



Saint Francis
HEALTHCARE

PATIENT GUIDEBOOK



Saint Francis

HEALTHCARE

MISSION

To provide a ministry of healing, wellness, quality and love inspired by our faith in Jesus Christ.

VISION

A leading Catholic healthcare system that celebrates and protects the gift of life by providing exceptional patient outcomes in quality, safety, access and value.

VALUES

INTEGRITY | Doing what is right and just

STEWARDSHIP | Appropriately managing all resources

FAITH | Trusting in something unseen

HOPE | What we give to those in despair

JOY | Serving with a happy heart in reflection of Christ's love

COMPASSION | Seeing others through Christ's eyes

EXCELLENCE | Constantly striving to our best-in-nation performance

DIGNITY | Respecting human life from beginning to end



Saint Francis HEALTHCARE

Dear Patients and Visitors –

Welcome to Saint Francis Medical Center.

At Saint Francis, we believe people come first – our patients, our staff and our community. Caring for you is our privilege. Within these halls, the Saint Francis Family cares for the sick, welcomes new life into the world and helps improve the wellbeing of our patients and families. Our desire is to deliver excellence in clinical care in a way that embraces the dignity of all.



This Patient Guidebook helps familiarize you with Saint Francis Medical Center. Please use this as a resource during your stay.

It is my hope we not only meet, but exceed your healthcare expectations, and you continue to choose Saint Francis for your healthcare needs.

If you have questions or concerns, do not hesitate to ask any of our Saint Francis colleagues. We wish you the best of health and healing.

Sincerely,

Justin Davison
President and Chief Financial Officer

Channel Guide

Please be considerate of others. Keep your television's sound low, and turn it off at bedtime.

2	Medical Center Channel
3	WSIL3 (ABC)
4	CNN
5	Headline News Network
6	WPSD6 (NBC)
7	USA Network
8	TNT
9	KBSI23 (FOX)
10	TBS Superstation
11	Cartoon Network
12	KFVS12 (CBS)
13	The Discovery Channel
15	The Weather Channel
16	FOX Sports Midwest
17	The Learning Channel
18	Sci Fi Channel
20	TBN
21	EWTN
22	Chapel of Saint Francis
23	ESPN
24	Bloomberg TV
25	The History Channel
26	The Disney Channel
27	C-SPAN
28	HGTV
29	Food Network
30	Great American Country
31	Nick Toons
32	Turner Classic Movies
33	CNBC
34	Patient Orientation Video Channel
41	Symphony/Patient Education Videos (dial 2222 on your phone for directions)
42	A&E
43	ESPN2
44	ESPNews
45	Nickelodeon
46	FOX News
47	CMT

Medical Center Services

Visiting Hours

Visitors are welcome! Visiting hours for the Intensive Care Units vary depending on condition of the patient. Please check with the patient's nurse. For all other areas, visiting hours are open.

To ensure patients' safety, all exterior doors of the Medical Center will lock at 8 pm, except for the Emergency Department – Entrance 3.

If a family member (one individual) wishes to stay the night with a loved one who is a patient, they must be 18 years and older.

Tobacco-free Campus

Saint Francis Medical Center, including areas inside and outside the Medical Center, parking lots and garages are tobacco free. Smoking is not allowed on campus.

Meals and Snacks

The Tuscan Sun Restaurant and Fresh Healthy Café offer a wide selection of meals and snacks for guests. The Tuscan Sun is located on the lower level of the Registration Entrance (Entrance 4) and Fresh Healthy Café is located in the Health and Wellness Center (Entrance 8) and the Tower Lobby (Entrance 1). The Tuscan Sun offers breakfast, lunch, dinner, grill, snack and beverages. Fresh Healthy Café offers healthy fast-casual food.

Pastoral Care

Pastoral Care at Saint Francis Medical Center is dedicated to serving you. Our principal function is to aid you and your spiritual needs. Our staff is available to give spiritual and emotional support to patients and families. Some patients may prefer to talk to their priest or minister, and we would be happy to contact them for you. Please get in touch with your priest if you want to receive sacraments. Pastoral Care may be reached Monday through Friday from 8 am to 4:30 pm at 573-331-5146. After hours, please ask your care team to contact the shift administrator.

Chapel of Saint Francis

The Chapel of Saint Francis, located at Entrance 1, is open 24 hours a day. Mass is offered Tuesday and Thursday at 11 am and is available for viewing on Channel 22 in all patient rooms.

Meds-to-Go

Have your medication delivered to your room before you go home! Healing Arts & Specialty Pharmacy at Saint Francis offers the Meds-to-Go program to ensure all your medication is correct and safe when you are discharged. Patients who go home with 30 days of medication are less likely to be readmitted. Your medication can be delivered to your hospital room before you leave. Please speak with your nurse if you would like Meds-to-Go or call 573-331-6938.

Interpreter Services

To assist those whose primary language is not English, free interpreter services are available for patients and their families. It is also available to those who are visually or hearing impaired. To ensure effective communication with patients and their families who are deaf and hearing impaired, we provide appropriate aids and services free of charge, such as sign language interpreters, oral interpreters, TTY, note takers, written materials and telephone handset amplifiers. Please ask any member of our staff for assistance.

Saint Francis Foundation

The Grateful Patient Program is a way to recognize those who have provided exceptional care. Grateful Patient gifts help the Saint Francis Foundation provide assistance to Saint Francis patients and families in need and to support the healthcare needs of our region. A donation honoring a staff member or an entire department is a meaningful way to show your gratitude while supporting the Foundation. If you are interested in learning how to honor your loved ones or caregivers, visit foundation.sfmcc.net or call 573-331-5133.

Inspire Boutique

Inspire Boutique features floral arrangements and other unique gifts. The boutique is located in the Tower Lobby (Entrance 1). It is open Monday through Friday, 8:30 am to 4:30 pm and may be reached at 573-331-5489. Inspire Boutique offers a unique shopping experience from apparel, florals and home decor to gifts, jewelry and baby items.

Financial Assistance

Saint Francis provides exceptional care to all patients, even if they cannot pay. If you cannot pay your hospital bill(s), Saint Francis offers three programs:

Uninsured Patient Program

All uninsured patients receiving services at Saint Francis Medical Center will receive a 75 percent reduction of charges at the time of billing. This discount is comparable to contracted payer discounts.

Presumptive Charity

All self-pay balances will be processed through a presumptive scoring program to determine if the patient qualifies for assistance. If the patient meets qualifications, the patient account could be reduced to zero balance.

Patient Financial Assistance Program

If a patient cannot pay portions of their Medical Center's charges and is not completely satisfied with the outcome of the presumptive financial scoring, a financial assistance application can be completed for further consideration.

Financial Guidelines

Patient will need last year's tax returns and total earnings from all family members living in the household.

Applications are available at the Saint Francis Patient Financial Services window or online at www.sfmcc.net. Please call Patient Financial Services at 573-331-5217 if you have any questions.

Pricing of Services

If you would like to submit your insurance information, request and estimate, discuss payment options, or inquire about financial assistance, visit www.sfmcc.net or call 573-331-5217.

Electronic Health Record

Saint Francis MyChart gives you online access to your medical chart. Sign up for this safe and secure way to access Saint Francis Healthcare System providers and services 24/7. You can create a convenient and valuable health connection for you and your family. Saint Francis MyChart lets you:

- Email your provider
- Schedule or cancel appointments
- Get medical advice
- View lab results
- See upcoming appointments
- Review and update personal health information
- View prescription medication and request refills
- Access patient financial services

How do I sign up for Saint Francis MyChart?

You can sign up for MyChart at sfmc.net/mychart. For technical assistance with MyChart, call 573-331-5024.

Is Saint Francis MyChart totally secure?

Yes, your lab results, appointment info, medications, immunizations and other records are all securely stored in an online portal, which means your information is encrypted and therefore protected.

Can I use Saint Francis MyChart to ask my provider for a prescription?

Yes, once you have logged into your account, look for the “Refills” tab at the top. If this is a new request, you will have to speak with your provider first to schedule an appointment before any medication can be prescribed.

What patient financial information tools are available?

You can request a cost estimate, view your statement, set up payment plans, request financial assistance and more.

Where can I download the Saint Francis MyChart app for iPhones and Android smartphones?

Both can be downloaded from the Apple Store or Google Play. Once you have downloaded the MyChart app, scroll through the list of organizations and select Saint Francis MyChart.

Do I have to pay to use Saint Francis MyChart?

No, it is a completely free online service for Saint Francis patients 18 years and older.

Pain Control and Pain Medicine

Knowing more about pain will help control it. Know what to ask, what feelings are normal and what to report right away. Together we can work toward controlling pain. The nurse will work with you on setting a goal for pain control. If you have questions or concerns about pain during your stay, please feel free to ask your nurse.

How will the nurses know how much pain I have?

During your stay at Saint Francis Medical Center, the nurses will ask you to rate your pain on a scale of 0 to 10.

Pain Rating Scale[®] Mosby



Why do I want to use a pain scale?

When you put a number on your pain, it helps the people taking care of you know if they are helping to decrease your pain. We want to keep it from getting out of control. You will get well quicker when you can help us stay ahead of your pain. Be sure to tell your nurses as soon as the pain starts.

Fall Prevention

Falls are more likely to occur when you are in an unfamiliar setting, when you are not feeling well, when you are on medication or when you are feeling stressed. While you are in our care, we will take special precautions to help assure your safety.

A member of your care team will perform an assessment to determine your fall risk and review with you the ways we can work together to prevent you from falling. As your condition changes (following a medical procedure, for example), you will be re-evaluated.

Purposeful Rounding

Purposeful Rounding is a patient-centered approach to help you and your family feel comfortable and at ease. During this time we will check on you, monitor your comfort and pain, assist you to the bathroom and help you move and change positions. You will be visited regularly throughout the day and night by a member of your care team.

Patient Rights

Access to Care

Saint Francis Medical Center prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

Respect and Dignity

You have the right to be treated with dignity and respect at all times and under all circumstances. You have the right to pastoral and spiritual services.

You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.

You may wear appropriate personal clothing and religious or other symbolic items as long as they do not interfere with diagnostic procedures or treatment.

Informed Consent

You have the right to participate in decisions about your care, treatment and services. You (or legally authorized person(s)) have the right to informed consent in order to consent to or refuse proposed treatment and services. You also have the right to know about alternative methods of treatment, including risks and benefits, probable outcomes, consequences of no treatment and the right to consult with a specialist.

You have the right to give or refuse consent for recordings, photographs, film or other images to be produced or used for internal or external purposes other than identification, diagnosis or treatment. You have the right to withdraw this consent up until a reasonable time before the item is used.

Communication

You have the right to receive information in your preferred method of communication (written, verbal, communication boards, etc.). This can include interpretation and translation services as needed at no cost. This also includes providing you with needed help if you have vision, speech, hearing or cognitive impairments.

Protective Services

You or your family may believe there is a need for protective services (i.e., guardianship, conservatorship, child or adult protective services). You may file a request if you wish. Medical Center staff will provide you with a list of those names and assist you in any way they can.

Safe Care

You have the right to receive safe care in a safe environment and to be free from physical or mental abuse and corporal punishment. You also have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, staff convenience or retaliation by staff. When the use of restraint is necessary, the least restrictive method will be used to ensure your safety and will be discontinued at the earliest possible time.

Identity/Information

You have the right to information regarding the identity and professional status of the physician(s) and/or practitioner(s) treating you. You (or, in appropriate treatment and circumstances, your family) have the right to discuss the outcome of all procedures with your physician. This explanation should be sufficiently clear for you to understand. You also have the right to participate in planning your care and to know the risks involved. If we are unable to give this information to you, it should be given to a person(s) legally authorized to receive it. You have the right to be included in any discussions/decisions regarding ethical issues of your care.

Transfer and Continuity of Care

You have the right to participate in your discharge planning, including available service options and a choice of agencies that provide the services. You have the right to be or not to be transferred to another facility unless the reason for it and the alternatives have been explained to you and the next facility agrees to accept you. You have the right to be instructed in your continued self-care before your discharge from Saint Francis.

Discharge Planning

Patients have the right to request assistance with discharge planning by calling 573-331-5339 prior to leaving Saint Francis Medical Center. On weekends and holidays, please call the Medical Center's operator by dialing "0" or 573-331-3000 and asking for the shift administrator. The shift administrator will contact a social worker to assist with the discharge process.

Privacy and Confidentiality

You have the right, within the law, to personal and information privacy. You may refuse to talk with or see anyone not officially connected with the Medical Center, including visitors or people officially connected with Saint Francis, but not directly involved in your care.

You can expect that all communication and records about your care be kept confidential, unless disclosure is permitted by law. You have the right to have access to, request amendment to and obtain information on disclosures of health information, in accordance with law and regulation.

You can expect all communications and other records pertaining to your care, including the source of payment, to be treated as confidential.

Medical Center Rules and Regulations

You have the right to be free from abuse, neglect or exploitation. You also have the right to know Medical Center rules and regulations for patients' care and for handling complaints.

Patient Complaints and Grievances

You have the right to be informed of the Medical Center's patient complaint and grievance policies and procedures and who to contact to assist in resolution of a concern. You also have the right to file a complaint or grievance and to expect prompt resolution.

A patient complaint is a concern related to quality of care, safety or services rendered that can be resolved promptly with staff present. We encourage you to inform us of any complaint you may have while you are in our care so it will be addressed in a timely manner. If you have a complaint, you are encouraged to notify your nurse or other provider who will work to resolve your concern.

A patient grievance is a complaint that cannot be resolved at the time it is brought to the Medical Center's attention by staff present and can be in verbal or written form. If you feel your complaint has not been resolved promptly, you may file a grievance by contacting Justin Davison, President and Chief Financial Officer, Saint Francis Healthcare System, at 573-331-5128. You may also reach out to the Patient Care Concerns Hotline at 573-331-3927. If you would like to put your grievance in writing, you may send it to 211 Saint Francis Drive, Cape Girardeau, MO 63703. You will be notified that your grievance has been received, and it will be investigated. In addition, you will receive a written response once the grievance has been resolved. All information regarding your complaint and resolution will be kept confidential and will not compromise the care you will receive.

If you have a grievance with this facility, you may report it at anytime to the Missouri Department of Health and Senior Services, P.O. Box 570, Jefferson City, MO 65102-0570 or call 573-751-6303. You may also contact The Joint Commission, 1 Renaissance Boulevard, Oakbrook Terrace, IL 60181 or call 630-792-5000.

Notice of Nondiscrimination

Saint Francis Healthcare System complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Saint Francis does not exclude people or treat them differently based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression. Saint Francis Healthcare System:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (i.e. large print and audio, accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Saint Francis Healthcare System Corporate Compliance at 573-331-5170. If you believe Saint Francis Healthcare System has failed to provide these services or discriminated in another way on the basis on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

Saint Francis Healthcare System Corporate Compliance

211 Saint Francis Drive | Cape Girardeau, MO 63703
P: 573-331-5170 | F: 573-331-5079 | legal@sfmc.net

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Saint Francis Healthcare System Corporate Compliance is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW | Room 509F, HHH Building | Washington, D.C. 20201
800-368-1019 | 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>

Patient Responsibilities – Helping Us Help You

At Saint Francis, we do our best to consistently provide the best care available to our patients. We need the support and cooperation of each patient, regardless of age, in order to achieve this.

As a patient, there are several way you can help us ensure you have a positive experience and the best possible outcome. You can assist us by:

- Providing information about past and current illnesses and treatments and clearly communicating with your doctor about your treatment plan and any changes to your condition.
- Talking with your doctors and nurses about pain relief options and how effective they are at relieving your pain. Your comfort is important to us, and we want to be certain we are reducing it as much as possible.
- Letting your doctor know if you do not understand your care or your expectations in the recovery process.
- Respecting Saint Francis property and care providers, as well as other patients under our care.
- Complying with instructions related to your treatment plan and ensuring the people who support you do the same. Every effort will be made to adapt your treatment to your specific needs and limitations and to provide you with a treatment plan you can follow.
- Meeting your financial responsibilities promptly. In some cases, Saint Francis offers discounts and other financial support. Please contact the Saint Francis Patient Financial Assistance Office at 573-331-5217 for information.

Your commitment to supporting us through these patient responsibilities helps us serve you to the best of our ability. If you have any questions regarding this information, please ask your healthcare provider to contact a patient care manager.

Advance Directives

People everywhere are facing decisions about issues such as life support, nutrition and resuscitation efforts for themselves and family members. Saint Francis knows the importance of such issues. We would like to provide you with some information to help answer questions you might have.

Stating Your Wishes in Writing

A U.S. Supreme Court ruling states all competent people can refuse medical treatment. This includes life-prolonging procedures. This ruling also gives you the right to name someone else to make these decisions for you, if you cannot make them for yourself. An advance directive is a paper, such as a living will or durable power of attorney, for healthcare. This allows you to let others know what you would want if you could not speak for yourself. If properly enacted, your advance directive should be honored in any state according to that state's law and Medical Center policy.

Patients interested in information on advance directives should notify their nurse or contact Pastoral Care at 573-331-5146.

Understanding Advance Directives

Living Will

A living will is a signed, dated and witnessed paper. It can be used to state what you would want done, or not done, should you become terminally ill or permanently unconscious.

Your living will may not cover everything. Your living will probably does not allow you to name an agent. There is clearly a benefit to being as specific as possible when making an advance directive.

Durable Power of Attorney

Durable power of attorney names the person who can make healthcare decisions for you. This person is sometimes called an agent. This paper should have detailed instructions on what types of treatment you want or do not want in the case that you are unable to make your own healthcare decisions.

General power of attorney refers to business and money matters. A durable power of attorney for healthcare covers medical issues.

Naming an Agent

You should name someone who knows your wishes and whom you trust to act according to your wishes. You may name a family member, but you do not have to do so. You might choose your spouse, an adult child or a friend. Talk with your agent about your wishes in detail and confirm he or she agrees to act according to your wishes.

When Durable Power of Attorney for Healthcare Decisions Goes Into Effect

Durable power of attorney becomes effective only when you are no longer able to make your own decisions, such as if you are seriously ill, injured or terminally ill and in a temporary or permanent unconscious state.

Discussing Your Advance Directive

It is up to you to let your agent(s), doctors, family members, clergy and significant others know you have an advance directive. You should give them a copy and discuss the details of your advance directive with them.

Carrying out Wishes Stated in an Advance Directive

Healthcare providers and your agent must honor your wishes, so long as the directions you have made comply with state law and Medical Center policy. If a provider refuses to honor your wishes, he or she must help you transfer to someone who will honor your advance directive.

Your family cannot make changes to the advance directive. Only your agent has legal authority to make healthcare decisions on your behalf; however, your agent may wish to obtain more information from your family to assist in making those decisions.

Changing or Revoking Advance Directives

Your advance directive is effective until the time of your death or until you revoke it. You should review your advance directive periodically. Each time, date and initial it in the margins of your documents. This will indicate that your directions are current. An advance directive can be revoked orally; however, it is better to sign and date a written revocation and destroy all previous copies of the document.

Organ or Tissue Donations in an Advance Directive

You may express your wishes for organ or tissue donations in an advance directive. If you plan to donate organs or tissues, you should complete the back section of your driver's license. You should also discuss organ and tissue donation with family members.



Saint Francis
HEALTHCARE

Called to Serve *you.*

PROVIDE A MINISTRY OF HEALING, WELLNESS, QUALITY
AND LOVE INSPIRED BY OUR FAITH IN JESUS CHRIST