresses.

For additional questions regarding accessing these resources, please call Blessing Outpatient Care Coordination at 217.223.8400 ext. 5560 or Blessing Resource Center at 217.277.5000.

Our Vision

Blessing Health System will be exceptional

- in providing a safe, high-quality healthcare experience;
- in being the best place for providers to practice;
- in being a place where employees want to work and students want to learn; and
- in partnering with our communities.

Blessing Health System

Blessing Hospital is part of a larger healthcare organization known as Blessing Health System. Other system members are:

- Blessing Corporate Services
- Illini Community Hospital, Pittsfield, IL
- Blessing Health Hannibal
- Blessing-Rieman College of Nursing & Health Sciences
- The Blessing Foundation
- Denman Services, Inc.

When you’re ill or injured

When an appointment with your primary healthcare provider is not an option, go online to blessinghealth.org/knowwheretogo for a Blessing care location near you where no appointment is needed.

Blessing Resource Center

The Blessing Resource Center is a convenient way to manage your health. The staff provides answers to questions about care available and cost of services, and can help a person establish care with a provider, schedule appointments, and handle medical records requests.

Stop by 420 North 30th Street, Quincy, or call 217.277.5000 to see how the staff can help you.

WE VALUE SAFETY - YOURS AND OURS

Help us provide a safe and healing place of care.

Please be:

- Kind
- Respectful
- Polite
- Considerate
- Aware of personal space

Harmful behavior is not tolerated:

- Physical assault will be reported to law enforcement as required by Illinois law.
- Intimidation
- Threats
- Harassment
- Foul or rude language
- Verbal aggression
- No weapons allowed on premises

If you observe harmful behavior or need assistance, please talk to a staff member.

Our commitment to diverse patients includes respecting our diverse staff. Please communicate respectfully and refrain from discriminatory comments or actions towards any member of our healthcare team.

ILLINOIS REPORT CARD ACT

Inquire about Blessing Hospital's staff levels and staff competence by notifying the charge nurse of the unit in question. Inquiries will be answered in accordance with the Illinois Hospital Report Card Act.



MAKING A DIFFICULT HEALTHCARE DECISION?

Sometimes a healthcare choice can involve an ethical concern, such as a wish to refuse life-saving treatment or a disagreement over advance directives.

For assistance, contact Inpatient Care Coordination at 217.223.8400, ext. 7900.

YOUR SATISFACTION MATTERS TO US

How's your stay? Are you getting the care you need? Are your doctors and nurses listening and responding to your questions or requests? Our goal is to provide exceptional care and service. To do so, we ask for your feedback.

Rounding

A Blessing Hospital staff member will stop by your room often each day to ensure you are comfortable and have everything you need. This is called rounding. Our goal is to round on an hourly basis to meet your needs before they become urgent and you need to use the call button. Rounding will occur throughout the night as you sleep.

The items on which we focus during rounding include your need to use the bathroom, if you are in pain and your position in bed. We also check to ensure your room is clean and your belongings are in reach.

Bedside Shift Report

In an effort to provide patients the opportunity to participate in their care, we conduct bedside shift report.

Bedside shift report is when a nurse ending their shift meets with the nurse beginning their shift at the patient's bedside to discuss the patient's current condition.

As a patient and/or family member, you are encouraged to participate in this process.

[Share any information or fill in any gaps in your story.](#)

[Ask questions regarding your plan of care.](#)

[Ask questions about something you do not understand.](#)

Not ready to leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your discharge planner or physician, and share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

QUICK GUIDE TO RECOVERY OPTIONS FOR AFTER YOUR STAY

After-hospital care that fits your needs is important. Make sure you understand what your hospital staff recommends for you. Blessing Health options include:

Home healthcare: Care provided by professionals in your home to help maintain or restore health. Blessing Home Care offers a range of skilled healthcare services delivered by registered nurses; physical, occupational and speech therapists; and certified nursing assistants. Call ext. 4910 to learn more.

Hospice: Care and support for terminally ill patients and families in contracted facilities or private homes in west central Illinois. Blessing Hospice provides 24-hour help with pain control, symptom management and emotional or spiritual support. Call ext. 5521 to learn more.

Palliative Care: Palliative care is a medical specialty that adds to the care or treatments a person is already receiving. Our palliative care team includes doctors, nurses, social

workers and chaplains. We work with your doctor and the hospital staff to provide aggressive symptom management and supportive care. Palliative Care and Hospice are not the same thing. Palliative care may be more ongoing and can be provided to any age and at any stage of a disease or illness. Call ext. 5533 to learn more.

Personal medical alert response service: A personal medical alert response service gives people the confidence and freedom to live on their own — knowing at the push of a button, help is available 24 hours a day, seven days a week. Whenever a personal medical alert response service customer needs help, he or she just pushes the lightweight, waterproof help button to reach an operator. The operator will call a friend, neighbor or relative who can come to the home. If emergency or professional medical help is needed, the operator will call for it immediately.

With a personal medical alert response service, family members have the

Blessing Hospital reserves the right to change visiting guidelines at any time for the safety of patients, staff and visitors/public. The latest visiting guidelines are posted at [blessinghealth.org/visitor-information](https://www.blessinghealth.org/visitor-information).



Normal visiting hours

Normal visiting hours are 7 am to 8 pm daily with two visitors at a time, ages 12 and above, in a patient's room on most, but not all medical units. **Exceptions are** the Emergency Center, Blessed Beginnings: The Birth Center of Blessing Hospital, behavioral health units and the cardiovascular unit. Please talk with a staff member on those units for visiting guidelines, or go to [blessinghealth.org/visitor-information](https://www.blessinghealth.org/visitor-information).

Each visitor must check-in using the computerized system at the information desk of the main entrances, and wear the badge generated during their entire stay, returning the badge to information desk staff at the end of the visit.

Visitor guidelines

To provide a restful and safe environment, we ask visitors follow these guidelines:

- Sanitize your hands before entering and upon leaving the patient's room. Hand sanitizer is located on the wall outside the patient's room.
- If a patient is in isolation, there will be a notice on their door. Please follow the instructions posted before entering the room.
- Do not visit if you have a cold, sore throat, fever or other illness.
- Knock before entering a room and please leave when asked by staff.
- Limit your visit to a reasonable period.
- Smoking is not allowed inside or outside the hospital.
- Avoid bringing food to a patient.

Patients have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or your relationship to the person).

Leader Rounding

You can expect a Blessing Hospital leader to visit with you throughout your stay to ensure your expectations are being met and to ask if there is anyone to recognize for exceeding your expectations.

After Your Stay

Once you leave our care, we will continue to seek your feedback:

Discharge phone call

In addition to select departments that make phone calls to their patients after discharge, we have a team that makes follow-up phone calls to inpatients and Emergency Center patients after they leave Blessing Hospital.

The purpose of the call is to check in with our patients to make sure they are feeling well and have everything they need, including prescribed medications and follow-up appointments. If not, discharge call team members will do what they can to assist the patient.

Patient experience survey

As do all hospitals across the country, Blessing participates in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. Patients are randomly selected to be surveyed by mail, text or email.

The HCAHPS survey measures and reports patient satisfaction through answers to multiple-choice questions on key care topics including:

- doctor and nurse communication
- medicine and discharge information
- pain management and staff responsiveness
- overall quality of the hospital environment
- likelihood to recommend the hospital to others



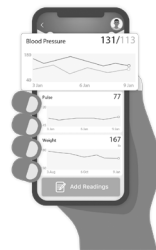
If you're selected to be surveyed, please participate. The results will help us know what we're doing right and where we can improve.



STAYING CONNECTED TO WHAT MATTERS MOST

ALL YOUR HEALTH INFORMATION IN ONE PLACE

See your medications, test results, upcoming appointments, medical bills, price estimates, and more all in one place, even if you've been seen at multiple healthcare organizations.



QUICKLY SCHEDULE APPOINTMENTS AND FIND CARE

Make appointments at your convenience, complete pre-visit tasks from home, and find the nearest urgent care or emergency room when you need it.

CONNECT WITH A DOCTOR NO MATTER WHERE YOU ARE

Send a message, get online diagnosis and treatment, talk face-to-face over video, or arrange to follow up with a doctor in person, depending on the level of care you need.



TAKE CARE OF YOUR CHILDREN AND OTHER FAMILY MEMBERS

Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

SIGN UP

Scan this code to get started or visit
mychart.blessinghealth.org



DECLARATION FOR MENTAL HEALTH TREATMENT

Symptoms of a mental health disorder may make you unable to express your wishes about mental health treatment. You can specify your preferences in advance by completing a Declaration for Mental Health Treatment. Treatments covered by the declaration include medications, behavioral health procedures and admission to a mental health treatment facility. You may also appoint an individual to make decisions about your mental health treatment when you're unable to do so.

Each adult patient will be asked if they have signed an advance directive.

The patient's response will be documented.

Blessing Hospital will provide educational resources upon request.

The hospital does not require a patient to have an advance directive and will not discriminate against people without an advance directive.

IDPH UNIFORM PRACTITIONER ORDER FOR LIFE SUSTAINING TREATMENT (POLST) FORM

The IDPH Uniform Practitioner Order for Life-Sustaining Treatment (POLST) form allows you and your practitioner to discuss, choose and document the type of treatment you would want when you are seriously ill or have a life-limiting illness. The POLST form is a signed medical order that is followed in all settings of care (hospital, nursing home, assisted living facility, etc.). Part of completing a POLST is making a choice regarding the cardiopulmonary resuscitation (CPR) you want attempted if your heart and breathing stop. The POLST form allows you to choose no resuscitation while continuing to receive other treatments to promote your comfort and dignity. You also may choose to receive CPR in addition to other treatments. A discussion with your practitioner can help you decide what decision is right for you.

The POLST form is an advance directive in accordance with Illinois law. It is not intended to replace a durable power of attorney for health care (DPOAHC) form, but to be used in addition to this form.

Additional information about the POLST form and other advance directives is available at www.polstil.org or by calling Inpatient Care Coordination at 217.223.8400, ext. 7900.



THE ILLINOIS HEALTH CARE SURROGATE ACT

When there is no durable power of attorney for healthcare, this law assigns a family member or other designated individual to make healthcare decisions on behalf of a patient who is not able to make decisions for themselves. The act outlines a formal order in which people may serve as surrogate decision-makers. It also describes the particular circumstances that must exist for making different types of treatment decisions.

If you have questions regarding advance directives, contact Inpatient Care Coordination at 217.223.8400, ext. 7900.

A SIMPLE AND SMART WAY TO TAKE CHARGE OF YOUR CARE

If you are unable to make decisions for yourself because of an accident or illness, would the people caring for you know how to treat you? Would your family and doctors know how you would want decisions made about your care?

A Durable Power of Attorney for Healthcare (DPOAHC) is a document that names a person you want to make healthcare decisions for you anytime you are not able to speak for yourself.

A living will is a written document in which you can outline the kind of treatment you want for yourself at the end of your life.

You do not need both documents. However, if you decide only to do one, the DPOAHC is preferred because the authority you grant your agent to act on your behalf is greater, and you do not have to be terminally ill or dying for it to be active.

Durable Power of Attorney for Healthcare (DPOAHC):

- In addition to providing a way to record specific wishes you may have about medical treatments, this document allows you to name another person (proxy or agent) who can speak for you and make healthcare decisions for you at a time you choose and if you are unable to speak for yourself.
- The agent has the authority to speak for you and decide on your behalf regarding any healthcare decisions that might need to be made. This includes decisions about life-support equipment and treatments, consent to invasive procedures, code status, feeding tubes, surgery and dialysis.
- You may give the agent specific instructions regarding certain issues, or you may choose to limit his or her authority.
- The DPOAHC is the preferred document for recording and communicating your care wishes.

Living Will

- A living will is a way of writing down which medical treatments you do or do not want at the end of your life.
- A living will takes effect only if your physician(s) have determined that you suffer from a terminal or incurable, irreversible condition and death is imminent.
- A living will generally applies only to treatments that are considered life support, or life prolonging or death delaying, such as the use of a breathing machine.

FILL OUT OUR FORMS

If you've filed an advance directive with the hospital, but changed it since the last time you were here, please make sure we have the latest copy so we have your most current information on file.

You do not need a lawyer to fill these out. For more information and to obtain the forms you need, contact your nurse or our Care Coordination department at ext. 7900.

AN A-Z GUIDE TO SOME COMMON QUESTIONS

After-hours building access

The main entrance to Blessing Hospital is locked after 8 p.m. Anyone who needs to enter the building after 8 p.m. must enter through the Emergency Center off Broadway and stop at the Security desk in the waiting area.

ATM

Mercantile Bank offers an ATM in the main hospital lobby. First Bankers Trust has an ATM in the lobby of Blessing Health Center, next door to the hospital at 927 Broadway, accessible Monday through Friday, 8 am to 4:30 pm.

Cafés

BH Java serves Starbucks coffee, but cannot accept Starbucks gift cards.

Location:

Main lobby
near entrance



BH Java hours:

Closed holidays
Weekdays: 6:30 am to 7:30 pm
Weekends: 8:30 am to 2 pm

Tea Room Café and Gift Shop

Location:

First floor across from Patient Access

Hours:

Weekdays: 7 am to 8 pm
Weekends: 7 am to 3 pm

Cafeteria

Location:

Basement level

Hours:

Breakfast: 6:30 am to 10 am (7 am to 10 am on weekends)
Lunch: 11:00 am to 1:30 pm
Dinner: 4:30 pm to 6:30 pm

Calling your nurse

A button to call your nurse is located at your bedside.

CaringBridge

CaringBridge provides free, private websites that connect family and friends during a significant health challenge. Visit blessinghealth.org/patients and go to Quick Links on that page to find a link to CaringBridge.

Cell phones

Patients and visitors may use cell phones. If interference with equipment occurs, the user will be asked to turn off their device.

Electrical appliances

Patients are encouraged to leave electrical devices at home.

For the health and safety of patients, visitors and staff, the following are not permitted in the building:

Visual or audio recording of any kind, smoking or vaping, illegal medications or substances, and weapons, including guns and knives

Fire safety

For your protection, staff regularly conducts emergency preparedness drills, including fire and disaster drills. If a drill occurs (an alarm sounds during a fire drill), please remain in your room and do not become concerned. In an actual emergency, hospital staff will notify you.

Flowers

Our volunteers deliver flowers sent by friends and loved ones to your room. These deliveries generally are made in the afternoon. Live flowers and plants are not allowed in the Intensive Care Unit (ICU), Cardiovascular Unit (CVU) and certain other patient care areas due to the special risks faced by patients of those departments. Latex balloons are not allowed on Blessing Hospital property to protect those with latex allergies.

Gift shop

Operated by the Blessing Volunteers in Partnership organization, the Tea Room is a full-service restaurant and gift shop. Meals may be enjoyed in the Tea Room or purchased for carryout. See page 7 for location and hours of operation.

Guest meals

The Blessing cafeteria is open daily for visitor dining. See page 7 for details. Guest meal trays also are available to be purchased and delivered with the patient meal to the room.

To place an order for a guest tray, call ext. 3300 and tell the operator you need to order a guest tray. The operator will request your credit or debit card information, so please have your information ready. Guests who want to pay with cash may make a payment in the Blessing cafeteria. Please have your receipt available when the host arrives at the patient room with the guest tray.

Housekeeping

Patient rooms are cleaned daily by members of our housekeeping team.

Each day your gown, pillowcase, washcloth and bath towel will be changed. Complete bed linen changes take place on Tuesdays and Fridays, or upon your request. If you have questions about linen changes, please talk with your nurse.

2	TV CHANNEL GUIDE	21	MCSO	40	DSJRHD
3	FOX	21-1	MCSO AT NIGHT	41	CMTHD
4	WGEM	22	A+EHD	42	VH1HD
5	WQEC	23	AMCHD	43	BETHD
6	CW	24	TCMHD	44	MTVHD
7	KHQA	25	HALLHD	45	ESPNHD
8	ABC	26	TBNHD	46	ESPN2HD
9	ACCUHD	27	NWSNNHD	47	FS1HD
10	CNNHD	28	HISTHD	48	BSMWHD
11	MSNBC	29	DSCHD	49	INSPHD
12	HLNHD	30	FOODHD	50	BABY
13	MCNS	31	HGTVHD	51	CNEHD
13-1	MCNS AT NIGHT	32	EIHD	52	DXDHD
14	FNCHD	33	TLCHD	53	PARAMOUNT
15	FXHD	34	LIFEHD	54	TNCK
16	NGCHD	35	APLHD	55	MC80
17	TBSHD	36	FRFMHD	55-1	MC80 AT NIGHT
18	TNTHD	37	TVLDHD	56	MCTT
19	COMHD	38	NIKEHD	56-1	MCTT AT NIGHT
20	EWTN	39	DISEHD	100	LOCAL WEATHER

(at Night* channels broadcast the same content as the channel listed above it, but have a 90% tint on the screen to allow patients to enjoy music at night without a bright screen.)

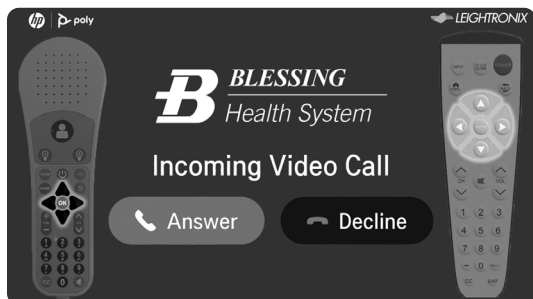
Blessing Hospital now offers an audio/video or “telehealth” option for certain rooms on the 2nd, 3rd, and 4th floors. If your room has this option available, please refer to the instructions below for how to utilize or decline it.

This room is fitted with a camera installed on the ceiling. The camera has a privacy shutter that **ALWAYS** remains closed and will **ONLY** open upon acceptance of a telehealth call.

If a virtual visit is initiated by a medical professional, a visit request will appear on your television screen. This request will be displayed if the television is turned off. Using the pillow speaker remote, use the left and right arrow keys to “Answer” or “Decline” the call; and then press “OK”.

Upon answering, the privacy shutter will open, and the provider or nurse will appear on the television screen. After the telehealth visit concludes, the privacy shutter will close, and the television will revert to its previous state.

Remember the provider/nurse can only connect with your camera if you accept the call. Access to the camera is **NOT** possible without your specific acceptance of a telehealth call. Should you decline the call, please share this with your nurse so we can ensure that your preference to not receive telehealth communication is honored.



We appreciate your assistance in our ongoing efforts to enhance the quality of care provided during your stay.

For more information about the telehealth equipment installed in your room, please contact the Telehealth Resource Center at ext. 2050.

Lost and Found

Unclaimed articles are turned in to the Security department. To inquire about lost items, please call ext. 2748.

Pastoral care

A chaplain is available 24 hours a day. To request a chaplain, dial the hospital operator by pressing 0 on any hospital phone or ask your nurse for assistance.

The chapel is open 24 hours a day and is located on the main floor. Visitors and staff of all faiths are welcome. A nondenominational service is held at 10 am Sundays.

A cross or a crucifix is available upon request for placement in a patient’s room. Ask the nurse for assistance. Bibles and other devotional literature are available upon request.

Patient meals

You can order your meals from a Room Service menu anytime between 6:30 am and 6:30 pm

Dial ext. 3300 on the phone in your room to place an order.



Personal belongings and valuables

Personal care items such as contact lenses, eyeglasses, hearing aids

and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray to help avoid them being lost or damaged.

Leave valuables, like jewelry or cash, at home or give them to a trusted relative or friend to protect. If that is not possible, ask your nurse about use of the hospital safe.

Blessing Hospital is not responsible for replacing personal belongings.

Photography and video/audio recording

Photography and video/audio recording are not permitted without consent. Contact a member of your health care team if you have questions.

Smoking

Patients, visitors and staff are prohibited from smoking and using tobacco or electronic cigarettes/vaping anywhere in the hospital or on hospital grounds.

Telephone

A patient should notify a nurse if he or she needs a TTD and/or telephone speaker amplifiers.

Local calls may be made anytime from a Blessing Hospital patient room by dialing 9, then the telephone number. Long-distance calls cannot be directly dialed from a patient room or charged to a patient room.

Wireless internet access

Blessing Hospital provides complimentary wireless internet access. Use the wireless network card in your laptop, or other wireless-enabled device to connect to BHSQUEST.

When you first connect, you'll notice "Terms and Conditions" for Blessing Health's Guest Network. When you click "Accept," you'll automatically be granted access. Guests with laptops and other wireless devices must have experience in connecting to wireless networks.

Assistance and technical support is available by calling the Blessing Information Systems Help Desk at ext. 6750.

Blessing Health is not responsible for any personal information that is compromised or for any damage caused to your hardware or software while at any Blessing Health facility.



RAPID RESPONSE

If a patient's condition appears to be worsening quickly, call ext. 5555 from a hospital phone and ask the hospital operator to call the Rapid Response Team. The Rapid Response Team is a specially trained nurse and respiratory therapist who respond within minutes of being called, 24 hours a day, seven days a week, to help assess a patient's condition.

LEAVING THE HOSPITAL AND NEED MEDICATION BEFORE YOU GET HOME? WE'VE GOT IT!

To save you from having to make a stop on your way home, Blessing Hospital operates a retail pharmacy on the first floor of the hospital from which you can purchase prescription medications your doctor ordered for you as a result of your hospital stay.

The costs at our pharmacy are the same as others in the community and region. It accepts all forms of insurance, and takes credit or debit cards, check or cash for any copayment that might be due.

The Blessing Retail Pharmacy is open Monday through Friday, 8:30 am to 5 pm. If you want to use the Blessing Retail Pharmacy, please let your nurse know.



A note to those who will pick up a patient after their stay

From where in the hospital a patient is discharged after their stay depends on a number of factors. Please confirm with the patient or the nurse taking care of them about where the patient will be brought to leave the building.

Teresa Adams House

The Teresa Adams House, across from the hospital's Moorman Pavilion/North Entrance at 630 North 11th Street, is wheelchair accessible and provides safe, clean and comfortable lodging (*one of eight available rooms is pictured here*) for outpatients and their loved ones, and the loved ones of inpatients.



Room rates are \$50 per night, with financial assistance available to those in need.

Call 217.228.3022, or ask a Blessing Hospital staff member to help you contact staff at the Teresa Adams House if you would like to stay there.