



1111 Duff Avenue
Ames, Iowa 50010
515-239-2011

All facilities and grounds of
Mary Greeley Medical Center are tobacco free.

www.mgmc.org

Patient Services Guide



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Dear Patient:

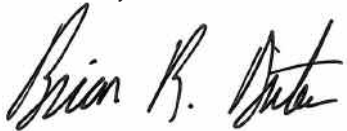
On behalf of the physicians and staff of Mary Greeley Medical Center, welcome. Our dedicated team of health care professionals is committed to providing you with the highest quality care available, and we hope to make your stay with us as comfortable as possible.

The patient guide is designed to help you, your family and visitors, and provide you with helpful information about our services. While we have tried to anticipate many of the questions you may have, we hope that you will talk with members of your health care team if something is unclear or if questions arise. If you have questions or concerns, please talk with your nurse or ask to see the supervisor or the house manager. Your comments will receive prompt attention and will be handled confidentially.

Please keep this guide handy for your reference, and feel free to take it with you when you leave your room or are discharged from the hospital.

Thank you for choosing us to meet your health care needs.

Sincerely,



Brian Dieter
President & Chief Executive Officer



Handicapped Accessibility and Assistance

Our facility is handicapped accessible.

A telecommunications device for the deaf (TDD) is available. If you would like to use it, your nurse can arrange that for you.

We have a low vision machine that enlarges print up to 45 times the original size to help those with vision problems. This device is provided by Mary Greeley Medical Center's Older Adult Services. If you would like to use it in your room, ask your nurse to call the Medical Library at ext. 2154.

Wheelchairs are available at the front entrance for use at the medical center.

Mail

Our volunteers deliver your personal mail each morning. They are also available to help read your mail to you. Stamps may be purchased in the gift shop.

Notary Public

A notary public is available to notarize documents. To arrange for this free service, ask your nurse or call the Business Office at ext. 2111, Monday through Friday, 8 a.m. to 4:30 p.m. We reserve the right to refuse notarizing certain documents.

Organ Donation and Transplants

Volunteers who have received transplants or are affiliated with Recipient Donor Network (REDONE) are available to talk with you. To make arrangements, call Volunteer Services at ext. 2210, Monday through Thursday, 8 a.m. to 9 p.m., Friday 8 a.m. to 4:30 p.m. or Saturday 9 a.m. to 1 p.m.

Television

Cable

Every room has an updated TV guide with channel listings.

Closed captioning

Every room's television is capable of using closed captioning.

You can activate the closed caption feature by pushing the "c.c." button on the remote control or by pushing the "caption" button on the television.

Reading Service

Timely and topical information is broadcast by the Iowa Radio Reading Information Service (IRIS) for the Blind and Print Handicapped on Channel 29. The 24-hour programming includes daily readings of the *Ames Tribune*, the *Des Moines Register*, the *Wall Street Journal*, the *Fort Dodge Messenger* and other local and national publications. The readings feature breaking news stories, editorials, sports, obituaries and calendar events. For referrals for use of this program at home, contact Therapeutic Recreation at ext. 2608 or at 515-239-2608 from outside the medical center.

Telephone Service

Phone service is provided in each patient room. Local phone service is provided free of charge.

Cellular phones

Cellular phones are allowed within the medical center, although they cannot be used within five feet of medical equipment in use.

TDD phone

For the hearing impaired, we offer a TDD phone near the public telephones in the west hallway on the first floor. Usage information is available at our main information desk. If you need to use a TDD phone in your room, ask your nurse to obtain this equipment for you.

Local calls

To make a call in Ames or Nevada, press the 'local' key on your telephone followed by the seven-digit number. To make a call to other towns located within a 24-mile radius of Ames (Kelley, Huxley, Cambridge, Slater, Roland, Story City, Boone, Randall, Maxwell, McCallsburg, Madrid, Colo, Elkhart, Collins, Woodward, Zearing, Garden City, Polk City, Jewell, Ankeny, Ogden, Stanhope, Ellsworth, Granger, Radcliffe, Pilot Mound, State Center, Rhodes, Bouton and Stratford), press the 'local' key, press 1, then dial the appropriate area code (515) or (641), and dial the seven-digit phone number. Your family and friends may reach you by dialing the number listed on your phone.

Long distance calls

It is not possible to charge calls to your room.

To make a call using the LD option, press the LD key on your telephone. An AT&T operator will come on the line and ask for billing information. You may use your long distance credit card from any carrier, charge the call to your home phone or make a collect call. Per minute charges are determined by the long distance carrier. This is often the most expensive way to make a long distance call. These charges are not controlled by Mary Greeley Medical Center.

Toll-free calls

To dial a toll-free number, dial 9 and then the number (9-1-800-227-2345).

Blocking calls

You may temporarily block incoming calls by pushing the DND button. A status light will indicate when DND is activated. You may still place outgoing calls. To turn DND off, simply touch the button a second time.

Volume

To adjust the volume on your telephone, use the volume up or volume down keys. Volume boosters and telecommunications devices for the deaf (TDD) equipment are available to assist hearing impaired patients. If you need to use these, ask your nurse to request this equipment. The ring volume of your phone can be adjusted using the sliding tab on the underside of the phone in the lower left corner.

Internet access

Patient and visitor wireless internet access is available in most areas of the medical center. The SSID for access is mgmcpbublic. Once you are connected to the network, you will need to open your browser and acknowledge our usage policy to enable network access. Mary Greeley Medical Center also provides public internet access work stations in most patient care waiting areas. Ask any medical center employee for the location of the nearest work station.

Smoking and tobacco

All facilities and grounds of Mary Greeley Medical Center are tobacco-free.

Food and Nutrition Services

Lost and Found

If you lose or misplace personal items during your stay, you may check with Lost and Found by calling ext. 2551 or, from outside the medical center, 515-239-2551.

Room Service

Patients and their visitors may order from the room service menu from 7 a.m. to 8 p.m. Press the room service button on your room phone (or dial 5555) and order.

Late night room service is available from 8 p.m. to 10 p.m. by contacting your nurse with your order.

Patient meals will be prepared based on your physician-ordered diet. If you have any questions or problems with your diet, please ask to have a dietitian visit you. Please check with your nurse before eating or drinking anything other than what is provided on your meal trays from the Dietetic Services department.

Meals are available for visitors at a reasonable price. Visitors may pay by check, cash or voucher when meals are delivered.

Cafeteria

Our cafeteria is located on the second floor and can be easily reached by taking one of our main elevators.

Breakfast

*Self-serve breakfast
Weekends/holidays*

Monday through Friday

*6:15 a.m. to 9:30 a.m.
7 a.m. to 9 a.m.*

Lunch

*Hot food
Weekends/holidays*

Monday through Friday

*11 a.m. to 1:30 p.m.
11:15 a.m. to 1:30 p.m.*

Dinner

Hot food

Monday through Sunday

5 p.m. to 7:30 p.m.

Monday through Friday

*Salad Bar, Soup, Pre-Made
Salads, Wraps, Sandwiches and
Beverages are available from
7 a.m. to 8 p.m.*



Burgie's Coffee & Tea Company

Burgie's Coffee & Tea Company is located in the main lobby next to the Gift Shop and offers coffee, specialty drinks, sandwiches, baked goods, ice cream and more.

Hours:

Monday – Friday 6 a.m. to 8 p.m.
Saturday – Sunday 7 a.m. to 4:30 p.m.
Holiday hours will vary.
Hours are subject to change.

Food and Beverage Vending

Food and beverage vending machines are located next to the cafeteria on the second floor and near the Emergency Department waiting room. They are available 24 hours a day.

Gift Shop

Our gift shop provides magazines, candy, jewelry, cards, stuffed animals and a variety of other gift items. A self-serve flower cooler is located in the shop. If you need items from the gift shop, call ext. 2190 during the times listed below, or visit us online at www.mgmc.org.

September – May

Monday – Thursday 8:30 a.m. to 8 p.m.
Friday 8:30 a.m. to 4:30 p.m.
Weekends Noon to 4:30 p.m.

June – August

Monday – Friday 8:30 a.m. to 4:30 p.m.
Weekends Noon to 4:30 p.m.

Holiday hours will vary.
Hours are subject to change.

Managing Your Pain

At Mary Greeley Medical Center, we are committed to pain management. For us to provide effective pain management, we need you to be an active participant in the pain control process. We urge you to let your physician or nurse know when your pain makes you uncomfortable and to ask them any questions you may have.

Understanding Pain

Pain is a sensation you may experience. Everyone feels pain differently; pain can cause discomfort, distress or anxiety. Unrelieved pain can have adverse physical and psychological effects. Pain can be short-term (acute) or long-lasting (chronic). Acute pain, such as pain caused by surgery or an injury needing emergency care, may be severe but will go away as your body heals. Healing times will vary and may continue upon discharge as you recuperate at home. Chronic pain, such as the pain caused by arthritis or cancer, may range from mild to severe and may last for a long time. Pain can also exist without a clear cause. It is important to report all pain, whether acute or chronic, to your health care team.

Pain Assessment

You are the only one who knows how you are feeling. The presence of pain will be assessed by members of your health care team. The pain scale is a tool used to help them do this. It uses a number scale from 0 to 10 to rate your pain.

Talk with your health care team about the following:

- Where you feel the pain, how much pain you have and the type of pain you have.
- What makes your pain worse or better.
- Which pain medications you are already taking.
- If you have had any reactions to any medications.
- If you are taking any herbal or vitamin supplements.
- What your goals are for managing your pain.

The Importance of Pain Management

All patients have the right to have their pain managed. Managing your pain is an important part of care and recovery. You are the only person who can accurately describe your pain. You have a right to ask for and obtain pain relief, although it may not be able to relieve all the pain. The goal of pain management is to keep your pain at a level you can tolerate.

The right pain control can:

- Help you be more comfortable.
- Promote healing.
- Help you get back to your normal routine.



You may want to ask questions such as these:

- What will I be given for pain?
- How should I take the medicine?
- When should I take it?
- How long should I take it?
- Are there any side effects?
- Are there alternative ways to treat my pain?

Please tell your health care team when you have pain. Your pain will be easier to control if treated early. It is important to not let your pain get out of control. It is recommended to take pain medications before activities that may increase your pain, such as walking and physical therapy.

Pain Management Methods

Many methods of giving pain medications are available:

- Intravenous (into a vein)
- Injection (shot)
- Patient-controlled analgesia (PCA) pump (note that with this method, only the patient may administer the medication—that is, press the PCA button—unless there is a physician order for the nurse to press the PCA button)
- Epidural (injection into the space around your spinal cord)
- Tablet or pill
- Liquid
- Suppository
- Topical

All medicines have some side effects, but not everyone will experience them. Most side effects happen within the first few hours of taking medicines. If the side effects become a problem, inform your health care team. Side effects may include:

- Constipation
- Nausea and vomiting
- Slowed breathing
- Sleepiness
- Dizziness
- Rash

Your health care team may suggest that you try other treatments along with your pain medicine. The following options may help ease your pain:

- Deep breathing
- Application of heat or ice
- Repositioning
- Relaxation techniques, such as listening to soft music or concentrating on a peaceful setting
- Massage
- Splinting your incision with a pillow if you have had surgery

You are the key to getting the best pain relief, because pain is personal. Your pain can be affected by:

- How you are feeling emotionally or spiritually
- Your concerns about job, finances or family

It is important to talk with the members of your health care team about your concerns. They will work with you about the issues that may be causing you more stress and pain.

You are not bothering the members of your health care team when you tell them about your pain. Less pain means less stress on your body and mind so that you can be more active, which in turn may help with the healing process.

Note for family and friends

It may be hard to understand how your loved one feels. You may not be able to stop the pain, but you can help in other ways. Your support and encouragement play a very important role.

Mary Greeley Medical Center has an emergency medical team of critical care experts, called the Acute Care Team (ACT). ACT enables a quick response to changes in a patient's condition.

Reasons to call the ACT:

You are concerned about a change in your own or your family member's condition. Examples include:

- Changes in heart rate or blood pressure
- Changes in breathing or oxygen level
- Changes in level of consciousness

To access the team, options include:

- Talking with your nurse/caregiver or the lead staff member of the department by pressing the call light and stating your concern.
- Contacting the operator by dialing "6900" on your phone and request the assistance of the Acute Care Team. The operator will ask to identify the patient name, the room number and your concern.



Safety Guidelines

We work with you to ensure care is provided safely and your rights are respected at all times. We are committed to:

- Hand washing: we will wash our hands before seeing you.
- Listening: we welcome your feedback and any thoughts, questions or concerns you and your family may have.
- Explaining: we will provide you details about the care and treatment you will receive.
- Double-checking: we will ensure your identification is correct before any medication or treatment is administered.
- Partnering: we will stop if you tell us we are not providing the correct procedure or treatment.

Safety Drills

We routinely perform safety drills to ensure our staff is responsive in case of an emergency. We do all we can to minimize any inconvenience to you and other patients. Please understand we train to ensure that if a real situation arises, we are ready to respond quickly and correctly.

Special Security Precautions

Our Behavioral Health Services (BHS) unit, located on the sixth floor, maintains patient safety through the following measures:

- To enter the unit, pick up the phone at the secured door, and the staff will then let you in. Visitors are asked to please report to the nurses' station to sign the visitors' log.
- Bring all possessions, bags and medications to the nurses' station where they will be checked by staff.
- Except when they are in use, electrical grooming devices are kept in the patient possession area on the unit.
- Visitors are allowed only in the waiting rooms.
- Flowers brought in by visitors must be in plastic vases. If balloons are brought, they will be kept in the BHS office.

Birthways and Pediatric Units

On Birthways, infant security precautions are posted in each room. Please read them and follow the procedures listed to ensure your baby's safety. The Birthways and Pediatric units feature a comprehensive security system offering additional protection for our younger patients.

Proper Hand Washing

At Mary Greeley Medical Center we are committed to infection control. For us to prevent the spread of infections, we need you—along with staff and visitors—to be an active participant in the process. Proper hand washing is one of the most important steps to help prevent the spread of infections.

- You and your visitors should clean your hands before eating, after using the restroom and after touching surfaces in the hospital room.
- Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers and the backs of your hands.
- If your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.

Respiratory Hygiene and Cough Etiquette

Communicable respiratory diseases may be spread by droplets from one person to another or by contact with items contaminated by these droplets. To prevent the transmission of these diseases, the Centers for Disease Control and Prevention (CDC) has urged hospitals to implement respiratory hygiene and cough etiquette at the point of first contact with any patient displaying symptoms of respiratory disease, including influenza.

If you have symptoms of respiratory disease:

- You may be asked to wear a mask to cover your nose and mouth.
- If this is not possible, please cover your nose and mouth with a tissue when sneezing or coughing. If you need a tissue or a mask, please ask for one.
- Dispose of the tissue in the nearest waste receptacle after use.
- If you do not have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.
- After contact with respiratory secretions, used tissues and masks, use alcohol hand gel or foam or wash your hands.
- Sit at least three feet away from others in common waiting areas.

Your health care providers may wear a mask when in the same room with you. This is to protect them and their other patients.

If you are admitted to the hospital, your health care providers may observe droplet precautions until it is determined that you are no longer contagious.

Standard Precautions

The use of standard precautions applies to every patient all the time, whether he or she has an infectious disease or not. Standard precautions are as follows:

- Use of gloves. Health care providers, staff and visitors must wear gloves whenever contact is possible with blood or other body fluids or substances.
- Use of masks, goggles and other protective gear. These help protect the health care provider's face and skin from contact with blood or other body fluids or substances.
- Hand washing. Everyone who has contact with patients must wash hands before and after removing gloves, masks and other protective gear.
- Handling wastes. Anyone handling wastes, linens or care items must wear protective equipment to avoid contact with blood or other body fluids.
- Disposal of needles and other sharp items. Staff must dispose of needles and other sharp items in a special container. Visitors should seek the advice of medical center staff on disposal of items that may be contaminated.



Preparing for Discharge

When you are ready to be discharged, your doctor will write your order. A medical center staff member will make arrangements to help you prepare to leave. If possible, arrange for clothes, oxygen tanks and other items you will need at discharge to be brought to the hospital in advance. A departure time before 11 a.m. is preferred.

Shortly after you are discharged, you may receive a patient survey in the mail. We encourage you to complete the form and return it in the postage-paid envelope. Your opinions will help us to provide the best possible service to you, our patients and visitors.



Visitor Information

Parking

Valet parking is available free of charge at the main entry from 6 a.m. to 8:30 p.m. on weekdays.

If you do not pick up your car before 8:30 p.m., you may go to the Emergency Department admitting desk between 8:30 p.m. and 6 a.m. to retrieve your keys and learn the location of your car.

You may also park your car yourself in the parking ramp located across the street to the south of the medical center or in the surface lot located to the west.

Visiting Hours

We establish visiting hours with the comfort and care of our patients in mind. These are our general guidelines. In respect to patients' individual needs or at their request, nursing or medical staff may at any time ask visitors to leave. Most hospital units' visiting hours are from 8 a.m. to 8 p.m. unless stated or posted otherwise.

Birthways

To provide privacy to our patients and maintain security for our babies, we request that all visitors check in at the Birthways desk. Birthways values our new moms' need for rest; therefore, we provide a mid-afternoon quiet time, during which napping is encouraged. Please consider this when planning to visit our families. We have open visitation, which allows a visitor of any age to visit with the permission of our patients. Please remember to keep your visits brief to allow our parents to rest. While you are sleeping at night, parents are awake caring for their newborn. You may be required to leave at the request of nursing or medical staff. We may make adjustments to the visitation policy during the influenza season to keep our families healthy.

Intensive and Coronary Care Unit (ICCU)

Immediate family members age 14 and older may visit at any time with length and frequency at the discretion of nursing or medical staff. Those under age 14 may visit with the permission of the patient's doctor. No more than two visitors are allowed in the patient's room at once. Visitors are not allowed to sleep in patient rooms. Psychiatric patients in ICCU are allowed visitors only with a physician's order.

Adolescent Behavioral Health Services Unit

Visitation is at the discretion of the physician. Visits may be made from 5 to 8 p.m. Monday through Friday and 4 to 8 p.m. Saturday and Sunday. The physician may order no visitors for a period of time. The patient's right to request no visitors will be honored. Visitors may be required to leave at the request of nursing or medical staff.

Adult Behavioral Health Services Unit

Visitation is at the discretion of the physician. Visits may be made from 5 to 8 p.m. Monday through Friday and 4 to 8 p.m. Saturday and Sunday. The patient's right to request no visitors will be honored. Visitors may be required to leave at the request of nursing or medical staff.

Acute Rehabilitation Center

Immediate family may visit anytime. Other relatives and friends may visit daily from 4 to 8 p.m.

Waiting Areas

The Surgical Waiting Area (located on first floor across from the operating rooms) is available for your family and friends. A surgical information representative will keep your family and friends informed of your progress. The representative is available from 8 a.m. to 4 p.m. Monday through Friday. This room can be reached by dialing ext. 2145 from within the hospital.

There is also a family waiting room outside the ICCU, which is staffed by a volunteer from 8 a.m. to 4 p.m. The ICCU Family Waiting Room can be reached by dialing ext. 3680 from within the hospital.



The Ambulatory Surgery Center and GI Services units have a combined waiting area adjacent to the units on the first floor of the medical center. Other waiting areas are located in the main lobby and on patient floors.

Lodging

Cots

We provide cots on most nursing units for visitors who wish to stay overnight. Please ask a nurse to make arrangements.

Birthways and Pediatrics have special furniture for the comfort of family members who wish to stay overnight.

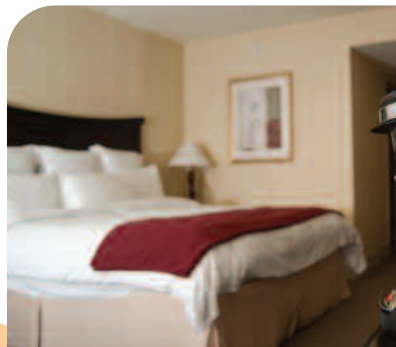
Guest House

A guest house for outpatients and families of inpatients offers a homelike setting. It is located on the Mary Greeley Medical Center campus at 1018 Kellogg St. The house has three bedrooms, each with two twin beds, a kitchenette, one bathroom with a shower and a central gathering area with a television. The room charge is a voluntary donation of \$25 a night. Ask your nurse for information on using this service.

The guest house is not handicapped accessible. Individuals needing handicapped accessible facilities are encouraged to stay at an Ames hotel or motel offering a discount for Mary Greeley Medical Center families and patients.

Hotel and Motel Discounts

At some Ames hotels and motels, discounts are available to your family and guests. We have a list available for your reference (call the information desk or ask your nurse), but because rates change, we recommend you call ahead to verify the information.



Foreign Language Interpreters and Communication Resources

Foreign language to English language health care phrase cards are available in Birthways, the Emergency Department, the House Manager's office and Social Services. We have employees who speak a foreign language who may help with translating. An interpreter service is also available through AT&T. To access any of these services, contact your nurse.



Chaplaincy Services

The spiritual needs of our patients and staff are important to us at Mary Greeley Medical Center. Our chaplaincy services staff is available 24 hours a day. The office, located on the second floor by ICCU, is open 8 a.m. to 4:30 p.m. If you would like pastoral care, either from our chaplains or someone of your choice, ask your nurse. For any of the following services, call Chaplaincy Services at ext. 6862.

Religious Resources

A Bible is available in your room courtesy of the Gideons. Jewish prayer books, Qurans and other resources are available upon request.

CareNotes are notes containing a short meditation on spiritual healing and growth. They are available in the chapel, in pamphlet racks on patient floors and in waiting areas. Feel free to stop by and pick up these brochures at any time. They may also be found at the Israel Family Hospice House.

Interfaith Chapel

The Interfaith Chapel is located on the second floor near ICCU. The chapel is a quiet place for your personal reflection. It is open 24 hours a day. Religious and devotional materials are available.

Protected Health Information (HIPAA)

Following is a statement of your rights with respect to your protected health information and a brief description of how you may exercise these rights:

- You have the right to inspect and copy your protected health information. This means you may inspect and obtain a copy of protected health information about you that is contained in a designated record set for as long as we maintain the protected health information. A designated record set contains medical and billing records and any other records that your physician and the medical center use for making decisions about you. You will be assessed a fee for a copy of this record per our medical record fee policy.
- Under federal law, you may not inspect or copy the following records: psychotherapy notes; information compiled in reasonable anticipation of, or use in, a civil, criminal or administrative action or proceeding; and protected health information that is subject to law that prohibits access to protected health information. Depending on the circumstances, a decision to deny access may be reviewed. In some circumstances you may have a right to have this decision reviewed. Please contact our privacy officer if you have questions about access to your medical records.
- You have the right to request a restriction of your protected health information. This means you may ask us not to use or disclose any part of your protected health information for the purposes of treatment, payment or health care operations. You may also request that any part of your protected health information not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice of Privacy Practices. Your request must state the specific restriction requested and to whom you want the restriction to apply.
- We will consider your request, but we are not required to agree to it. If we believe it is in your best interest to permit use and disclosure of your protected health information, your protected health information will not be restricted. If we do agree to the requested restriction, we may not use or disclose your protected health information in violation of that restriction unless it is required by law or needed to provide emergency treatment. You may request a restriction by contacting and discussing the issue with the privacy officer and placing the request in writing.

- You have the right to request to receive confidential communications from us by alternative means or at an alternative location. We will accommodate reasonable requests. We may also condition this accommodation by asking you for information as to how payment will be handled or specification of an alternative address or other method of contact. We will not request an explanation from you as to the basis for the request. Please make this request in writing to our privacy officer.
- You may have the right to amend your protected health information. If you feel that medical information we have about you is incorrect or incomplete, you may ask us to amend the information by submitting your request in writing to our privacy officer and giving us a reason for your request. In certain cases, we may deny your request for an amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with us, and we may prepare a rebuttal to your statement and will provide you with a copy of any such rebuttal. Please contact our privacy officer to determine if you have questions about amending your medical record.
- You have the right to receive an accounting of certain disclosures we have made, if any, of your protected health information. You have the right to request a list of certain disclosures of your protected health information made by us during a specified period of up to six years before the request, except disclosures: for treatment, payment or health care operations; made to you; for our facility directory; to persons involved in your care or for the purpose of notifying your family or friends of your whereabouts; for national security or intelligence purposes; made pursuant to your written authorizations; incidental to another permissible use or disclosure; for certain notification purposes (including national security, intelligence, correctional and law enforcement purposes); or made before April 14, 2003. If you wish to make such a request, please contact our privacy officer. The first accounting that you request in a 12-month period will be free, but we may charge you for our reasonable costs of providing additional lists in the same 12-month period. We will tell you about these costs, and you may choose to cancel your request at any time before costs are incurred.
- You will receive a paper copy of this notice from us upon request, even if you have agreed to accept this notice electronically. To obtain a copy, please contact our privacy officer.

Complaints

You may complain to us or to the Secretary of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our privacy officer of your complaint in writing. We will not retaliate against you for filing a complaint. You may contact our privacy officer, Mike Tretina, vice president and chief financial officer, at 515-239-2106 for further information about the complaint process.

Forms and e-mail

We do not obtain personal information (e.g., name, address, e-mail address) about you when you visit the Mary Greeley Medical Center website unless you choose to provide such information to us. If you identify yourself by sending an e-mail, by using a form like “Make an Appointment” or by registering to receive information from us, there are a few things you should know.

- Select staff members at Mary Greeley Medical Center may see the material you submit.
- The information you send may be entered into our electronic database to share with our physicians, other health care professionals or our Community Relations staff.
- In other limited circumstances, including requests from legal authorities, we may be required by law to disclose information you submit.

Please note that e-mail and other Internet communications channels are not necessarily secure against interception. While we take precautions, such as encrypting communications where appropriate, if your communication is very sensitive or includes information such as your diagnosis or medical history, you might want to send it by postal mail instead.

Ethics Process

When medical conditions occur that require a decision about accepting or refusing a type of treatment, Mary Greeley Medical Center offers a service to help evaluate the ethical options and analyze alternatives. It is important to have an understanding of the options available so that an informed decision can be made.



The Bioethics Committee

We recognize that you and your family may face medical decisions that may be some of the most difficult you will ever face. To help, we offer assistance through the Bioethics Committee.

This committee has representatives from a wide range of disciplines, including nurses, social workers, physicians, clergy, lawyers and community representatives. The specific issues confronting you or your loved one will determine which members will be involved in evaluating your case. Our committee is available to guide and inform you and your representative(s) through the difficult decision-making process. To reach the Bioethics Committee, contact the House Manager at 515-203-3300 or 515-239-2429.

How it works

The place to make a decision about accepting or refusing a type of treatment is at the bedside with you or your representative, physician and treatment team. When you feel you need assistance, consult with the clinical supervisor of your unit. Within 24 hours, an intake team from the Bioethics Committee will evaluate your case, determine if it will be taken to the full committee, and determine the time frame.

The committee helps clarify the decision options by asking such questions as:

- What would you want in this situation?
- What legal liabilities should be considered?
- What do the written or oral self-directives say?
- Is there a consensus that will allow each member of the group to be comfortable with the outcome?

The Bioethics Committee will communicate to the patient or representative, physician and treatment team its findings based on available research and information.

What the Bioethics Committee does not do

The Bioethics Committee does not make a decision. The committee offers ethical options and helps analyze the situation in an individual case. The final decision remains with you or your representative, physician and treatment team.

Billing Process

Medical insurance and billing can be confusing. We recognize this and have put together responses to frequently asked questions that we hope will help you understand the billing process. Please see “Insurance and Billing Information: Frequently Asked Questions,” on p. 25 of this guide.

We also have a film on the *Patient Education Channel 10* about our billing procedures. Check the time in the “MGMC Cable TV Channel Listing” guide you have in your room. The title is “Pre-certification and Mary Greeley Medical Center Billing.” If you have more questions, call us at ext. 2111, Monday through Friday, 8 a.m. to 4:30 p.m.



Financial Assistance

You may request a Financial Assistance Application from our Business Office. The information you provide will be reviewed to determine if you qualify for assistance. For more information or to receive our financial assistance guidelines or an application form, call ext. 2111, Monday through Friday, 8 a.m. to 4:30 p.m.

Medicare Questions

Medicare counseling is available through our Volunteer Services department. Volunteers trained by staff from the Senior Health Insurance Information Program (SHIIP) can help you with Medicare billing or in reviewing Medicare supplements or long-term care insurance. Call ext. 2210 to schedule an appointment.

Our mission is to provide you with the highest quality, most cost-effective health care services in central Iowa. This information is provided to help answer your questions about the insurance and billing process. If you have further questions, please call us at 515-239-2111.

Will Mary Greeley Medical Center bill my insurance company?

We will bill your insurance company, but we need your complete insurance information.

An important point: We are not allowed legally to file claims resulting from motor vehicle accidents on behalf of the patient. The only exception is for Medicare and Medicaid patients; these government programs require us to file the claims. If your treatment is due to an automobile accident, we will bill your health insurance carrier. Most third-party insurance carriers do not have a clause to pay when the insured has been involved in a motor vehicle accident. You, the patient or guarantor, are expected to pay the balance of your account within 30 days of discharge. If you are not able to pay this balance by then, please ask to speak with one of our Business Office representatives.

Another important point:

We do not bill your insurance company for services provided by your physician. Physician's services are billed separately.

What insurance information must I provide?

We will need the following information, usually listed on your insurance card, to process your bill:

- The name of your insurance company
- The name of your employer through which the insurance is obtained, if any
- The name of the person who is the subscriber or holder of the policy
- Your policy number
- Your group number
- Your insurance company's billing address and phone number

If you were unable to provide insurance information at the time you preregistered or before your discharge, please call our Business Office at 515-239-2211 within 24 hours of your outpatient visit or inpatient discharge. We will then collect your information and promptly file your claim.

Insurance and Billing Information: Frequently Asked Questions *continued*

How will I know if my insurance company will pay for my coverage?

Insurance companies continually change which health services require their preapproval to be covered under their policies. It is important for you to be aware of your insurance company's specific requirements and, if necessary, to contact your insurance company before receiving these services.

We recommend that you ask for a statement of benefits covered from your insurance company. Our staff is also happy to help you make the appropriate connection with your insurance company.

If my insurance company requires a claim form, can Mary Greeley Medical Center still bill my insurance for me?

We will gladly bill your insurance company, but we will need you to complete and sign the claim form. Otherwise, the bill will be sent to you, and you will need to send it and the claim form to your insurance company.

When will I receive my first bill from Mary Greeley Medical Center?

We will send you initial notice within five to seven days of your visit providing a detailed summary of charges. This statement is not a bill, unless you have no insurance. If you have insurance, your insurance company will receive the bill. After your insurance company has paid, we will send you a second statement that shows the balance you are required to pay.

Any amounts not paid by your insurance company are due within 30 days of receipt of the second statement. In addition to cash, check and money orders, we accept Visa, MasterCard, Discover and American Express as well as debit cards.

When am I expected to pay my bill?

Your bill is due within 30 days of its receipt. We have a financial counselor for patients and families who may need help paying their bills. The financial counselor works with you to find the best payment plan. You can call the financial counselor at 515-239-2119 or 515-239-2111. The longest term-of-payment plan offered is 12 months. Twelve equal installments may be paid over a 12-month period. This agreement must be made by phone or in person with a Mary Greeley Medical Center accounts receivable representative or financial counselor.

Financial assistance: We have taken on the responsibility of providing medically necessary care at a reduced fee or no charge to patients who meet certain means tests. Applicants must complete the financial assistance application to be considered for financial aid. The financial counselor can help you complete the application.

Will my bill from Mary Greeley Medical Center include all charges from my hospitalization or outpatient procedure?

All physician services, such as radiologists, anesthesiologists, pathologists, emergency department physicians, surgeons and other physicians, including specialists brought in to consult with the primary emergency department physician, are not included on your Mary Greeley Medical Center bill. You will receive separate billings for these services from the physician who rendered the service to you.

Will all charges for each of my visits and hospitalizations be on the same bill or account number?

No. Each time that you receive services at Mary Greeley Medical Center, we will assign a different account number. That number is listed on your statement. We bill each patient account number separately, so you will receive one bill for each of your Mary Greeley Medical Center visits.

Will my insurance company pay for emergency care?

It depends. Many insurance companies require notification within a specific time period, often within 24 hours of an emergency room visit or emergency admission. Ultimately, it is your responsibility to make this notification. Again, we are happy to assist you in making the right contact with your insurance company.

You should know that failing to follow your insurance company's rules on precertification or notification of an emergency may result in the company's refusal to pay for your care. This includes instances when the insurance company refuses to pay for care that it does not consider an emergency or life-threatening situation. Again, we suggest you obtain specific guidelines from your insurer.

What is precertification?

Many insurance companies require you, as the patient, to obtain prior approval for care, other than an emergency situation, even if the care is considered to be medically necessary by your insurance company. This is called precertification and we suggest, for your benefit, that you obtain specific guidelines from your insurance company.

If your insurance coverage is through a managed care plan, your insurance company may require that you obtain a written referral or authorization from your primary care physician. This is important, as the insurance company may refuse to pay for nonemergency care if you do not have a written referral.

Insurance and Billing Information: Frequently Asked Questions *continued*

Who is responsible for precertification?

Insurance companies require subscribers to precertify to avoid reduction of payable benefits. However, precertification does not guarantee payment.

What if my insurance company requires precertification, and my admission or outpatient visit was not precertified?

If your insurance company reduces benefits because of failure to obtain the required precertification, you are responsible for payment of that portion of the bill.

What does precertification NOT do?

Precertification does not check for a policy's effective dates of coverage, pre-existing condition clauses, second opinion or waiting period requirements or available benefits. We recommend that you check these items with your insurance company.

What is elective surgery?

Elective surgery refers to a procedure that a physician may recommend but an insurance company may not consider medically necessary. In cases of elective surgery, many insurance companies require notification in advance of that surgery and admission. Your insurance company specifies how far in advance notification is required. You should inform our admissions office at 515-239-4588 of the required insurance information as soon as possible. We suggest that you request a written guarantee from your insurance company stating that it will cover your procedure.

If I do not have insurance, when is my payment due?

Payment for services is due in full 30 days after you receive your first bill from us. You can also make an appointment with one of our accounts receivable representatives or financial counselors to discuss alternate payment arrangements by calling 515-239-2111.

If I am in need of financial assistance, what do I do?

Our billing staff can provide you with information about financial assistance. Depending on your financial status, several programs are available to help with medical bills. If you would like to discuss financial assistance options, call one of our account representatives at 515-239-2111, or if you are an inpatient, ask your nurse to have a financial counselor come to your room.

What if I need help understanding Medicare?

Medicare counseling is available through our Volunteer Services department. Volunteers trained by staff from the Senior Health Insurance Information Program (SHIIP) can help you with Medicare billing or in reviewing Medicare supplements or long-term care insurance. Call ext. 2210 or, from outside the medical center, call 515-239-2210 to schedule an appointment.



What if my injury is the result of an accident at work?

We will file your claim to your employer or designated workers' compensation carrier. For the claim to be considered as workers' compensation, you must file a first report of injury at your place of employment. Upon entry into the medical center, please inform the admission staff of your supervisor's name and phone number to verify if they consider the injury workers' compensation.

Please also provide Mary Greeley Medical Center with your health insurance carrier to be considered as your secondary carrier.

Other Services

Medical Records

The Medical Records office is the main repository for medical documents that contain information from all of a patient's previous hospital visits. These files help determine prior conditions or issues that may affect your current or future treatment at Mary Greeley Medical Center.

The safety and confidentiality of your medical information is of the utmost importance. Your personal information and medical documentation is protected under federal HIPAA regulations. By Iowa law medical records are retained on file for 10 years. You may obtain copies of your records for personal use and information, in accordance with HIPAA regulations. Records may be requested Monday through Friday, 7 a.m. to 3:30 p.m. Requests made after this time will be processed the next day. To request a copy of your medical records, contact the Medical Records Department at ext. 2046 or, from outside the medical center, call 515-239-2046.

Rehab & Wellness

Mary Greeley Medical Center provides a full range of services designed to help patients recovering from illness or injury achieve maximum function and get the most out of life.

Our goal is to work cooperatively across the Rehab & Wellness care team and with physicians to assist patients in getting well and staying well. Most therapy, when ordered by a physician, is covered by Medicare and private insurance.

Rehab & Wellness Services are offered at three locations:

Ames

Mary Greeley Medical Center, Medical Arts Building
1015 Duff Ave. • 515-239-6770

Outpatient services include physical therapy, speech pathology, therapeutic recreation, occupational therapy, massage therapy and aquatic therapy.

Inpatient physical therapy:

Mary Greeley Medical Center

1111 Duff Ave. • 515-239-2601

Inpatient services include occupational therapy, therapeutic recreation and speech pathology.

Story City

812 Elm Ave. • 515-733-5129

Outpatient services include physical therapy, speech pathology, massage therapy and occupational therapy. The Lifetime Fitness Center is also at this location.

Wellness Programs and Support Groups

We offer a number of classes, clinics and support groups to promote wellness and personal health. Birthways, Volunteer Services, Education, HOMEWARD, Cardiopulmonary Services and Mobile Intensive Care Services paramedics offer classes. Walk-in wellness testing is offered by the Laboratory. Immunization clinics and senior health clinics are offered by HOMEWARD, and Rehab & Wellness offers school-age injury assessment clinics in Ames and Story City. In addition, we sponsor an array of support groups.

For more information about classes, clinics or support groups, call ext. 2038 or, from outside the medical center, call 515-239-2038. You may also learn more by visiting us online at www.mgmc.org.

Home Care Services

HOMEWARD Home Care provides comprehensive, coordinated services to patients within a 50-mile radius of Ames. Many home care services are reimbursed by Medicare, Medicaid and private insurance. We can help you determine what services are covered by your individual plan.

Home Health

Under a physician's order, registered nurses are available to provide skilled nursing care and serve as the primary supervisor of other in-home services. To learn more, call 515-239-6730 or 800-529-4610.



If you are interested in supporting Mary Greeley Medical Center with a donation, the Mary Greeley Medical Center Foundation is the preferred channel of giving.

One hundred percent of all donations go to the area chosen by the donor.

Charitable giving to support Mary Greeley Medical Center plays a significant role in shaping the medical center. The medical center began with a charitable gift by Captain Wallace Greeley in 1916. Since the Foundation was incorporated, the Bessie Myers Auditorium, the Israel Family Hospice House, the warm water therapy pool, the Cancer Resource Center, the Diabetes and Nutrition Education Center, scholarships for health care professionals and many other programs that benefit staff, patients and families have been made possible through charitable gifts.

The Greeley Society, a Foundation program of planned gifts, was formed in honor of Captain Greeley's generosity. Other gifts are recognized on the donor wall in the Mary Greeley Medical Center main lobby, in the Foundation's Annual Report and in locations that were the focus of past capital campaigns.

For information on how to make a donation, call the Foundation office at ext. 2147, or from outside the medical center at 515-239-2147, or visit our website at www.mgmc.org and click on Foundation.

A Gift of Thanks

While gifts and gratuities may not be accepted by any Mary Greeley Medical Center employee, you may contribute to the Mary Greeley Medical Center Foundation in honor of a caregiver who made a difference to you and your family.



Mary Greeley Medical Center is by no means an ordinary hospital. We have combined specialized care and personal touch to build a reputation as the health care provider of choice. In short, we have built a first-class medical center right here in the heart of Iowa.

We are a 220-bed medical center based in Ames, Iowa. Our 1,400 staff members and 170 physicians offer 50 specialties and subspecialties, and serve a 13-county region in central Iowa. Together we provide patients with the kind of care and services usually reserved for major metropolitan areas.

Mission Statement

We provide high quality, cost-effective health care services that advance the health of central Iowans through specialized care and personal touch.

Values

These values inspire and enable our mission:

- P – People-oriented
- R – Respectful
- I – Innovative
- D – Dedicated
- E – Effective



Important Telephone Numbers

Department telephone extensions are listed below. To call any of these departments from within the medical center, simply enter the four digit extension listed. From outside the medical center, dial 239 first, or 956 if indicated below (and, if needed, the area code 515), then the extension listed below. For help contacting any department, dial 0 to get the medical center operator.

Administration	2102
Admissions	2144
Behavioral Health Services (inpatient)	2682
Birthways	2444
Bliss Cancer Center, William R., Ames	956-6440
Blood Bank	6939
Business Office	2111
Cancer Resource Center	956-6440
Chaplaincy Services	6862
Diabetes and Nutrition Education Center	956-2880
Dialysis Center, Ames	6800
Dietetic Services	2173
External Relations	2147
First Nurse	6877
Foundation	2147
Gift shop	2190
Guest House	3689
HOMEWARD	6730
HOMEWARD Home Medical Equipment	6814
Information Desk (main lobby)	2551
Lost and Found	2551
Medical Records	2141
Notary public	2111
Occupational Therapy	2600
Older Adult Services	2133
Pharmacy, Outpatient	2517
Physical Therapy	2601
Prime Time Alive	2423
Quality Management	2952
Rehab and Wellness	
Inpatient Services	
Occupational Therapy	2600
Physical Therapy	2601
Speech Therapy	2609
Outpatient Services (Physical Therapy and Occupational Therapy)	6770

Room Service	5555
Safety	2349
Security	2198
Social Services, Medical	2952
Speech Therapy	2609
TDD Telephone	2006
Therapeutic Recreation	2600
Valet Services	3900
Volunteer Services	2210
Waiting Rooms	
ICCU Family Waiting Room	3680
Surgery Family Waiting Room	2145
William R. Bliss Cancer Center, Ames	956-6440

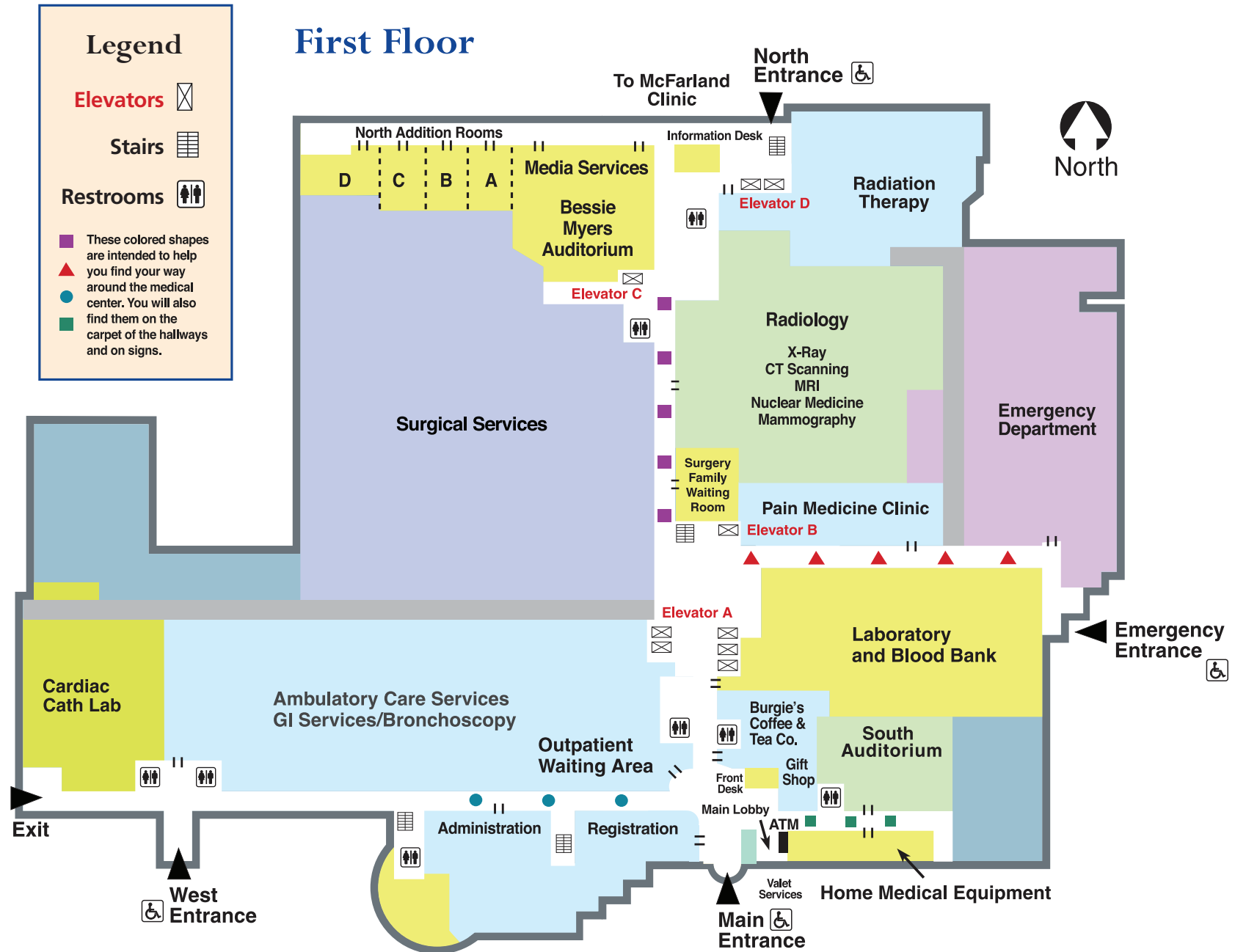
Outreach Locations

To call these locations, dial the number listed below, using the area code only if needed.

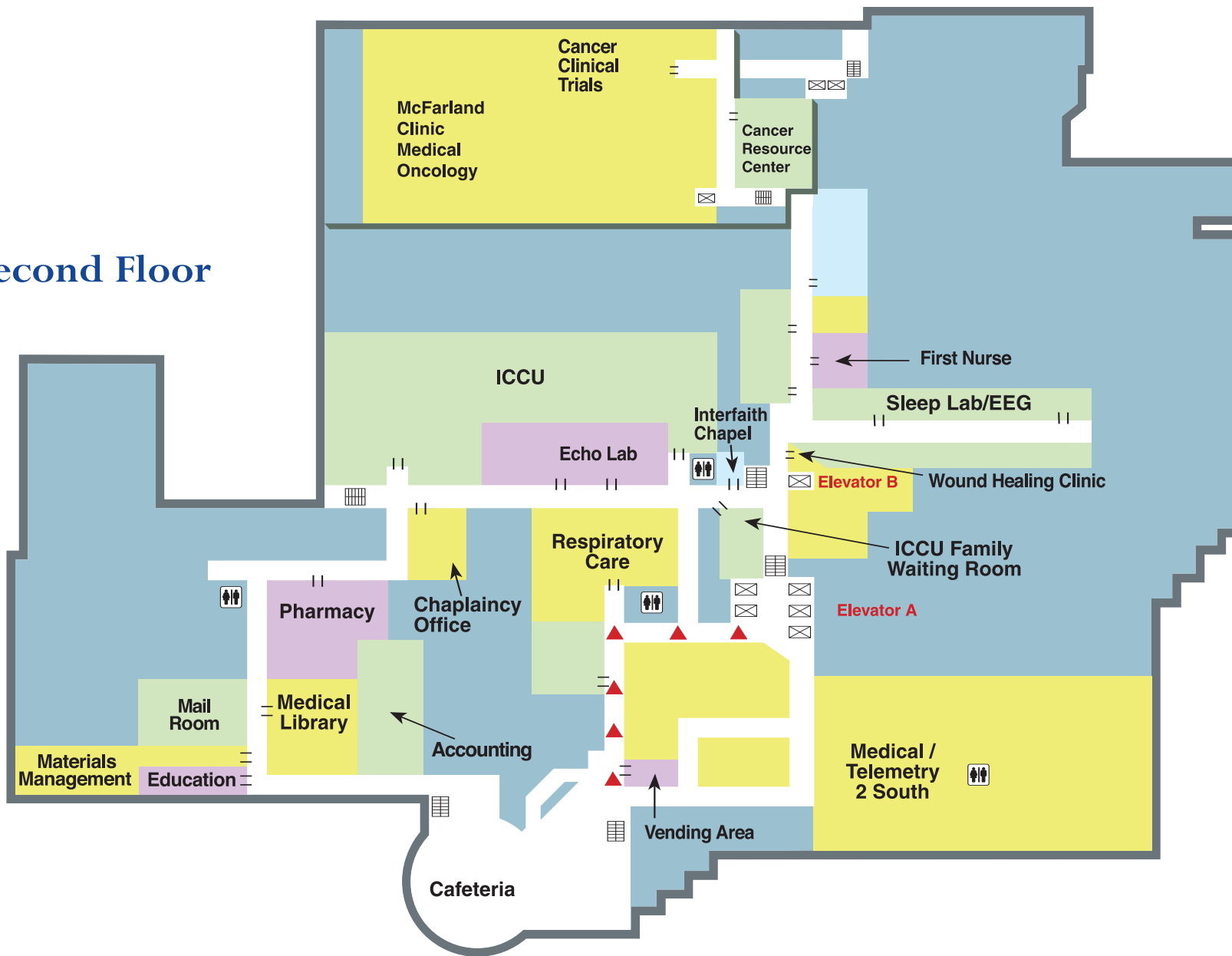
William R. Bliss Cancer Center, Webster City	515-832-1606
Dialysis Center, Marshalltown	641-752-1819
Dialysis Center, Iowa Falls	641-648-5241
First Nurse, Marshalltown	641-754-6877
First Nurse, toll free	800-524-6877
HOMEWARD Hospice	515-956-6000
Lifetime Fitness Center, Story City	515-733-4029
Rehab and Wellness (physical therapy and occupational therapy), Story City	515-733-5129



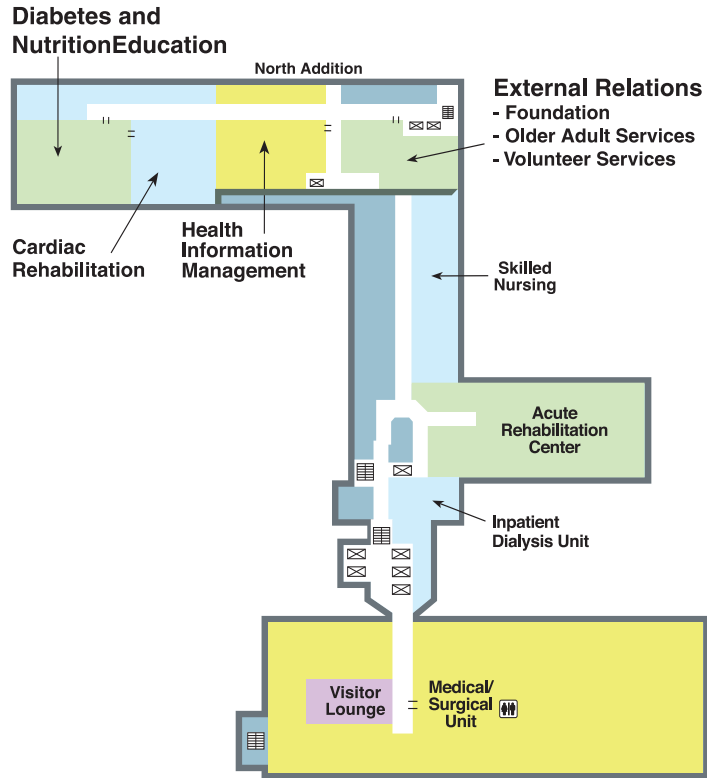
Finding Your Way Around



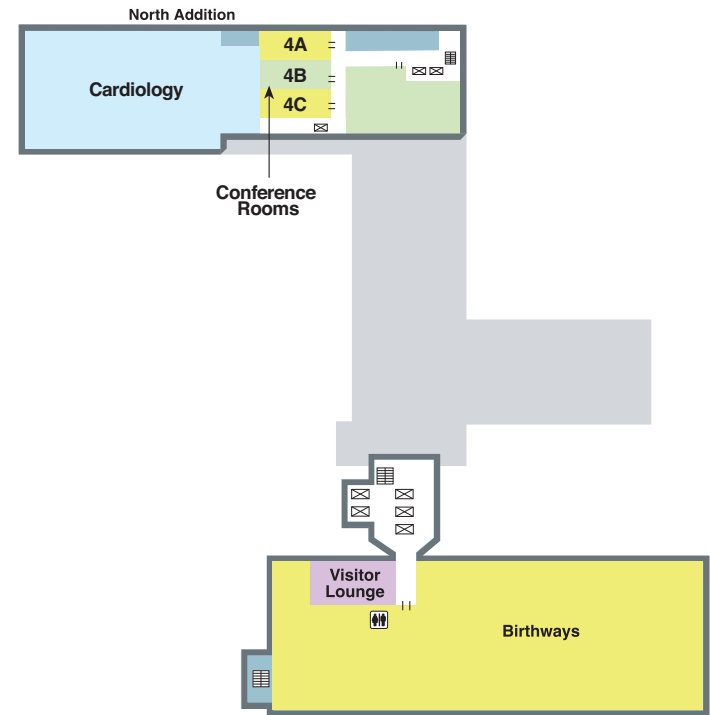
Second Floor



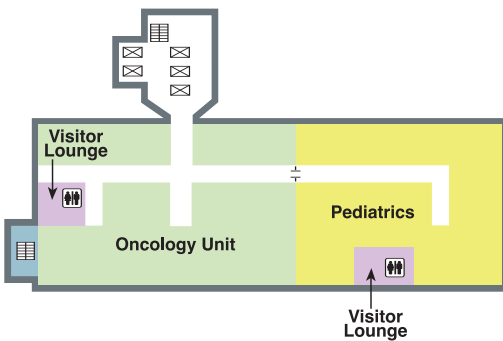
Third Floor



Fourth Floor



Fifth Floor



Sixth Floor

