

# A MESSAGE FROM THE CEO

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Welcome to Centerpoint Medical Center. On behalf of our team, I want to thank you for choosing us. We are pleased you and your physician have selected us to provide your healthcare needs. We know that hospitalization is an anxious time for you and your family. Our team will do our best to make you and your family as comfortable as possible while striving to exceed your expectations.

As a patient you are an active participant in your healthcare decisions. We will endeavor to keep you fully informed. As an additional service, we have established the Ethics Committee to assist you in consideration of ethical issues that may arise in your care. Any member of our care team will be happy to assist you in accessing the Ethics Committee.

During your stay with us, if you feel there are ways we can improve our service to you or your family, please do not hesitate to make your needs known to a member of our team. If your nurse cannot address your concern, please call the Quality Department at extension 8160.

It is our desire to assure your stay is comfortable for you and your family. We welcome all feedback related to your experience to help us exceed your expectations.

Sincerely,



Carolyn Caldwell, CEO, Centerpoint Medical Center

P.S.

At any time if you feel your needs are not being met, please call administration at 816-698-7001.



# Mission, Vision, Values

## Our Mission...

Above all else, we are committed to the care and improvement of human life. We strive to deliver high quality, compassionate patient care by fostering an environment of engaged employees and physicians committed to service excellence.

## Our Vision...

To perform our mission at the highest level, we commit to constantly strive to be regarded as the “provider of choice,” “employer of choice” and “preferred community partner”.

## Our Values...

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.

Centerpoint Medical Center celebrates the diversity in our work force and in our community. We serve persons without regard to race, color, national origin, religion, gender or disability.

[www.centerpointmedical.com](http://www.centerpointmedical.com)



# Patient Food Service

## Patient Food Service – 816-698-7070

Providing you with high-quality food and service is very important to the Department of Food and Nutrition Services.

We are proud to introduce our JUST FOR YOU Room Service Dining. Upon admission, you will be given a menu tailored to your physician-prescribed diet. Order your meals anytime you are hungry during dining hours. The “Just For You” Call Center is open daily from 6:30 a.m. to 6:30 p.m.

To place your order, select your choices from the menu, then pick up your phone and dial the Call Center at Extension 7070. Your meal will be brought to your room by a Hospitality Associate within 45 minutes or at a later time designated by you.

To ensure a quality meal, please check with your nurse about your treatment or therapy schedules before placing your meal order.

## Visitor Food Service

Visitors are welcome to dine at The Point Dining Center, located on the ground floor.

Daily Service Hours (7 days a week):

- Breakfast – 7 a.m. to 9:30 a.m.
- Snacks – 9:30 a.m. to 10:30 a.m.
- Lunch – 11 a.m. to 2 p.m.
- Snacks – 2 p.m. to 4 p.m.
- Dinner – 4:30 p.m. to 7:30 p.m.

Food and snacks are also available in the vending area located outside the cafeteria.

# Patient Safety

## Patient Safety Program: Putting our Patient's First – 816-698-8195

Our goal at Centerpoint Medical Center is to provide the highest quality of care to our patients and families. We are committed to putting our patients first. To achieve this, we ask that you partner with us to help promote safe practices.

We have a team of healthcare professionals called the Patient Safety Team that is committed to providing the safest environment for our patients. This team works on implementing all the National Patient Safety Goals provided by the Joint Commission. These goals are designed to prevent medical errors and keep communication open and the environment free of hazards.

Please ask questions and provide comments to us so that we can continue to improve our quality and safety to ensure you are “very satisfied” with the care you receive at Centerpoint Medical Center.

What can you do to help patient safety?

- Ask questions of all care givers.
- Pay attention to the care you are receiving.
- Educate yourself about the care and treatment.
- Ask a family member or trusted friend to be your advocate.
- Participate in decisions about your treatment.

Who do you contact if you have patient safety concerns?

- You can share your concerns with your nurse, the charge nurse, or any member of the leadership team.
- Contact the Patient Safety Hotline – 816-698-8195

The leadership team at Centerpoint Medical Center encourages your participation in patient safety. Please be an active part of our team. Together we can maintain a safe and therapeutic environment.

To prevent healthcare errors, patients are urged to ...SPEAK UP

- Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.
- Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right healthcare professionals. Don't assume anything.
- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask a trusted family member or friend to be your advocate.
- Know what medications you take and why you take them. Medication errors are the most common healthcare errors.
- Use a hospital, clinic, surgery center, or other type of healthcare organization that has undergone a rigorous on-site evaluation against established state-of-the-art quality and safety standards, such as that provided by Joint Commission.
- Participate in all decisions about your treatment. You are the center of your healthcare team.

For more information go to [http://www.jointcommission.org/GeneralPublic/Speak+Up/about\\_speakup.htm](http://www.jointcommission.org/GeneralPublic/Speak+Up/about_speakup.htm)

# Important Message from Medicare

## Important Message from Medicare

### Your Rights as a Hospital Patient

You have the right to receive necessary hospital services covered by Medicare or covered by your Medicare Health Plan (“your Plan”) if you are a Plan enrollee.

You have the right to know about any decisions that the hospital, your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it.

Your doctor, your Plan, or the hospital should arrange for the services you will need after you leave the hospital. Medicare or your Plan may cover some care in your home (home healthcare) and other kinds of care, if ordered by your doctor or by your Plan. You have a right to know about these services, who will pay for them, and where you can get them. If you have any questions, talk to your doctor or Plan, or talk to other hospital personnel.

### Your Hospital Discharge & Medicare Appeal Rights

**Date of Discharge:** When your doctor or your Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.

**Your Right to an Immediate Appeal Without Financial Risk:** When you are advised of your planned date of discharge, and if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll free, 24 hours a day, at 1-800-MEDICARE (1-800-633-4227), or TTY/TTD: 1-877-486-2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive a noncoverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

**Other Appeal Rights:** If you miss the deadline for filing for an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or of your Plan).

# A Message from Patient Registration

## A Message from Patient Registration –816-698-8110

Your satisfaction is very important to us, and we want to provide you with the best care possible. If you have any questions regarding the registration process, or if you feel that your information may be incorrect, please call us.

### Why we ask for your social security number:

Your social security number is used for a variety of internal purposes. Because your social security number is the one identifier that we can trust is unique to you, we use your social security number as your patient identification. This unique identifier allows your physicians and nurses to quickly search in our information system and retrieve vital information about you, not that of a patient with the same or similar name. Being able to retrieve your personal information when and where it is needed is essential to our ability to provide you with quality care. Your social security number is also required for certain insurance companies. It is a vital link when we communicate with insurers on your behalf and helps avoid delays in payments. Also, your social security number is protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), which mandates privacy and security of your information.

### Financial Counseling – 816-698-8116

A Financial Counselor may contact you during your stay regarding your portion of the hospital bill. If you anticipate difficulty financing your hospitalization, please contact the Financial Counselor to make payment arrangements.



# You Can Quit Smoking

## Your hospital visit is a great time to quit smoking.

### Nicotine: A Powerful Addiction

If you have tried to quit smoking, you know how hard it can be. It is hard because nicotine is a very addictive drug. For some people, it can be as addictive as heroin or cocaine.

### Good Reasons for Quitting

Quitting smoking is one of the most important things you will ever do:

- You will live longer and live better.
- Quitting will lower your chance of having a heart attack, stroke, or cancer.
- If you are pregnant, quitting smoking will improve your chances of having a healthy baby.
- The people you live with, especially your children, will be healthier.
- You will have extra money to spend on things other than cigarettes.

### Five Keys for Quitting

Studies have shown that these five steps will help you quit and quit for good. You have the best chances of quitting if you use them together:

- Get ready.
- Get support.
- Learn new skills and behaviors.
- Get medication and use it correctly.
- Be prepared for relapse or difficult situations.

### How do I quit in the hospital?

- Talk to your doctor or other hospital staff about a plan for quitting.
- Ask for help right away.
- Your doctor may give you medication to help you handle withdrawal while in the hospital and after you are home.

### Helpful Hints to Stay Quit

1. Get Support and Encouragement - Tell your family, friends, and coworkers that you are going to quit and want their support. Ask them not to smoke around you or leave cigarettes out.
2. Learn New Skills and Behaviors - Try to distract yourself from urges to smoke. Talk to someone, go for a walk, or get busy with a task. When you first try to quit, change your routine. Use a different route to work. Drink tea instead of coffee. Eat breakfast in a different place. Do something to reduce your stress. Take a hot bath, exercise, or read a book.
3. Be Prepared for Relapse or Difficult Situations - Most relapses occur within the first three months after quitting. Don't be discouraged if you start smoking again. Remember, most people try several times before they finally quit. Set a new date to get back on track.

If you are having problems with any of these situations, talk to your doctor or other healthcare provider. For help in quitting smoking, call the National Cancer Institute's Smoking Quitline toll free: 1-877-44U-Quit <http://www.os.dhhs.gov/safety/index.shtml#smoking>

# PAIN – Tell Your Nurse

## PAIN – Tell Your Nurse

### If you're in pain, get relief!

You may be having pain from surgery, procedures, or from your illness. You have the right to have your pain relieved. Your doctors and nurses will do their best to help you be as pain-free as possible.

Please talk to us as soon as the pain starts!

### Tell us:

- All the places you hurt.
- How bad the pain is.
- What makes the pain worse.
- What makes the pain better.
- How much relief you get from the medicine.

### Ask us:

- What pain medicine will I get for my pain?
- How often can I get this medicine?
- What are the side effects of this medicine?
- Besides medicine, what else can be done to relieve my pain?

### Don't worry about addiction

When pain medicine is taken in the right way, patients rarely get addicted. Talk to your doctor, nurse or pharmacist about this. Most people only use pain medicine when they have pain. When the pain goes away, they stop taking the pain medicine. This happens slowly so that the body has time to adjust.

Some people need to take pain medicines for a long time, because their pain does not go away. Taking pain medicine regularly does not make you an "addict" any more than taking insulin makes you an addict. You are following your doctor's advice and getting treatment you need.

### Don't feel like you are a "complainer"

You have the right to have your pain relieved. Every person should tell the doctor and nurses about the pain. The sooner you speak up, the better. It's easier to control pain when there's less of it. When the pain gets bad, it takes longer to get rid of it.

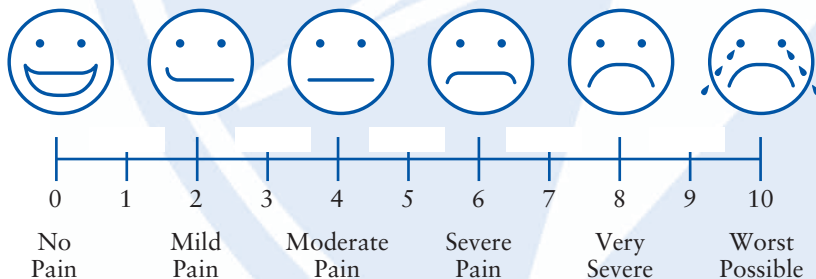
### You won't lose control of yourself!

People who take pain medicine because they have pain do not get "high." You may feel sleepy for the first day or two, but this will go away. If you feel dizzy, confused, or sick to your stomach, tell your doctor or nurse right away. They can fix those problems.

### Use the following ways to tell us about your pain

Try to use a pain scale. On our pain scale, the number 0 means NO PAIN and the number 10 means THE WORST PAIN. If you can't put a number on your pain, tell us which of the faces matches the way you feel.

### Pain Intensity Scale and Faces Scale



### Describe your pain. Some words you might use:

- |           |             |
|-----------|-------------|
| Aching    | Penetrating |
| Stabbing  | Radiating   |
| Shooting  | Splitting   |
| Dull      | Sharp       |
| Throbbing | Miserable   |
| Tiring    | Numb        |
| Nagging   | Tender      |
| Gnawing   | Unbearable  |

Taking care of pain is important! It helps you feel better, and you can do more for yourself and get well as soon as possible.

# A Guide to Your Hospital Bill

## A Guide to Your Hospital Bill

We are committed to fulfilling our mission of providing quality care to our patients. To help ensure the success of this commitment, we must be financially responsible. We take a positive and proactive approach to patient billing and collections with the goal of receiving payment for services received in the most effective, timely and patient oriented manner possible. We also understand that billing and collecting for healthcare can be confusing. Please review the following material to assist you in understanding our billing services and to answer any questions you may have in advance.

### Your Hospital Bill

As a routine practice, when appropriate, the hospital attempts to collect all known patient expenses at the time of patient registration. Our initial request for payment will include deductibles, co-pays and coinsurance amounts. However, the amount of all charges may not be known or available at the time of admission or discharge. Therefore, calculated coinsurance amounts are based on estimated charges. Any overpayment will be promptly refunded.

### Account Payment

The hospital has an Uninsured Discount Program for patients who do not have health insurance. We will discount bills for all uninsured patients unless you received an elective cosmetic procedure. Information about this program will be given to you during your visit. After your bill has been discounted, you will be asked to pay the remainder. If you are unable to pay your bill, we will work with you to see if you can:

- [Set up a payment plan.](#)
- [Be accepted for Medicaid.](#)
- [Apply for a Charity discount.](#)

Contact our Financial Counselor for assistance at 816-698-8116.

### Processing Your Bill

If you have current insurance coverage, our hospital billing department will bill your insurance company shortly after your visit. When a claim is sent to your insurance company, an informational letter will be sent to you. Please note that this letter is NOT a bill. Your insurance company should pay your hospital bill within sixty (60) days. The hospital may request your help in contacting your insurance company if payment is delayed. There may be times when your insurance company needs additional information from you. Please respond as quickly as possible so payment is not delayed. You will not receive further communication from the hospital unless the insurance company has not paid your claim or balance is due from you.

### Customer Service

The Customer Service Department is available to assist you with any questions concerning your hospital bill. Monday through Friday, 8:30 a.m. to 5 p.m.: 866-209-9007

### Physician Billing

Professional services provided to you by physicians will be billed separately and apart from the fees charged by the hospital. If you receive a bill/statement from a physician and have questions, please contact his/her billing office at the number listed on the bill/statement received.

Physicians who may bill you separately include

- Your Personal Physicians
- Pathologists
- Emergency Department Physicians
- Cardiologists
- Anesthesiologists
- Radiologists
- Neonatologists
- Hospitalists

### Physician Business Office Locations

The Physician Business Office may have regional billing offices located throughout the United States. You may receive correspondence and/or telephone calls from these locations.

# Frequently Asked Questions

## What personal care items should I bring to the hospital?

The hospital can provide some personal care items, but patients are usually more comfortable with familiar items from home. Some suggestions include: Robe/pajamas/slippers; toothbrush/toothpaste; deodorant; brush/comb; shampoo; nail file/clippers.

If a particular item is needed, please check with your nurse to see if it can be ordered. The Hospital Gift Shop (extension 8188) also carries sundry items. Or you can request a Volunteer Ambassador from your nurse who can bring you most sundry needs.

## Can I bring in an electric shaver, hair dryer, fan, or other small appliances?

We discourage patients from bringing in electrical items. Battery operated shavers are fine. Please check with your nurse prior to using electrical items. Patients who bring their own items to the hospital do so at their own risk.

## This is a difficult time for us. Does the hospital offer any support to patients and families?

If you would like to talk to a chaplain, one is available 24 hours a day, seven days a week. Ask your nurse to contact a chaplain, or dial "0" for the hospital operator and have a chaplain paged. Chaplains also will initiate visits routinely to provide continuing support for patients and families. Volunteer Ambassadors also are available to talk. Just ask your nurse to contact an Ambassador for you.

## If I have a complaint, an unusual question or a special need, who do I call?

In most cases, the nurse on duty can address problems or questions. You can also ask to talk with the Charge Nurse or Nurse Manager. If your concern cannot be addressed by these professionals, please contact the Quality Department at extension 8160. If you need assistance at other times, please ask to see the House Supervisor or call the operator to have the Supervisor paged.

## What assistance is available to me if I am hearing or visually impaired?

For our patients and visitors who are hearing impaired, we have amplification telephones and TDD devices available upon request.

## What special assistance is available?

Centerpoint Medical Center provides interpreter services upon request. For non-English speaking persons, we will make every effort to provide you with an interpreter in order to ensure proper communication between you and your physician and our staff. If you need an interpreter, please speak with your nurse. If you require any specific aid because of a disability, such as a TDD telephone communications device for the deaf, the Continuum of Care Department should be notified upon your arrival. For those who are visually impaired, Braille signage is available throughout the building. Please let your nurse know of any special needs regarding communication and these services will be provided to you free of charge.

## How can I make an outside call, find out a patient's room number or make a long-distance call?

The patient information line is 816-698-7184. Be sure to ask the patient information desk or hospital operator for the direct dial number for a patient's room. The hospital operator can provide information on making long-distance calls using a calling card. For local calls, dial 9 first and then the number.

## Why won't the doctors or nurses give medical information to the family?

A federal law called HIPAA (Health Insurance Portability and Accountability Act) puts limits on what medical information staff can give to family and friends of patients. In almost all cases, unless the patient has been declared mentally incompetent, the physician and staff can release medical information to the patient only. When a patient has been admitted, the patient is given a pass code that may be shared with family members so that the staff may discuss medical information. Understandably, when someone is very ill or having difficulty understanding information, close family members will be involved in care.

# Frequently Asked Questions

## What is a Durable Power of Attorney for Healthcare?

A patient who is mentally alert and oriented can appoint a Durable Power of Attorney (DPOA) for Health Care. This is different from a financial power of attorney, which should be obtained from a lawyer. The person chosen as DPOA will have the legal right to obtain medical information and make medical decisions for the patient if the patient ever loses mental capacity. A Durable Power of Attorney for Health Care is not in effect unless the patient cannot speak for him/herself. If you are interested in completing this important document, ask your nurse for an "advance directive referral". There is no charge for this service.

## What is the best way of communicating with the hospital and physician?

It is the recommendation of your physician and hospital staff to identify one family member or friend to be a spokesperson on your family's behalf. This helps ensure that your loved ones are receiving accurate information and reduces confusion. This also facilitates communication between your physician(s), hospital staff and family. Please inform your nurse of the name of your spokesperson and the phone number(s) where they can be reached. If you are an inpatient, please give the Pass Code to that family member. This also reduces the amount of time taken from patient care to answer numerous phone calls.

A physician's schedule for rounds (visiting patients in their rooms) varies from day to day. If the family spokesperson would like to be present during the physician's daily visit to the patient, it is important to discuss the schedule for the next day with the physician or the physician's office.

## What questions can be answered by the nurses?

The following questions can be answered by the nurse for the patient and a person designated by the patient:

- Questions regarding what tests are ordered.
- Questions regarding the schedule for the day.
- Questions regarding medications.
- Questions regarding discharge goals.

Nurses cannot answer:

- Questions regarding interpretations of lab and test results before the physician has reviewed them with the patient.
- Questions from family and friends regarding medical information unless the patient has given his/her consent or Pass Code.

## What questions should be answered by the physician?

- Questions about a patient's diagnosis or prognosis.
- The outcome of any test, procedure or surgery.
- The time of day the doctor usually makes rounds at the hospital.
- The best way for the family spokesperson to get in touch with the doctor (note on chart, message at office, etc.)
- Questions about day of discharge from the hospital.

## Should family members participate in the daily care of a patient?

Yes. Patients benefit tremendously when family members become educated in their routine care and medical needs and participate in activities such as assisting them to the restroom, helping with feeding techniques, supervising prescribed exercises, etc. Family education and participation during the hospital stay also will ensure a smooth transition to home or to the next level of care. Discuss with the nurse, therapist, and other professionals how to become involved.

## How will I know when I am to be discharged from the hospital?

Your physician will determine that and let you know. Many factors can impact time of discharge.

# Frequently Asked Questions

## What assistance is available following discharge from the hospital?

Discharge planning begins as soon as you are admitted to the hospital. This ensures that all options have been thoroughly explored before you are dismissed. Your primary physician is ultimately responsible for your dismissal, and the hospital staff works closely with your physician to anticipate your post-dismissal needs (i.e., medical equipment, home care, and nursing home information). If you have questions or concerns about your discharge plans, contact your nurse or the Case Management Department at 816-698-8251. A social worker or a nurse case manager will assist you.

## How may I get a copy of my medical record or X-ray films?

Health Information Management (Medical Records) – 816-698-8140  
Medical Imaging (Radiology) – 816-698-7130

A request to obtain copies of the medical record or X-ray films should be made at least 24 hours in advance.

When **calling in** for copies the department must have:

- Patient name
- Patient date of birth
- Patient telephone number (or number of person authorized to pick up Protected Health Information (PHI)).
- Doctor's name or the name of the facility that will be receiving the X-ray films.

When **picking up** the X-ray films or copies of the medical record, you will be asked for:

- An Authorization for Uses and Disclosures of Protected Health Information executed by the patient or duly authorized representative.
- A valid photo identification.