All facilities and grounds of Mary Greeley Medical Center are tobacco free.
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While you are in our care, please know that your health is our greatest priority. This guide is designed to help you, your family and visitors while you are a patient. Of special importance are your rights and responsibilities as a patient and important safety guidelines, included here (see pages 11 and 19).

If you have questions that are not covered here, ask the people caring for you. If you would like to make additional comments or if you have questions or concerns, please talk with your nurse or ask to see the nurse supervisor or nursing house manager. Your comments will receive prompt attention and will be handled confidentially.

Your care here is provided by employees, volunteers and physicians committed to high quality care with a personal touch. Thank you for allowing us to meet your healthcare needs.

Sincerely,

Kimberly A. Russel
President and Chief Executive Officer
Mary Greeley Medical Center is by no means an ordinary hospital. We have combined specialized care and personal touch in a progressive community to build a reputation as the healthcare 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 more than 1,300 staff members—and a medical staff of more than 150 physicians offering more than 50 specialties and subspecialties—serve a 13-county region in central Iowa. Together we provide our patients with the kind of care and services usually reserved for major metropolitan areas.

Mission

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

Vision

We will be the medical center of choice.

Values

These values inspire and enable our mission:

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

Indicators of Excellence

At Mary Greeley Medical Center, we are inspired by our Indicators of Excellence:

Quality

Medical Staff
Growth

Finance

People

Service

Medical Staff

These areas provide us with the foundation on which to build the level of service and quality we provide our patients, our visitors, our physicians, our employees and our community. By building employee, leadership and organizational excellence, we are enabled to live our mission and fulfill our vision.

SUPPORTING MARY GREELEY MEDICAL CENTER

The Mary Greeley Medical Center Foundation is the preferred channel of giving to Mary Greeley Medical Center. The development staff is made up of medical center employees, which allows for 100 percent of all gifts to support the area chosen by the donor, and not to support overhead costs of the Foundation.

The Foundation was incorporated in 1971 after receiving three unexpected deferred gifts. It has grown to an organization that processes more than 3,700 gifts a year. Gifts to the Foundation are secured through an annual giving campaign, a deferred giving program, a corporate giving program, a major gifts program, special events and management of endowed funds. Designated accounts support 38 specific areas of Mary Greeley Medical Center.

Charitable giving to support Mary Greeley Medical Center has played a significant role in shaping your medical center, both historically and recently. The medical center origins are with a charitable gift by Capt. Wallace Greeley. More recently, and since the Foundation was incorporated, charitable giving is the reason there is the Bessie Myers Auditorium, the Israel Family Hospice House, the warm water therapy pool, the Cancer Resource Center and many other programs to benefit staff and the patients and families they serve.

Today, the heritage of Captain Greeley’s generosity and those first three estate gifts are honored with the Greeley Society, a Foundation recognition program that recognizes planned gifts. Other gifts are recognized on the cumulative 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.

All of this activity could not happen without volunteer leadership. The Foundation is governed by a board of directors.

Gifts and gratuities may not be accepted by any Mary Greeley Medical Center employee, but you may contribute to the Mary Greeley Medical Center Foundation.

Your gift to the Mary Greeley Medical Center Foundation provides healthcare programs and services for citizens across central Iowa. Thoughtful gifts of all sizes make possible advancements in medical research, state-of-the-art equipment and programs and services that meet the specific needs of our community.

For information on how to make a donation, call the Mary Greeley Medical Center Foundation office at 239-2147. If you would like additional information on how you can support Mary Greeley Medical Center, and to find a giving opportunity that best fits your needs, please call us at 239-2147 or visit our Web site at www.mgmc.org and click Foundation. We would be happy to talk with you about our Commemorative Giving Program, the Greeley Society, gifts of stocks, bonds and securities, and other ways to give.
ABOUT YOUR STAY

Upon admission you will be instructed in the use of the nurse call system. When you need help or want to summon a staff member, use the call system near your bed. A staff member will come to your room or will speak with you over the two-way intercom.

Your bed is designed so that you can change positions. If you have questions about operating the bed, please ask your nurse for assistance. If you are a patient in the Behavioral Health Services Unit, note that this area does not have a nurse call system and the beds are not adjustable.

To help conserve energy, control healthcare costs and for your protection, bed linens were changed before your arrival and will be changed on an as-needed basis. If you wish for them to be changed at different intervals, please tell your nurse.

As part of our commitment to promote good health, we are a tobacco-free facility. You may not use tobacco anywhere on the medical center campus, including outdoors. Your nurse can tell you about our tobacco cessation program and the availability of nicotine replacement products.

Routine Laboratory Services

Your physician may order routine lab work. This is performed daily between 4 and 8 a.m. and at other times, day or night, as specified by your physician. Timely lab work will aid your physician in diagnosing your illness and providing a treatment plan.

Your physician may order routine lab work. This is performed daily between 4 and 8 a.m. and at other times, day or night, as specified by your physician. Timely lab work will aid your physician in diagnosing your illness and providing a treatment plan.

BILLING AND INSURANCE INFORMATION

Billing Process

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

We also have a program on Patient Education Channel 10 about our billing procedures. The title is “Precertification and Mary Greeley Medical Center Billing.” If you have more questions, call us at 239-2111, 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 239-2111, Monday through Friday, 8 a.m. to 4:30 p.m.

Medical Records

If another healthcare provider asks you to have your Mary Greeley Medical Center medical records sent to him or her, call 239-2046 from 7 a.m. to 3:30 p.m. Copies of the records will be forwarded to the healthcare provider at no charge.

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 the Medicare prescription drug benefits or supplements. Call 239-2210 to schedule an appointment.

DINING AND FOOD VENDING OPTIONS

Cafeteria

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

BREAKFAST

Monday through Friday  Hot food ........................ 6:15 to 9 a.m.
Continental ........................................... 9 to 11 a.m.
Weekends/holidays ................................... 7 to 9 a.m.

LUNCH

Monday through Friday  11 a.m. to 1:30 p.m.
Weekends/holidays ................................. 11 a.m. to 1:30 p.m.

DINNER

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

Food and Beverage Vending

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

Hospitality Shop

The Hospitality Shop is located in the main lobby of the medical center. Soups, sandwiches, drinks and ice cream treats are sold.

Just have them press the pink room service button on your room phone (or dial 5555) and order. Dietetic Services staff will take your order. The chefs and cooks will prepare the meal when it is ordered, and it will be delivered to your room within 30 minutes.

Patient meals will be prepared based on your physician-ordered diet, be it low fat, low cholesterol, diabetic, cardiac or renal. If you have any questions or problems with your diet, please ask to have a dietitian visit you. Check with your nurse before eating or drinking anything other than what is provided on your meal trays or snacks from Dietetic Services.

Room Service

Patients and their visitors may order from the room service menu from 7 a.m. to 8 p.m. Simply press the room service button on your room phone (or dial 3555) and order. Dietetic Services staff will take your order. The chefs and cooks will prepare the meal when it is ordered, and it will be delivered to your room within 30 minutes.

Patient meals will be prepared based on your physician-ordered diet, be it low fat, low cholesterol, diabetic, cardiac or renal. If you have any questions or problems with your diet, please ask to have a dietitian visit you. Check with your nurse before eating or drinking anything other than what is provided on your meal trays or snacks from Dietetic Services.

Room service for visitors

Meals are available for visitors wishing to eat in your room. Just have them press the pink room service button on your room phone (or dial 3555) and order. Regular and special diets are available. Please refer to your room service menu for the cost of visitor trays. Visitors may pay by check, cash or voucher when the meals are delivered.
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 a 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.
• 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 healthcare 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 healthcare providers may observe droplet precautions until it is determined that you are no longer contagious.

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 him or her any questions you may have.

Understanding Pain
Pain is a sensation you may experience. Everyone feels pain differently. It 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 further 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 healthcare team.

PREVENTING THE SPREAD OF INFECTION

At Mary Greeley Medical Center we are committed to infection control. For us to prevent the spread of infection, we need you—along with staff and visitors—to be an active participant in the process.

Proper Hand Washing
Proper hand washing can make the difference. The hands are home to a number of germs and are a major means of germ transmission. To help prevent the spread of infection, you should wash your hands frequently, and visitors should wash their hands before and after visits.

Wash your hands immediately after any contact with potentially infectious materials (blood, saliva, and so on). To ensure proper hand washing, follow these steps:

1. Use warm water.
2. Apply soap and scrub for at least 10 seconds. Friction removes germs.
3. Be sure to get under and around fingernails and between fingers.
4. Rinse hands and leave water running.
5. Dry hands with a clean paper towel.
6. Use the paper towel to turn off the faucet.

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 follow:

• Use of gloves. Healthcare 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 healthcare 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 patient visits, after contact with body fluids or equipment that touches them, 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.
Managing Your Pain (Cont.)

Pain Assessment
You are the only one who knows how you are feeling. The presence of pain will be assessed by your nurse upon admission and reassessed regularly by members of your healthcare 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 healthcare team about the following:
• where you feel 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 we may not be able to relieve all of 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
• help you get back to your normal routine
• promote healing

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 healthcare team when you are having pain. Your pain will be easier to control if treated early on. 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 healthcare team. Side effects may include:
• constipation
• nausea and vomiting
• slowed breathing
• sleepiness
• dizziness
• rash

Your healthcare 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

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.

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 healthcare team about your concerns. They will work with you about the issues that may be causing you more stress and pain.

What to tell your healthcare team
Talk to your healthcare team regarding the following:
• if you have had any reactions to any medications
• what your goals are for managing your pain
• if you are taking any herbal or vitamin supplements
• what alternate care you are using or have tried before

When you are having pain, tell your nurse or physician the following:
• when the pain started
• the location of the pain
• how bad the pain is
• how often you have pain
• what makes the pain worse
• what makes the pain better

The right pain control can help you:
• to be more comfortable
• get back to your normal routine
• promote healing

You are not bothering the members of your healthcare 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.

 Lodging
Burke Memorial Suite
Donations to the Mary Greeley Medical Center Foundation in honor of Alice Burke, made the Burke Suite on the fifth floor Oncology Unit possible. The suite has a homelike atmosphere and includes a sleeper sofa, a kitchenette, table and chairs and a rocking chair. The suite enables oncology patients to have their family and friends close to them in a comfortable setting.

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

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., west of the parking ramp. The house has three bedrooms, each with two twin beds, a kitchenette, one bathroom with 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
Discounts at some Ames hotels and motels are available to your family and guests. We have a list available for your reference (call the information desk at 239-255 or ask your nurse), but because rates change, we recommend that you call ahead to verify the information.
CHAPLAINCY SERVICES

The spiritual needs of our patients and staff are important to those of us at Mary Greeley Medical Center. Our Chaplaincy Services staff will make sure you have help in meeting those needs. For any of the following services, call 239-6862.

Religious Resources

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

Care Notes

Care Notes pamphlets contain 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.

Chaplaincy Services

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.

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.

Churches and Religious Centers

A list of local churches and religious centers and their phone numbers is available for your reference (call the information desk at 239-2551). If you want to know service times at a particular place of worship, we recommend that you call it directly.

Guidepost Magazine

You may request a complimentary copy of the Guidepost magazine for your reading and meditative pleasure.

SAFETY AND SECURITY

Our Commitment to Patient Safety

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

• Washing our hands before seeing you.
• Welcoming your feedback and thoughts, questions or concerns you and your family may have.
• Explaining to you the care and treatment you will receive.
• Double-checking that your identification is correct before any medication or treatment is administered.
• Partnering with you, for example, by stopping 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 emergency situation arises, we are ready to respond quickly and correctly.

Safety Guidelines

To help us make sure your stay is as safe as possible, please do the following:

• Whenever you need help, use the call button at your bedside or the call cord in your bathroom.
• Wear your identification bracelet during your entire stay.
• Follow your doctor’s instructions.
• Always check with a nurse before leaving your floor.
• Do not use a cellular phone within five feet of medical equipment.
• Let a nurse know if you brought with you electrical personal grooming devices and other electrical equipment. She or he will arrange for them to be inspected and tagged.
• Report to your nurse immediately any faulty equipment in your room.
• Keep only essential items (such as sleeping apparel and toiletries) in your room. Send unnecessary items home. Valuables may be placed in your room.

Tobacco

As part of its commitment to promoting good health, the medical center has adopted a campus-wide tobacco-free policy. All facilities and grounds of Mary Greeley Medical Center are tobacco-free. For information about tobacco cessation, visit with your nurse or contact Cardiopulmonary Services at 239-2612.

Behavioral Health Services

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.
• 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 an enhanced security system offering additional protection for your younger patients.

PERSONAL SAFETY PLAN

You have a right to be safe.

The Story County Coalition Against Domestic Violence and the Second Judicial District, Department of Correctional Services and Mary Greeley Medical Center offer you the following information.

Domestic Abuse: Safety During an Explosive Incident

• If an argument seems unavoidable, be aware of where exits are. Try to stay away from the bathroom, kitchen, bedroom or anywhere weapons might be available.
• Practice how to get out of your home safely. Identify the best exit.
• Have a packed bag ready and keep it easily accessible in order to leave quickly.
• Identify one or more neighbors, if possible, who you can tell about the violence and ask that they call the police if they hear a disturbance coming from your home.
• Devise a code word to use with your children, family, friends and neighbors when you need the police.
• Decide and plan for where you will go if you have to leave home (even if you do not think you will need to).
• Use your own instincts and judgment. You know your situation best. You have the right to protect yourself until you are out of danger.
Safety When Preparing to Leave

- Open a savings account and/or a credit card in your own name to start or increase your independence. Think of other ways to increase your independence.
- Leave money, keys, copies of important documents, medications and clothes with someone you trust so you can leave quickly.
- Keep the domestic abuse hotline phone number close at hand and keep change or a calling card on you at all times for emergency phone calls.
- Remember, leaving is the most dangerous time.

Safety in Your Own Home

- Change the locks on your doors as soon as possible.
- Buy additional locks and safety devices to secure your windows.
- If you have children, discuss a safety plan with them for when you are not with them.
- If possible, get an answering machine or caller ID to screen your calls.
- Open a savings account and/or a credit card in your own name to start to establish or increase your independence.

Safety on the Job and in Public

- Decide who at work you will inform of your situation.
- Arrange to have your calls at work screened, if possible. Ask that no one give out your address or phone number.
- Devise a safety plan for when you leave work. If possible, have someone escort you. Use a variety of routes to go home if possible. Think about what you would do if something happened while going home (for example, in your car or on the bus).
- Consider getting a cell phone to carry with you. Your local shelter can provide one, if necessary.

Your Safety and Emotional Health

- If you are thinking of returning to a potentially abusive situation, discuss an alternative plan with someone you trust.
- If you have to communicate with your partner, determine the safest way to do so.
- Have positive thoughts about yourself and be assertive with others about your needs. Read books, articles and poems to help you feel stronger.
- Decide who you can call to talk freely and openly with so that you get the support you need.
- Always remember, you do not deserve to be hit or threatened. It is not your fault.

What You Need to Take When You Leave

Use the following checklist as a guide. Not everything will apply to you, and you may want to add items of special importance to you.

Identification

- driver’s license
- children’s birth certificates
- your birth certificate
- Social Security card
- welfare identification

Financial

- money and/or credit cards
- bank books
- checkbooks

Legal papers

- your protective order
- lease, rental agreement or house deed
- car registration and insurance papers
- health and life insurance papers
- medical records for you and your children
- work permits/green card/visa
- passport
- divorce papers
- custody papers
- children’s baptism papers
- children’s health and immunization papers

Other

- house and car keys
- medications
- small saleable objects
- jewelry
- address book
- phone card
- photos of you, your children and abuser
- children’s small toys
- toiletries and diapers
- change of clothes for you and/or your children

For more information, contact any of the following:

Crisis Intervention, Housing, Support (24 Hour)
Local crisis and shelter line: 1-800-203-3488
Assault Care Center (ACCESS)
Iowa Domestic Abuse Hot Line 1-880-942-0333
National Domestic Violence Hot Line 1-800-799-SAFE (7233)
Emergency Residence Project 232-8205
Sexual Assault Response Team 296-6397
Safety Escort 294-4444

Other Counseling and Support Services
Assault Care Center (ACCESS) 1-800-203-3488
AIDS Hot Line 1-800-532-1503
Story County Department of Human Services 202-2035
Richmond Center 1-800-830-2029
Youth and Shelter Services 231-2250
Child Abuse Hot Line 1-800-652-9586
Lutheran Social Services 232-2242
Iowa State University Family Counseling Services 294-5096

Law Enforcement Assistance
Emergency 911
Story County Sheriff 382-6666
Ames Police Department 239-5131
Huxley Police Department 597-2002
Nevada Police Department 382-4055
Story City Police Department 731-2646
Iowa State University Department of Public Safety 294-4428

Legal Assistance
Legal Services of Central Iowa 1-800-532-1275
Iowa State University Department of Human Services 202-2035
Richmond Center 1-800-830-2029
Youth and Shelter Services 231-2250
Child Abuse Hot Line 1-800-652-9586
Lutheran Social Services 232-2242
Iowa State University Family Counseling Services 294-5096

 Victim Compensation
Story County Victim/Witness Office 382-7255
PATIENT SERVICES

Blood Donation
Donations to the Blood Center of Iowa’s Mary Greeley Donor Center help support the hospital’s blood needs for patient treatment. To make an appointment to donate blood, call the Donor Center at 239-6939 or (800) 287-4903. You may also request an appointment online at www.bloodcenteriowa.org. The Donor Center accepts appointments Monday, Wednesday and Friday from 7 a.m. to 3 p.m. and Tuesday and Thursday from 11 a.m. to 7 p.m.

Cancer Resource Center
The William R. Bliss Cancer Center is extremely proud of its Cancer Resource Center—and for good reason. It is one of the most comprehensive resources available for information and support for cancer patients, families and community members.

Fundied by private donations to the Mary Greeley Medical Center Foundation, the Cancer Resource Center is available to the public, free of charge. It offers:

• A full library of books and other media on virtually every aspect of cancer and treatments. Anyone may check out these materials free of charge.
• Web access, including access to specialized health databases.
• Lists of appropriate, physician-approved information on a number of cancer topics.
• Personalized research assistance.
• Health screens for the early detection of cancer, including skin, prostate, testicular, breast and colon cancer.
• A full-service boutique offering wigs, hats, bras, swimwear, breast prosthetics and other specialty supplies for cancer patients. Volunteer beauticians work with the center to help patients in the selection and styling of wigs and other options for dealing with hair loss. Note also that the Auxiliary of Mary Greeley Medical Center provides turbans for cancer patients. For more information, call the Oncology Unit, 239-2352.
• Genetic risk education, in which a genetic risk educator works with individuals to assess their inherited risk for certain cancers: breast, ovarian, endometrial, colorectal, prostate and melanoma.
• Lymphedema care. The center provides teaching and fittings for lymphedema sleeves for individuals with this condition, which can cause swelling. The Cancer Resource Center coordinator will also make an appointment for a physical therapist to meet you at the center to give you care.
• Ancillary support. Patients can meet with a dietitian or social worker by appointment to help them address their special needs.
• Cancer support groups for patients and families.
• Monthly community-based seminars.
Perhaps the most valuable resource at the Cancer Resource Center is its staff. The center’s lead staff member is an oncology registered nurse who will meet with people by appointment, free of charge, to answer their questions and direct them to the specific resources they need. The Cancer Resource Center is located on the second floor of the William R. Bliss Cancer Center in the North Addition of the medical center. The center is open Monday through Friday, 8 a.m. to 4 p.m., or by appointment. For more information, call the Cancer Resource Center at 956-6440 or toll-free at (866) 972-9477. If you would like information on how to support the Cancer Resource Center, call the Foundation at 239-247.

Foreign Language Interpreters

Foreign Language Interpreters and Communication Resources
Foreign language to English language healthcare phrase cards are available in Barthrooms, the Emergency Department, the House Manager’s office and Social Services. We also 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, visit with your nurse.

Medical Records
The Medical Records Office is the main repository for medical documents that contain information from all previous hospital visits. These files help determine prior conditions or issues that may affect your treatment at Mary Greeley Medical Center. The security 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 4:30 p.m. Please reserve the right to refuse notarizing certain documents.

Outpatient Pharmacy
For your convenience you may have prescriptions filled at our Outpatient Pharmacy as you leave the medical center. Ask your nurse or call 239-2501 for more information.

Phones
Phone service is provided in each patient room. You are encouraged to purchase a prepaid phone card—available in the Hospitality Shop—before your stay if you expect to make toll calls. Local phone service is provided free of charge.

Cellular phones
Cellular phones are allowed in the medical center, except in the Intensive and Coronary Care Unit. In addition, they may not be used within five feet of medical equipment in use.
Long distance calls
It is not possible to charge calls to your room. The following options are available for making long distance (LD) calls:

Prepaid calling cards: This is often the least expensive long distance calling option. To use a prepaid calling card, dial 9 and then the 1-800 number on the back of your card. Follow instructions on the card to complete the call. For your convenience, prepaid calling cards are available in the Hospitality Shop on the first floor of the medical center.

LD option: 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 to carrier: If you normally dial a 1-800 number to access your carrier, dial 9-1-800 and the access number from your calling card, following the instructions on your card.

Long distance carrier of your choice: To directly access one of the long distance carriers listed below, dial 9-10-10 and then your three-digit long distance access code followed by the number you want to call. Access codes for some of the major providers are as follows:

- AT&T: 288
- MCI: 222
- Sprint: 333

Pay telephone: A pay telephone is located in the hallway near the emergency entrance on the east side of the medical center.

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 mgmrepublc. 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.

To make a call to Ames, press the ‘local’ key on your telephone following 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, McCubbing, Madison, Collo, Ellickart, Collins, Woodward, Zearing, Garden City, Folk City, Jewell, Ankeny, Ogden, Starbuck, Ellisworth, Orange, Radcliffe, Pilot Mound, State Center, Rhodes, Bouton and Stratford), press the ‘local’ key, then press 1, and the appropriate area code (515) or (641), then dial the seven-digit number. Your family and friends may reach you by dialing the number listed on your phone.

Parking
Valet parking is available, free of charge, at the main entry. Or you may park your car yourself in the parking ramp located across the street to the south of Mary Greeley Medical Center. You may also park in the surface lots located west of the medical center.

Our valets are based at our main entrance from 6 a.m. to 8:30 p.m. on weekdays and 7 a.m. to 8:30 p.m. on weekends. Please turn into the loop driveway in front of the main entrance and leave your car at the drop-off point. A valet will greet you, accept your keys and park your car. When you are ready to leave, the valet will return your car to you at the front door.

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. We ask that you not tip our valets.

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, 239-2210, 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.

Social Services
The social workers in our Case Management Department are here to facilitate good health, prevent illness and help physically and mentally ill patients—and their families—cope with the social, financial and physical aspects of a health problem. Our social workers will assist you and your family from the time you enter Mary Greeley Medical Center until you leave—and beyond.

Our social workers will offer options and assist patients and families with referrals for nursing home placements, medical equipment, insurance or finances, transportation, and crisis or emotional counseling.

The social workers also provide options and help patients and their families with referrals to home health agencies or hospice care and with arranging for Meals on Wheels and Lifeline.

The social worker will determine if a caregiver will be capable of providing the assistance a patient may need after discharge from the hospital. That assessment will be a consideration in making discharge plans.

If physical, sexual or emotional abuse is suspected as a possible or contributing cause of being admitted to the hospital, the social workers will provide their expertise in evaluating and counseling to both the patient and family members. The confidentiality of the patient in these cases—as it is in all cases of a hospitalized person—is of utmost importance.

Social services staff, 96-2952, have regular office hours of 8 a.m. to 4:30 p.m. but they are on call from 4:30 p.m. to 8 a.m.

Television
Closed captioning
Every room television is capable of using closed captioning. Your room may have one of two different brands of televisions, and each is activated differently:

- RCA televisions. Let your nurse know that you would like to use the closed caption options. She or he will make arrangements to have a box installed on the television that will allow you to use the closed caption option.
- Zenith televisions. You can activate the closed caption feature by pushing the CC button on the remote control and by pushing the caption button on the television.
PATIENT SERVICES (CONT.)

Cable
All inpatient rooms are equipped with cable television. An up-to-date list of channel offerings is available in your room and in Appendix B of this guide. Cable channels 86 through 91 are devoted to sound from local radio stations. When tuned to any of those channels, your screen will show the channel guide. Also, see channel 85 for the Patient Channel service of GE. Ask your nurse about additional television options that may be available on your floor.

Reading service
Timely and topical information is broadcast by the Iowa Radio Reading Information Service (IRIS) for the Blind and Print Handicapped on channel 79. The 24-hour programming includes the daily reading 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 Rehab & Wellness at 239-260L.

Vending Machines
Newspaper vending machines are located outside the main entrance. An automated teller machine (ATM) is located in the waiting area just to your right as you enter the main doors. Food and beverage vending machines are available 24 hours a day and are located next to the cafeteria on the second floor and near the Emergency Department waiting room.

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights
Mary Greeley Medical Center believes each patient deserves care, treatment and services that safeguard his or her personal dignity and respect his or her cultural, psychosocial and spiritual values. These values often influence your perceptions and needs. By understanding and respecting these values, Mary Greeley Medical Center can better meet care, treatment and service needs and preferences. Mary Greeley Medical Center will assist you in exercising your rights and will inform you of any responsibilities you have in exercising these rights. All of the patient rights and responsibilities apply to individuals who may have the responsibility to make decisions regarding medical care on behalf of the patient.

• You have the right to care, treatment and services within Mary Greeley Medical Center’s capability, stated mission and applicable law and regulation.

• You have the right to safe, effective, considerate and respectful care regardless of race, creed, gender, national origin, diagnosis or source of payment.

• You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected, including the right to spiritual counseling and pastoral services.

• You have the right to information about your illness, course of treatment and prospects for recovery, in terms that you understand, to enable you to make care, treatment and service decisions. This includes the right to make decisions about treatments or procedures as needed in order to give informed consent or refusal. This also includes the right to consult with a specialist at your request and expense.

• You have the right to be involved in decisions and in resolving dilemmas about your care, treatment and services provided. This includes the right to accept medical care, refuse treatment, withdraw life-sustaining treatment or withhold resuscitative services in accordance with law and regulation. When the patient is not legally responsible, the surrogate decision maker, as allowed by law, has the right to refuse care, treatment and services on the patient’s behalf.

• You and your designated representative have the right to participate in discussions concerning ethical issues regarding your care. (Refer to the “Ethics Process,” page 21, for more detail.)

• You have the right to be informed of any research, investigation and clinical trials involved in your treatment. You also have the right to refuse participation, or discontinue participation, in any research, investigation and clinical trials without compromising your access to care, treatment or services not related to the research.

• You have the right to be informed of outcomes of care, treatment and services that have been provided, including unanticipated outcomes.

• You have the right to have your pain recognized and addressed in accordance with the care, treatment and services provided. This includes the right to information regarding pain, pain assessment, pain management methods, side effects and limitations of these methods, and your participation in pain management decisions.

• You have the right to be free from restraints and/or seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff. You have the right to an assessment to determine risks associated with the use of restraints, and/or seclusion and consideration of alternative interventions prior to the use of restraints and/or seclusion.

• You have the right to prepare an advance directive. An advance directive is a written instruction, such as a living will and/or durable power of attorney for healthcare, that is recognized under Iowa law and allows individuals to choose medical care, treatment and service, in advance, in case they should become incapacitated. Mary Greeley Medical Center honors advance directives in our inpatient services, Skilled Care, HOMEWARD Hospice.

• You have the right to effective communication and interpretation, including access to translation services and services, including vision, speech, hearing, language and cognitive impairment.

• You have the right to know the identity of the physician primarily responsible for your care, as well as the identity and professional status of others providing services to you while a patient at Mary Greeley Medical Center.

• You have the right to an assurance of reasonable safety and security within Mary Greeley Medical Center, including safety and security of your property.

• You have the right to access protective and advocacy services. If needed, ask your caregiver for a list of the available resources.

• You have the right to have your patient billings from Mary Greeley Medical Center explained to you. If you have any questions, contact a patient account representative before your dismissal by dialing 239-2111. The Business Office is open from 8 a.m. to 4:30 p.m. Monday through Friday. Professional fees are billed separately.

• You have the right, without coercion, discrimination, reprisal or unreasonable interruption of care, treatment or services, to voice concerns and recommend changes about the care you receive. These concerns will be reviewed and, when possible, resolved. If you or your representative has a concern, please report it to your caregiver. If it cannot be resolved at that time, it will be reported to the appropriate department director or unit supervisor. The department director or unit supervisor will discuss the concern with you or your representative either directly or by telephone within 24 hours or the first business day after the concern is reported.

• You have the right to a complaint with the Division of Health Facilities, Iowa Department of Inspection and Appeals at (515) 281-4115 or the Joint Commission on Accreditation of Healthcare Organizations at (630) 792-9500.
PATIENT RIGHTS AND RESPONSIBILITIES (CONT.)

Patient Responsibilities

In addition to the preceding rights, you or your family must accept certain responsibilities in order to receive the maximum benefit from your stay at Mary Greeley Medical Center.

- You are responsible for providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters related to your health.
- You are responsible for reporting to your caregiver any unexpected changes in your condition.
- You are responsible for reporting to your caregiver any perceived risks in the care you are receiving.
- You are responsible for participating in the formation of your care, treatment and service plan and for following this plan as agreed upon with your healthcare team.
- You are responsible to express to your healthcare team any concerns you have about your ability to follow or comply with your care, treatment and service plan.
- You are responsible for asking questions when you do not understand what you have been told or what you are expected to do.
- You are responsible for the consequences and outcomes if you do not follow the care, treatment and service plan.
- You are responsible to report pain, assist in the assessment 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 through the difficult decision-making process.
- You are responsible for showing respect and consideration of Mary Greeley Medical Center’s staff and property, as well as showing respect and consideration of other patients and their property.
- You are responsible for promptly meeting any financial obligations agreed to with the hospital.

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 need to make 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 through the difficult decision-making process.

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 nursing 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 the time frame.

The Bioethics Committee will communicate its findings to you or your representative, physician and treatment team. The committee helps clarify the decision options by asking questions such 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?
- What is the latest research available on this issue?

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.

Advance Directives

A living will and a durable power of attorney for healthcare, also known as advance directives, are written documents stating your wishes as a patient regarding healthcare decisions, in the event you are unable to speak for yourself. For more information on how to set up an advance directive, contact medical social services at 956-2952, Monday through Friday, 8 a.m. to 4:30 p.m. If you have an advance directive, please provide us with a copy of it at admission so that we are aware of your wishes.

ABOUT VISITING MARY GREELEY MEDICAL CENTER

Art Displays

The halls and display cases at Mary Greeley Medical Center feature artwork of regional artists. Many of the items are available for sale. Please call Volunteer Services at 239-2220, Monday through Friday, 8 a.m. to 9 p.m. for more information.

Flowers

Flowers are available from the self-serve flower cooler in the main lobby. While visiting hours you may pay for them at the Hospitality Shop. After hours please pay at the information desk. Flowers may not be brought into some patient areas. You may want to first check with a member of the healthcare team in the area you are visiting.

Magazines

Magazines are available in the lobby and lounges for patient and visitor enjoyment. Feel free to take them home with you. These have been provided by donations, through Volunteer Services.

Outdoor Garden

An outdoor garden with shade and benches is located just outside and east of the main entrance of the medical center. It is a tobacco-free area.

Parking

Valet parking is available, free of charge, at the main entrance, or you may park your car yourself in the parking ramp located across the street to the south of the medical center. You may also park in the surface lots located to the west.

Our valets are based at our main entrance from 6 a.m. to 8:30 p.m. on weekdays and 7 a.m. to 8:30 p.m. on weekends. Please turn into the loop driveway in front of the main entrance and leave your car at the drop-off point. A valet will greet you, accept your keys and park your car. When you are ready to leave, the valet will return your car to you at the front door.

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. We ask that you not tip our valets.

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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. We ask that you not tip our valets.
Your care partner will facilitate your care and serves as the primary communicator, relaying information to other family members and friends.

Why should I select a care partner?

- **Emotional support:** We believe our patients heal best when they feel comfortable and at ease. Your care partner will not only be able to assist you with your physical needs but also will be able to provide emotional support.
- **Communication:** Your care partner will facilitate communication between you and the medical staff and with family members and friends.
- **Training for home care needs:** Your care partner may receive training in tasks to be performed after you return home.

### 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.**
- **Birthways**
  - Check in at the Birthways desk to receive a copy of the visitation policy. Schedule your visits for afternoon and early evening hours until 8 p.m. daily. Only baby’s siblings and visitors age 14 and older may visit when the baby is present. All other visitors may be in the mother’s room only when the baby is in the nursery. You may be required to leave at the request of nursing or medical staff.
- **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**
  - Visits may be made 5:30 to 7 p.m. daily. 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. Visiting hours are 6 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.
- **Mary Greeley Rehabilitation Center**
  - Immediate family may visit anytime. Other relatives and friends may visit daily from 3:30 to 8 p.m.
- **All other hospital units**
  - 8 a.m. to 8 p.m.

Waiting Areas

- If you have surgery, the Surgery Family Waiting Room (located on the 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 239-2445.
- There is also a family waiting room outside the ICCU that is staffed from 8 a.m. to 4 p.m. The ICCU Family Waiting Room can be reached by dialing 239-3680.
- Ambulatory Care Services and OI Services have a combined waiting area on the first floor of the medical center. Other waiting areas are located in the main lobby, in the Emergency Department and on patient floors.

### Vending Machines

Newspaper vending machines are located outside the main entrance. An automated teller machine (ATM) is located in the waiting area just to your right as you enter the main entrance. Handicapped accessible restrooms are on the first floor, 5 South, 6 South and in the Emergency Department lobby. For health reasons visitors should not use the restrooms in patient rooms.

### Restrooms

Public restrooms are located on the first floor of the medical center near the lobby, near the entrance to the Ambulatory Care Services, near the walkway to McFarland Clinic and in the Emergency Department lobby. Public facilities are on the Medical/Telemetry Unit (2 South), Surgical Unit (3 South), Birthways (4 South), Oncology Unit (5 South) and Rehab & Wellness Physical Therapy (6 South). Handicapped accessible restrooms are on the first floor, 5 South, 6 South and in the Emergency Department lobby. For health reasons visitors should not use the restrooms in patient rooms.

### About Visiting Mary Greeley Medical Center (cont.)

**WHEN YOUR STAY IS OVER**

**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.

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 provide the best possible service to you, our patients and visitors.

**First Nurse**

When you are not sure whether you need to see a doctor, or if your loved one is sick and you do not know what to do, the answer you are looking for is only a phone call away.

Confidential health information is available 24 hours a day, 365 days a year through First Nurse. The experienced registered nurses who answer the phones provide information following physician-approved guidelines and recommend appropriate referral. Call First Nurse for caring healthcare advice, resources and referrals. First Nurse is a community service provided by Mary Greeley Medical Center, Marshalltown Medical and Surgical Center, and McFarland Clinic and Iowa State University Thielens Student Health Center.

In Ames call 239-6877. In Marshalltown call (641) 754-6877. In other parts of Iowa call toll free (800) 324-6877.

In a life-threatening emergency, always call 911.
W H E N  Y O U R  S T A Y  I S  O V E R  ( C O N T .)

Diabetes and Nutrition Education Center

The Mary Greeley Medical Center Diabetes and Nutrition Education Center offers a unique, comprehensive program for diabetes and nutrition management by providing individuals with the medical, educational and emotional support they need to live full, active lives.

An individual in the program is evaluated by a team of healthcare professionals that may include:
- a physician
- diabetes nurse educators
- dietitians
- other health professionals

This diabetes and nutrition education team works with the individual to develop a treatment plan designed to achieve a balance between food, activity and insulin or medication (if needed).

The Diabetes and Nutrition Education Center meets the standards set by the Iowa Board of Health for state certification of outpatient diabetes education. Its patient education program has been awarded recognition by the American Diabetes Association in accordance with the National Standards for Diabetes Patient Education Programs.

Home Care Services

The only home care service based in Ames, HOMEWARD Home Care Services reaches out to patients within a 50-mile radius of the city. Each member of our experienced staff—from our specialists to our health aides—is specially trained in the delivery of in-home healthcare. HOMEWARD is also the public health agency for Story County, and it offers childhood immunizations and blood pressure and foot care clinics.

The goal of HOMEWARD Home Care Services is to provide comprehensive, coordinated services all under one umbrella. Our patients experience seamless care—from hospital discharge planning to the ongoing coordination of all their home care needs.

Our home services include:
- Skilled nursing care. 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.
- Skilled services. This includes physical therapy, speech therapy, occupational therapy and medical social services.
- Home health aides. Our aides are trained to provide compassionate personal care, assisting in the patient’s comfort and well-being.
- Homemaker services. Anyone needing assistance with housekeeping, shopping or other personal needs can call on our caring homemaker staff.

Also available are other services that we will coordinate for our patients, such as:
- Lifeline, a 24-hour emergency response system
- Meals on Wheels, nutritious noontime meals, available in Ames 365 days a year to those confined to their homes or unable to cook

We offer a number of support opportunities for caregivers, including an Alzheimer’s disease support group and education on how to take care of yourself.

Many home care services are reimbursed by Medicare, Medicaid and private insurance. We can help you determine what services are covered by your plan.

To learn more about HOMEWARD Home Care Services, call 239-6730 or (800) 529-4610.

Available equipment includes:
- oxygen and aerosol nebulizer equipment
- CPAP machines
- hospital beds
- bath and shower aids
- walkers, canes and crutches
- scooters and lift chairs
- many more specialty items and home health aids for all ages

We accept most major credit cards and offer customer friendly payment plans. Our staff will also file any insurance claims for covered equipment and services.

For more information or for our emergency service, call 239-6814 or (800) 247-0845.

HOMEWARD Home Medical Equipment

HOMEWARD Home Medical Equipment (HHME) is dedicated to providing high quality medical equipment and professional services needed in the home. Our newly expanded showroom in Mary Greeley Medical Center is open Monday through Friday, 8:30 a.m. to 5 p.m. HHME is located on the first floor of the medical center, just east of the main lobby.

In addition to our retail store, HOMEWARD Home Medical Equipment is available on an emergency basis 24 hours a day, 365 days a year.

Whether you are being discharged from the hospital, referred by your physician or searching for quality equipment for you or a family member, HOMEWARD Home Medical Equipment is a comprehensive resource for equipment purchase, rental or service. Our credentialed and specially trained staff will take the time to understand your needs, help you choose the proper equipment and provide any necessary education and training. We also offer in-home equipment set-up, instruction and follow-up.
WHEN YOUR STAY IS OVER (CONT.)

HOMEWARD Hospice

At HOMEWARD Hospice, our goal is to provide palliative care and support for terminally ill patients.

We use a team approach to address the medical, social, spiritual, psychological and emotional needs of patients, caregivers and families. Our hospice nurses, therapists and dedicated volunteers are specially trained in the various aspects of end-of-life care. Pain management has come a long way in recent years, and our hospice staff is trained in all the latest advancements to help minimize patient comfort.

Hospice services are offered through:

• Home-based, on-location care. A hospice staff member visits the patient wherever he or she may be, whether at home, in the hospital or in a nursing home. Begun in 1986, our home-based hospice care serves people in Ames and within a 50-mile radius of it.

• Israel Family Hospice House. Located in Ames, the Israel Family Hospice House (IFHH) is designed to provide a peaceful setting for those who prefer to receive palliative care outside the home. The facility contains 12 private rooms, large enough to accommodate family members. The Israel Family Hospice House also provides respite care for patients should their caregiver get sick or need a break. To find out more about the Israel Family Hospice House, located at 400 S. Dakota Ave. in Ames, call 956-6000, Monday through Friday, 8 a.m. to 4:30 p.m. The IFHH was built after a successful campaign raised the required funds. Today it is supported by the Frank and Bessie Strathman endowment fund.

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HOMEWARD Hospice also offers:

• bereavement support, either one-on-one or in a group setting
• help finding financial support and connecting to other resources
• community education in living wills and advance directives
• caregiver support and education

Hospice is a Medicare benefit and is covered by most insurance for individuals with a terminal diagnosis of six months or less to live. No referral is needed to consult with a HOMEWARD professional to determine whether a patient fits the hospice criteria. A physician referral is required, however, to begin hospice services. Essentially, hospice care is for those patients who have been diagnosed with a terminal illness and who are transitioning from curative measures to palliative care. For more information about HOMEWARD Hospice or Israel Family Hospice House, call 956-6000.

Outreach Facilities

Mary Greeley Medical Center offers a number of outreach facilities outside the main medical center. Outreach facilities located in Ames are the William R. Bliss Cancer Center, Transitional Living Program, HOMEWARD, Dialysis Center, Mary Greeley Rehab & Wellness (including outpatient physical therapy, occupational therapy, aquatic therapy, speech pathology, massage therapy) and the Israel Family Hospice House.

Outside of Ames we offer the William R. Bliss Cancer Center in Webster City, dialysis centers in Iowa Falls and Marshalltown, and Mary Greeley Rehab & Wellness and the Lifetime Fitness Center in Story City.

Pharmacy

For your convenience you may have prescriptions filled at our Outpatient Pharmacy as you leave the medical center. Ask your nurse or call 239-2517 for more information.

Prime Time Alive

This membership program sponsors educational programs and events for those individuals 50 and better who want to live well and age well. We help you do this by offering a variety of programs that promote that vital balance of physical, financial, emotional and spiritual components in your life. For only $10 a year you receive:

1. Healthwise for Life, an informative 400-page book on medical self-care especially for people 50 and better. This is a gift to you the first year you join Prime Time Alive.

2. Educational programs on a variety of topics that are held several times each month. These programs are offered by healthcare professionals and other experts at no additional cost.

3. Reduced rates on:
• a variety of wellness screenings in the Mary Greeley Medical Center Laboratory
• various fitness classes offered by the medical center
• Lifeline, a 24-hour personal monitoring system
• massage therapy through Mary Greeley Rehab & Wellness
• meals served in the Mary Greeley Medical Center cafeteria

4. Social events scheduled on a regular basis. These are a great way to meet new people. Enjoy brunches, the annual holiday gathering, day and overnight trips and other events.

5. A free beverage—coffee, tea, spiced cider, cocoa or small cold drink—when you show your Prime Time Alive membership card at the Hospitality Shop, located in the main lobby of the medical center.

For more information or to request a membership form, call 239-2423 or (800) 303-9574.

Mary Greeley 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. Mary Greeley Rehab & Wellness offerings include the following services for inpatients and outpatients:

• physical therapy
• pediatric rehabilitation
• massage therapy
• occupational therapy
• therapeutic recreation
• speech pathology
• aquatic therapy
• the Lifetime Fitness Center
• dizziness (vestibular) rehab

We also offer:

• an inpatient Rehabilitation Unit and Skilled Nursing Unit for those in need of intensive therapy and around-the-clock care
• complementary outpatient therapies, such as massage, aquatic therapy and tai chi
• wellness services, such as screenings, community education, osteoporosis management, fall risk assessment and fitness training

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.
Bathroom
- Place a slip-resistant mat next to the bathtub.
- Place a grab rail in the shower and near the toilet.
- In the shower or tub place nonskid adhesive strips or a mat.
- Store needed bathing supplies in an easy-to-reach place.
- Consider use of a bath bench or a handheld showerhead.
- Lower water heaters to 120 degrees.
- Avoid pulling up on the sink or towel rack to get up from the toilet or bathtub.

Kitchen
- Provide ample lighting throughout the kitchen.
- Use a nonskid floor wax on linoleum or hardwood floors.
- Clean spills or food off the floor.
- If you do use a rug, be sure it is secured to the floor with tape or slip-resistant backing.
- If you have a step stool, check to be sure it is stable and in good condition.
- Stools should have a wide base to resist tipping.
- Put regularly used items on shelves within easy reach, between hip and eye level.

Bedroom
- Keep the floor free from clutter.
- Place a lamp or a flashlight near your bed.
- Install a nightlight between your bedroom and the bathroom.
- When standing up from a sitting or lying-down position, rise slowly to avoid becoming dizzy.
- Do not allow bedding to pile up on the floor, especially at the corners.

Weather considerations
- Be especially careful when your shoes are wet or when walking on wet surfaces.
- Use sand, ice melt or salt on walkways when they are covered with ice or snow.
- Plan drills for a tornado warning.

Strategies for Reducing Your Fall Risk
These sensible strategies are provided to assist you in establishing a safe home environment:

Stairs
- Provide adequate lighting at the top and bottom of the stairs.
- Do not leave objects on the stairs.
- Do not place loose area rugs at the top or bottom of stairs.
- Place bright, nonskid strips on the edge of steps.
- Install handrails on both sides of the stairs that run the entire length of the stairs.
- Repair broken or worn steps.

Living areas
- Do not use throw rugs.
- Arrange furniture so that pathways between rooms are clear.
- Keep traffic patterns in your home free of clutter.
- Remove or flatten door sills.
- Avoid high or deep plush carpet and thick underpads.
- Keep electrical appliance and telephone cords out of pathways.
- Try to sit on furniture with good back support that you can get into and out of easily. Firm chairs with arm rests are easier to get out of.

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, blood donations are taken by the Mary Greeley Donor Center, immunization clinics and senior health clinics are offered by HOMEWARD, and Mary Greeley 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 and support groups, call 239-3198. You may also learn more by visiting us online at www.mgmc.org.
WHEN YOUR STAY IS OVER (CONT.)

General considerations

• Keep emergency numbers in large print by all phones.
• Have a phone near the floor in case you fall and cannot get up.
• Wear alarm devices in case you fall.
• Have room monitors or communication devices.
• Maintain a regular program of activity or exercise.
• Have a cane or a walker may help you maintain balance.
• Talk to your doctor and pharmacist about the medications you take. Ask how they may affect your balance and coordination.
• A cane or a walker may help you maintain balance.

A physical therapist or other health professional.

• Limit your intake of alcohol. Even a little alcohol can disturb balance and reflexes.

• Have your vision and hearing tested regularly. What you cannot see and hear may put you at risk for a fall.

• Check your hearing aids.

• Wear proper fitting shoes.

• Wear proper fitting shoes.

• Clean your eyeglasses daily.

• Check your hearing aids.

• Have your vision and hearing tested regularly. What you cannot see and hear may put you at risk for a fall.

• Limit your intake of alcohol. Even a little alcohol can disturb balance and reflexes.

• W ear proper fitting shoes.

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PHONE 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, first dial area code 515 if needed, 239 (or 956 if indicated below) and then the extension. For help contacting any department, dial 0 to get the medical center operator.

Administration .......................... 209
Admissions .............................. 2144
Ambulatory Care Services ............ 6658
Secretaries ............................... 6630
Admitting ................................. 6637
Recovery ................................. 6711
Art ......................................... 2210
Behavioral Health Services (inpatient) 2682
Birthways .................................. 2444
Bliss Cancer Center, William R., Ames .... (956) 6440
Blood Donor Center ..................... 6939
Business Office ........................... 211
Cancer Resource Center ............... (956) 6440
Cardiac Catheterization Lab ............ 2550
Cardiac Rehabilitation .................. 6780
Cardiopulmonary Services .............. 2612
Chaplaincy Services ..................... 6862
Community Relations ................... 2038
Diabetes and Nutrition Education Center (956) 2880
Dialysis Center, Ames ................... 6820
Dietetic Services ......................... 2783
Education .................................. 6866
EEG ....................................... 6976
Emergency Department ................ 2195
Enterostomal Therapy ................. 2403
First Nurse ............................... 6850
Foundation ................................ 247
Gastrointestinal (GI) Services ........... 6830
Gift and snack shop (Hospitality Shop) .. 2190
Guest House ............................... 3689
HOMEWARD Home Health .............. 6730
HOMEWARD Home Medical Equipment .. 6847
Hospitality Shop ......................... 2190
Information Desk ....................... 2591
Intensive and Coronary Care Unit (ICCU) ........................................................................ 3676
ICCU Family Waiting Room ............. 3680
Israel Family Hospice House ...... (956) 6000
Laboratory ............................... 2123
Lost and Found ......................... 2551
Maintenance/Housekeeping ............ 3535
Mammography ............................ 2407
Massage Therapy ....................... 6770
Medical Library ......................... 2154
Medical Records ....................... 2141
Release of Records ..................... 2046
Medical/Telemetry Unit ............... 3684
Mobile Intensive Care Services ...... 2109
Notary Public ............................ 211
Nursing House Manager ............... 2011
Occupational Therapy ................. 2600
Older Adult Services .................... 2133
Oncology Unit ............................ 2552
Pain Medicine Clinic ................... 5080
Paramedics ............................... 2109
Pediatrics ................................. 2517
Pharmacy, Outpatient ................. 2577
Physical Therapy ....................... 2601
Prime Time Alive ....................... 2423
Quality Management ................... (956) 2952
Radiation Oncology, Ames .......... 2411
Radiology ................................. 2131
Rehabilitation Center .................. 2213
Rehab & Wellness Inpatient Services .. 2601
Rehab & Wellness Outpatient Services .. 6720
Respiratory Care ....................... 2612
Room Service ........................... 5555
Safety ..................................... 2349
Security ................................. 2198
Skilled Nursing Unit .................... 2320
Sleep Disorders Center ............... 2353
Social Services, Medical .............. (956) 2952
Surgery Family Waiting Room ...... 2145
Surgical Unit (3 South) ............... 2354
TDD Telephone ......................... 2006
Valet Parking Services ............... 3900
After 8:30 p.m. ......................... 6796
Volunteer Services ..................... 2210
Waiting Rooms .......................... 2551
ICCU Family Waiting Room .......... 3680
Surgery Family Waiting Room ....... 2145
APPENDIX A

INSURANCE AND BILLING INFORMATION: FREQUENTLY ASKED QUESTIONS

Thank you for choosing Mary Greeley Medical Center as your healthcare provider. Our mission is to provide you with the highest-quality, most cost-effective healthcare 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 239-2111.

Will Mary Greeley Medical Center (MGMC) bill my insurance company?
We will be glad to submit a claim on your behalf to your insurance carrier.

To properly submit a claim to your insurance carrier, we need certain information you will be asked to provide upon registration or during the pre-registration process. Please be prepared with your current insurance information, name of employer and which family member carries the coverage.

If the medical care is due to a motor vehicle accident, we will bill both your health insurance carrier and your motor vehicle insurance. Your health insurance carrier may not pay in the case of a motor vehicle accident. You need to consult your individual plan to determine coverage.

If a balance remains after your insurance pays, we will bill you for the balance. The balance is due within 30 days of the statement. If you are not able to pay this balance in full, please ask to speak with one of our Business Office representatives.

What insurance information must I provide?
To process your bill we will need the following information, which is listed on your insurance card:
- 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 239-2111 within 24 hours of your outpatient visit or inpatient discharge. We will then collect your information and promptly file your claim.

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 patients’ 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 company 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.
APPENDIX A (CONT)

INSURANCE AND BILLING INFORMATION: FREQUENTLY ASKED QUESTIONS

When will I receive my first bill from Mary Greeley Medical Center?
We will send your initial notice within five to seven days of your visit. It provides a detailed summary of changes. 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, debit cards and money orders, we accept Visa, MasterCard, Discover and American Express.

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) 239-219 or (515) 239-211. 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 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 financial 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?
The only primary physician services billed by us are those rendered in the Emergency Department. All other physician services, such as radiologists, anesthesiologists, pathologists and surgeons, 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.

Failing to follow your insurance company's precertification or notification of an emergency rules 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 case 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.

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 admission staff at 239-3659 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 239-211.

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 may be responsible for payment of that portion of the bill.

What doesn't precertification 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.

If I am in need of financial assistance, what do I do?
Your 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 239-211 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 Older Adult Services Department. Volunteers trained by staff from the Senior Health Insurance Information Program (SHIIP) can help you with Medicare billing or in reviewing Medicare prescription drug benefits or supplements. Call 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 he or she considers the injury to be eligible for workers' compensation.

If you would like to discuss financial assistance options, call one of our account representatives at 239-211 or, if you are an inpatient, ask your nurse to have a financial counselor come to your room.

We Are Here to Help
Medical insurance and billing are often very confusing. We recognize the information presented here may not answer all your questions, but we hope that you have given you a better understanding of our billing process. If you have more questions, please call us at 239-211.
# APPENDIX B

## MGM CABLE TV CHANNEL LISTING

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<tr>
<th>Channel</th>
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<td>WGN Superstation</td>
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