

# Guide to Inpatient Services

Edward Hines, Jr. VA Hospital  
5000 South 5<sup>th</sup> Avenue  
Hines, IL 60141  
708-202-8387



**“We Embrace our Veterans’ Healthcare Needs....One  
Veteran at a Time.”**

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## VA Customer Service Standards

The following “top ten list” of patient care standards was developed by the Department of Veterans Affairs. Veteran patients, like you, voiced their needs and concerns. You can expect the staff at Hines VA Hospital to meet these standards. Please let us know if and when we do not, so that we can improve.

1. **Courtesy**—We will treat you with courtesy and dignity.
2. **Timeliness**—We will provide you with timely access to health care.
3. **One Provider**—We will have one healthcare team be in charge of your care.
4. **Decisions**—We will involve you in decisions about your care.
5. **Physical Comfort**—We will strive to meet your physical comfort needs.
6. **Emotional Needs**—We will provide support to meet your emotional needs.
7. **Coordination of Care**—We will take responsibility for the coordination of your care.
8. **Patient Education**—We will provide health care information and education that you can understand.
9. **Family Involvement**—We will provide opportunities to involve your family in your care when appropriate.
10. **Transition**—We will provide a smooth transition between your inpatient and outpatient care.

# **Hines Hospital Mission and Overview**

## **Our Mission:**

**We Embrace our Veterans' Healthcare Needs.....One Veteran at a Time.**

## **Hospital Overview**

Edward Hines, Jr. VA Hospital is located 12 miles west of downtown Chicago on a 147-acre campus. Hines is one of the 7 medical centers within VISN 12. Hines offers primary, extended and specialty care and serves as a tertiary care referral center for VISN 12. Specialized clinical programs include Blind Rehabilitation, Spinal Cord Injury, Neurosurgery, Radiation Therapy and Cardiovascular Surgery. The hospital also serves as the VISN 12 southern tier hub for pathology, radiology, radiation therapy, human resource management and fiscal services. Hines currently operates 483 beds and six community based outpatient clinics in Manteno, Elgin, Oak Lawn, Aurora, LaSalle, and Joliet. Over 557,000 patient visits occurred in fiscal year 2007, providing care to 54,830 veterans, primarily from Cook, DuPage and Will counties.

Hines represents the entire spectrum of VA healthcare and clinical programs. Besides those programs already mentioned, some of the specialized programs include: a Spinal Cord Injury Residential Care Facility; AMVETS Reactivation Center; Community Living Center; Preservation, Amputation, Care and Treatment Program (PACT); Automated Fabrication of Mobility Aids services; Hospice Care; Interventional Radiology; Interventional Cardiology; Respite Care; Dual Diagnosis Substance Abuse Program; Post-Traumatic Stress Disorder Program; and Homeless Chronically Mentally Ill Program. Hines also serves as the Level II Polytrauma Center for VISN 12.

Hines has received approval by VA leadership in Washington, DC, to have a Fisher House built on campus. A Fisher House will provide lodging for family members of patients who are hospitalized at Hines and who live far away.

## **Voicing Your Concerns**

Hines VA Hospital is pleased that you have chosen us as your health care provider. Service excellence is a top priority for the staff at this facility. Should you or your family have concerns or questions about your care and treatment, talk to your doctor or nurse as soon as possible. In addition, every unit has a Clinical Nurse Manager dedicated to meeting the needs of our patients. Any member of our staff can direct you to the Clinical Nurse Manager. She or he will be happy to answer your questions and address any areas of concern.

Every service in our hospital has a designated Consumer Affairs Representative. This person is also committed to and has been trained in resolving patient issues and concerns. The lead Patient Advocate at our hospital can be reached at (708) 202-2716 or ext. 22716 from a Hines phone.

It is our sincerest desire to provide you with the highest quality of care in a spirit of courtesy and compassion. Your input is important in helping us attain that goal.

We hope that your visit is as pleasant as possible. We wish you well and thank you for the opportunity to serve you.

# During Your Stay

## Your Treatment Team

During your hospital stay and/or outpatient treatment, a skilled professional team will work together to plan and provide your care. You are encouraged to work closely and cooperate fully with your treatment team. Write down the names of your healthcare team on page 29 of this handbook.

An **attending physician, who wears a black name badge**, is in charge of your clinical treatment. Residents, fellows, interns and medical students often assist the attending physician. Your physician makes the necessary arrangements for your medications, diet, tests and other treatments.

**House staff**, also known as **residents** and **fellows**, are graduate physicians appointed to the hospital for postgraduate training. They wear a red name badge. They work actively with the attending physicians, to provide patient care and coordinate your day-to-day care plan. The availability of house staff is an important advantage of being a teaching hospital.

**Junior and senior medical students** from Loyola Stritch School of Medicine are also involved in your care. Some areas have **physician assistants, nurse practitioners** or **clinical nurse specialists**, too.

A **registered nurse** is responsible for planning and providing your nursing care. Depending on the type of unit to which you are assigned, care may be provided by a range of nursing staff. These include: registered nurses, licensed practical nurses, health care technicians and nursing assistants.

A **social worker** is assigned to each unit and to the outpatient clinics. He or she will assist you with discharge planning, financial issues and interpersonal problems. Your social worker can also assist you and your family in gaining access to needed resources.

A **pharmacist** will speak to you about your medicines either when you are being discharged or when you receive a new prescription. If, at any point during your inpatient stay or outpatient visit, you have questions about your medicines, please ask to speak with a pharmacist.

A **registered dietitian**, from Nutrition and Food Service, may visit you to discuss your diet and find out what foods are most appealing to you. If you have any questions about your meals or your diet, ask to see a dietitian.

A **patient advocate** will serve as a liaison between you and the treatment team. They are on duty Monday - Friday from 7:30 a.m. - 4:00 p.m. to answer any questions or address any concerns you may have. Patient advocates routinely visit inpatients during the day to make sure things are running smoothly. If you need assistance at night or after normal

business hours, our staff will be glad to assist you. Feel free to ask your nurse for assistance any time. The Hospital Patient Advocate can be reached at ext. 22716.

**Other health professionals** such as psychologists, dentists, audiologists, laboratory technologists, radiologists and therapists may also assist in providing the care you need. Patient support staff such as health aides, engineers, housekeepers, food service workers, volunteers, and medical support assistants, work together to serve you, both directly and by helping those who deliver your care.

Many **students** in a variety of health care fields come to Hines. We are affiliated with many schools. Hines is a clinical site that provides valuable experience to students.

## **Patient Questions**

Hines VA Hospital wants to ensure we provide you with answers to all your questions. Our goal is to support your emotional needs. In order to do this, please make sure your questions are discussed with your healthcare team. Feel free to write down your questions on the back page of this handbook. Your doctor or nurse will answer them.

- ✓ Make sure your doctors and nurses discuss any anxieties and fears you have about your treatment or care.
- ✓ We want to make sure it is easy for you to find someone to talk to about your concerns. Make sure your treatment team tells you who to talk to and how to contact them about your concerns.
- ✓ Please ask your doctor to explain the results from any test/procedure received.

Your feedback is important to us. Please tell us:

- ✓ What we can do to improve the service you are receiving at Hines.
- ✓ What we can do to increase your confidence in the staff here at Hines.

If you have any questions, concerns or comments about the care or the services you receive, please talk to any staff member. Our staff is dedicated to meet your expectations. We would be glad to discuss any concerns, issues or comments you would like to share with us.

## **Meal Times**

Meals will be served in your room by Nutrition and Food Service staff. Meals on some units are served in group dining rooms. Meals are served during the following hours:

Breakfast	6:30 a.m. to 8:00 a.m.
Lunch	11:30 a.m. to 1:00 p.m.
Dinner	4:30 p.m. to 6:00 p.m.

## **Pain Management**

Hines VA Hospital has made a commitment to provide quality pain management to its veterans. Pain can be a common part of the patient experience and unrelieved pain has adverse physical and psychological effects.

Patients have the right to:

- Initial and ongoing assessment of pain.
- A timely response to the report of pain.
- Having pain managed appropriately to the best of our medical knowledge.
- Receive education about pain, treatment options, side effects, and potential limitations of pain treatment.

Patients and their families have the responsibility to:

- Report pain to the health care provider.
- Participate in the development of pain management plan.
- Ask questions and express concerns about pain management.

## **Medicines**

Please do not bring any medicines from home to the hospital. Any medicine brought with you, will be returned to a family member, mailed back to your home or destroyed. Your doctor will order appropriate medicines for you during your stay. When you are discharged, we will make sure you have the medicines you need.

Please remember, that is it very important to discuss any and all medicines you have at home. These include over the counter, natural remedies, herbs, vitamins, etc. Patients are advised to keep a current list of all the medicines they are taking. It is also important to notify your doctor or nurse of any allergies you may have.

## **Advance Directive**

Who Will Speak for You if You Become Too Sick to Speak for Yourself?

The staff at Hines VA Hospital will do everything to save your life and return you to health. But, what if you became too sick to speak for yourself, when decisions about your health care need to be made? Who will speak for you?

Every inpatient admission folder includes extensive information about advance directives, including the actual forms for completion. Call Social Work Service for more information at ext. 21843.

## **Patient Rights and Responsibilities**

Veterans Health Administration (VHA) employees will respect and support your rights as a patient. We are pleased you have selected us to provide your health care. We plan to make your visit or stay as pleasant for you as possible. Your basic rights and responsibilities are outlined in this document. Please talk with your VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

### **I. Respect and Nondiscrimination**

- You will be treated with dignity, compassion and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You, or someone you choose, have the right to keep and spend your own money. You have the right to receive an accounting of VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used, if all other efforts to keep you or others free from harm, have not worked.
- As an inpatient or long-term care resident, you may wear your own clothes and keep personal items. This depends on your medical condition.
- As an inpatient or long-term care resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether or not to participate in these activities. You may decide whether or not to perform tasks, in or for the Medical Center.
- As an inpatient or long-term care resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights.
- As a long-term care resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- In order to provide a safe treatment environment for all patients and staff, you are asked to respect other patients, and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

## **II. Information Disclosure and Confidentiality**

- You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying for your portion of the costs associated with your care.
- Your medical record will be kept confidential. Information about you will not be released, without your consent unless authorized by law (i.e., State public health reporting). You have the right to information in your medical record and may request a copy of your records. This will be provided, except in rare situations where your VA physician feels the information will be harmful to you. In that situation, you have the right to have this discussed with you, by your VA provider.
- You will be informed of all outcomes of care, including any injuries caused by your medical care. You will be informed about how to request compensation for injuries.
- Consent is obtained for recording or filming made for purposes other than the identification, diagnosis, or treatment of the patients.

## **III. Participation in Treatment Decisions**

- You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. Refusing treatment will not affect your rights to future care, but you have the responsibility to understand the possible results to your health. If you believe you cannot follow the treatment plan, you have a responsibility to notify the treatment team.
- As an inpatient or long-term care resident, you will be provided any transportation necessary for your treatment plan.
- You will be given, in writing, the name and professional title of the provider in charge of your care. As a partner in the healthcare process, you have the right to be involved in choosing your provider. You will be educated about your role and responsibilities as a patient. This includes your participation in decision-making and care at the end of life.
- Tell your provider about your current condition, medicines (including over the counter and herbals) and medical history. Also, share any other information that affects your health. You should ask questions when you don't understand something about your care. This will help in providing you the best care possible.

- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Committee and/or other staff knowledgeable about health care ethics.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

#### **IV. Complaints**

- You are encouraged and expected to seek help from your treatment team and/or a Patient Advocate if you have problems or complaints. You will be given understandable information about the complaint process available to you. You may complain verbally or in writing, without fear of retaliation.

## Privacy Information

### Patient Privacy – It’s Your Right!

As a result of the Health Insurance Portability and Accountability Act (HIPAA), VA revised its policy about patient health information. This policy includes:

- How your health information may be used and shared with others.
- Your rights about your health information.
- The VA’s legal duty to protect your privacy.

When you get admitted to a VA health care facility as an inpatient, you will be asked if you want to be listed in the “facility directory.” **If you choose not to be listed in the facility directory, this is known as “Directory Opt-Out.” This means that:**

- We cannot let anyone know you are a patient here.
- We cannot give out your name, location, and general health condition to any caller or visitors. This includes family, friends, clergy that are not members of VA staff, and businesses (for delivery of flowers and cards, for example).

**If you cannot make this decision because of health problems, a VA health care provider will make the choice for you. The decision will be based either on your past wishes or what is in your best interest.**

It is important that you understand your privacy rights. Hines VA Hospital has a responsibility to protect your privacy – including your health information. If you have any questions about these rights, please call (708) 202-2118.

### Patient Health Information Privacy

The VA has outlined its health information privacy practice in a “Notice of Patient Privacy.” This notice for veterans summarizes how their health information may be used and disclosed, their rights regarding their health information, and the VA's duty to protect the privacy of health information. A **large print version of the notice** is also available. Call (708) 202-2118 to get a copy of it.

## **Safety Information**

### **Fire Safety**

The fire alarm system chimes to indicate a fire alarm or a fire drill. The smoke-barrier doors in your hallway will close automatically, if the alarm was activated on your floor.

In the event of a fire:

1. Do not panic.
2. Listen to instructions from the staff on your unit.
3. Do not use the elevators.
4. Do not open the smoke-barrier doors in the hallway, if they are closed.
5. Do not go to another floor, unless instructed by staff to do so.

### **Fire/Disaster Drills**

Hines VA Hospital has an effective fire and disaster plan. All employees have been trained in it. We hold practice drills to ensure prompt and efficient action, in the event of a real fire or other emergency situation.

### **Smoking Policy**

For your health and safety, Hines VA Hospital is smoke-free. Smoking is only permitted in five designated locations outside the hospital buildings. You may be asked to sign a smoking agreement, which states that you agree to abide by the Hines smoking policy. Maps showing the designated smoking areas on campus are displayed around the facility. The no-smoking policy is strongly enforced by the Hines Police Department. They will issue \$75 fines to anybody smoking where it is not designated. If you have questions about the Hines Smoking Policy, ask your nurse.

### **Prohibited Items**

The following items are prohibited: firearms, knives and all other weapons; matches and cigarette lighters; and alcoholic beverages, drugs and medicines of any kind brought in from outside. In addition, for privacy reasons, please do not bring a camera to the facility or take pictures with your cell phone. If necessary, Hines Police may be called to provide help in confiscating any items listed above.

## **Personal Funds and Valuables**

We do not recommend keeping more than \$5 with you on the ward. You are urged to ask a member of your family or a friend to take your money and valuables home. If you wish to keep a small amount of money in the hospital, we urge you to deposit it with the agent cashier, located in Building 1, 1<sup>st</sup> floor, room F148. The agent cashier can help you with deposits and withdrawals every weekday between 8 a.m. and 4 p.m., excluding holidays. If you are unable to go to the agent cashier's office, please notify your ward clerk. He or she will arrange for the cashier to come to your room. The Hines VA Hospital cannot be held responsible for the loss or theft of personal funds and valuables not deposited for safekeeping.

## **Computer Laptops and Cell Phones**

If you choose to bring your own personal laptop or cell phone to the facility, Hines cannot guarantee the security or usability of these devices. For security reasons, please think twice about bringing valuables like these to the facility. As an inpatient, your focus should be on getting well. Bringing cell phones and laptops to conduct business may be a distraction and could result in the loss of these items.

## **Patient Concerns with Patient Care or Safety**

All VA Healthcare facilities are accredited by The Joint Commission. Joint Commission evaluates healthcare facilities on quality, safety of patient care, and safety of the environment.

If you have any concerns with patient care or safety at Hines, first contact the person in charge. If your concern cannot be resolved, the VA encourages you to contact the Joint Commission. You may request a "public information interview."

Requests can be made to:

Division of Accreditation Operations  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

## **Visitor Information**

### **Guidelines for Visitors**

We encourage family and friends to visit our patients whenever it is medically appropriate. Some basic rules and guidelines include:

- Patients are limited to 2 visitors at any one time.
- Children under 12 years of age may visit patients only when permission has been granted by the attending physician or nurse. Inpatients may visit with children under age 12 in the lobby.
- Children must be accompanied by an adult at all times.
- Visitors may not bring food or beverages to patients without approval from the unit dietitian or nurse. Visitors are asked not to eat in patient rooms.
- To protect the privacy of other patients, we ask that visitors do not bring cameras to the facility and do not take pictures with your cell phone.
- Cell phones are not allowed in direct patient care areas of the Intensive Care Units. Ask your nurse if you have questions about where you can use your cell phone on these units. In general, please wait until returning to the waiting rooms before making cell phone calls.
- Visitors should use public washrooms, not the patient's washroom.
- Visitors **MUST** check with the nurse prior to entering a patient room, where contact precaution signs are posted.

**Special restrictions for visitors may apply on our Intensive Care, Psychiatry and Substance Abuse units. Please contact unit staff for the rules in these areas.**

## Visiting Hours

### Blind Center (Building 113)

<b>Blind Center</b>	Weekdays: 3:30 p.m. – 10 p.m. Weekends and Holidays: 9 a.m. – 10 p.m.
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### Community Living Center - formerly Extended Care Center (Building 217)

<b>Community Living Center</b>	11 a.m. – 9 p.m.
<b>Hospice</b>	24 hours/day

### Main Hospital (Building 200)

<b>Intensive Care Units</b>	Ask the nurse or unit secretary for ICU-specific visiting hours.
<b>Medical and Surgical Units</b>	1 p.m. – 9 p.m.

### Psychiatry/Substance Abuse (Building 228)

<b>2 South – Inpatient Unit</b>	Tuesday, Thursday and Saturday: 6 p.m. – 8 p.m. Sunday and Holidays: 1 p.m. – 3 p.m.
<b>2 North – Residential Unit</b>	Weekdays: 4 p.m. – 7 p.m. Weekends and Holidays: Noon - 7 p.m.

### Residential Care Facility (Building 221)

<b>Residential Care Facility</b>	11 a.m. – 9 p.m.
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### Spinal Cord Injury (Building 128)

<b>Spinal Cord Injury</b>	11 a.m. – 9 p.m.
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## **Financial Information**

### **Patient Financial Service**

Patient Financial Service is a program mandated by Congress. It enables VA to collect money to recover the cost of treating patients. Because of this program, veterans will need to answer several questions regarding income and insurance during their stay. Some veterans are responsible for a co-payment charge for care and/or prescriptions. You may also be asked to provide information for third-party insurance billing.

### **Income Verification Matching (Means Test)**

Many of our patients are non-service-connected veterans. This means that your eligibility for medical care is based on income. If you are non-service connected, you should know that Public Law 101-508 allows VA to compare your means test income data, with that of the Internal Revenue Service and Social Security Administration. The purpose of income verification matching is to make sure that every veteran receives VA medical care, based on appropriate eligibility assignment. If your eligibility for VA medical care is based on income, you will be asked to provide health insurance, employment and income verification for yourself, your spouse and any dependents. Your VA means test is based on your prior-year income and will be updated each year.

## Services and Facilities

**Food Court/Canteen** - Sells hot lunch specials, sandwiches, salads, snacks, and beverages. Located on the 1<sup>st</sup> floor of Building 1. Hours: Monday - Friday, 7:00 a.m. - 2:30 p.m. Closed on Saturday, Sunday, and all federal holidays.

**Emerald City Coffee** - Sells coffee, beverages, some breakfast items and sandwiches. Located in the Main Hospital Lobby (Building 200). Hours: Monday - Friday, 7:00 a.m. - 6:00 p.m.; Saturday, 8:00 a.m. to 2:00 p.m.; Sunday, 8:00 a.m. to 1:00 p.m.

### Vending Machine Areas

Main Hospital (Building 200): 2<sup>nd</sup> floor; 3<sup>rd</sup> floor - GMC Clinic;  
4<sup>th</sup> floor - Medicine Subspecialty Clinics; and 12<sup>th</sup> floor.

Building 1, 1<sup>st</sup> floor, in the D-lobby and F-lobby.

Building 228 – Mental Health, 1<sup>st</sup> floor in room off of main hallway.

Building 128 – Spinal Cord Injury.

Building 113 – Blind Center.

### Chapel – 1<sup>st</sup> Floor, Building 200

- Catholic Mass held at noon, Monday - Friday; Sunday Mass at 8:30 a.m.
- Muslim Service held Fridays at 1:15 p.m.
- Protestant Service held at 9:45 a.m. on Sundays and 1:00 p.m. on Wednesdays.
- Jewish Services held on Jewish holidays - to be announced.

**Retail Store** - Hours: Monday - Friday, 7:00 a.m. - 4:00 p.m.; Saturday, 8:30 a.m. - 3:30 p.m. Closed on Sundays and all federal holidays.

**Personal Comfort Items** - Service organization volunteers regularly distribute toiletries and personal comfort items on all of the wards. If you need such an item, ask a nurse if it is available.

**ATM** – There is one located in Building 1, 1<sup>st</sup> floor, in the F-lobby and one outside the canteen.

**Post Office** – (Zip code: 60141) - Hours: Monday - Friday, 7:30 a.m. to 3:30 p.m. Closed on Saturdays, Sundays, and all federal holidays. Lobby is open 24 hours a day, 7 days a week. Mail boxes are located in the post office and in the glassed-in entryway of the Main Hospital (Building 200).

**Barber Shop** - Hours: Monday - Friday, 7:30 a.m. - 3:45 p.m.; Closed on Saturdays, Sundays, and all federal holidays.

**Hotel Information** - Hines has negotiated a reduced rate for our patient's families at some local hotels. For information on family lodging near Hines VA Hospital, please contact Social Work Service at 708-202-8387, ext. 21843.

## **Parking**

Parking is free on the Hines campus for all patients and visitors. Patients being admitted are asked to have a friend or family member drive them to the hospital. If this cannot be done, park in any parking lot on campus.

We offer free valet parking, when you come in to the facility for an outpatient appointment. If you have any questions about where to park when you come to the facility, ask at an information desk.

## **Telephones**

Bedside phones are available to all inpatients except those in the mental health, intensive care and residential units. Local phone calls may be made at no cost. To place long distance calls, you may purchase a calling card in the canteen retail store.

Each phone has a direct-dial number that others may use to call you at any time of the day. Collect calls cannot be accepted from the patient phones. Your direct-dial phone number is printed on your phone's handset. Those calling from outside Hines may obtain your number by calling the main switchboard at (708) 202-8387, if you have given permission for them to do so.

## **Special Services**

### **Veterans Benefits Administration**

Information and advice about your veterans' benefits and help in filing a claim, is available from a Veterans Benefits Administration representative. This person is available on weekdays from 8 a.m. to noon and 12:30 p.m. to 1:30 p.m. or by calling 1-800-827-1000. The office is on the first floor of Building 1, 1<sup>st</sup> floor, room D440.

### **Women Veteran Health Services**

Hines VA Hospital provides comprehensive services for women veterans. If you have any questions or concerns about the complete care we offer women veterans, please call the Women Veterans Program Manager at (708) 202-2075 or ask a staff member to contact her.

### **Operation Enduring Freedom and Operation Iraqi Freedom (OEF/OIF) Veterans**

Hines is committed to meeting the unique needs of our veterans who have returned from service in Iraq or Afghanistan. We have a comprehensive OEF/OIF case management program in place. It helps these veterans receive their benefits and assists in discharge planning. If you are an OEF/OIF veteran and need assistance, contact the Hines OEF/OIF Program Manager at (708) 202-2076.

### **Hines Police**

On-duty police officers are available to respond to emergencies 24 hours a day. Police Service is located on the 1<sup>st</sup> floor of Building 1. In an emergency, dial "911" on your telephone to connect you to VA Police.

# Discharge

## Discharge Process

At Hines, our goal is to provide top quality health care and assist our patients in being discharged home to family and loved ones, as soon as medically possible. We hope to discharge you as early in the day as possible and will assist you with your transportation needs, if needed.

We have a Discharge Lounge, located on the 1<sup>st</sup> floor of the Main Hospital (Building 200). The discharge lounge is staffed by a nurse and offers patients, who are waiting for rides, a comfortable place to wait. You may wait there until all arrangements have been completed. The phone number for the lounge is (708) 202-8387 ext. 22679.

Before you are discharged your nurse will meet with you and make sure that you receive a very specific set of discharge instructions. Please pay close attention to these instructions. They will assist you in making a quick recovery. A pharmacist will explain medication issues to you upon your discharge as well.

We want you and your family to ask questions during the discharge process, so that you understand what to expect medically, when you get home.

If you have a question about when you will be discharged or the process in general, ask the nurse taking care of you on your unit.

Before you are discharged please make sure you have reviewed this "Discharge Checklist."

- Do I have a ride home?
- Do I have all the medical equipment or supplies I will need at home?
- Do I have all the information I need to help me recover after I get home?
- Do I understand the purpose of my medicines and how to take them?
- Do I understand any possible side effects of my medicines?
- If my doctor ordered home care, do I know how to contact the agency?
- Do I have any limitations on physical activities?
- Do I know who to contact, if I need medical advice or help right away after I go home?
- Will I need to return to the VA to see my doctor? If so, do I know about my appointments?

## Pharmacy

The pharmacy provides medicines and certain medical supplies to patients being discharged from the hospital and to veterans seen in our clinics. Pharmacy location and hours are as follows:

**Outpatient Pharmacy** – Building 200, 1<sup>st</sup> floor, room B130.

Telephone: 708-202-7845.

Weekdays: 8 a.m. – 6 p.m.

Weekends: 8 a.m. – 4:30 p.m.

**Inpatient Pharmacy** – Building 200, 1<sup>st</sup> floor, room B109.

Telephone: 708-202-3901.

Evenings, Weekends and Holidays: After 6 p.m. on weekdays and after 4:30 p.m. on weekends and holidays.

You will have the opportunity to discuss your medicines with your pharmacist. Feel free to ask any questions about your prescriptions and other medicines that you may be taking. You may also have your questions answered by telephone.

For your convenience, you may get refills one of 3 ways:

- By going online to the My Health<sub>e</sub>Vet website ([www.myhealth.va.gov](http://www.myhealth.va.gov)), registering at the site, and then following the links for prescription refill.
- By calling the Pharmacy Automated Information System Service at either (888) 878-6888 or (708) 202-2375 and following the prompts.
- By mailing the refill form.

The quickest way to receive refills is by submitting your refill request through the My Health<sub>e</sub>Vet website. The next quickest way is by using the Pharmacy Automated Information System. If you choose to mail the refill forms, please mail them as soon as you receive them. We want to process them so that you get them in time.

Veterans who are not service-connected or are rated less than 50 percent service-connected are charged an \$8 co-payment for each 30-day supply of a non-service-connected prescription.

## Release of Information

You may find that you need a copy of your medical records. You may need information from your records sent to a third party, such as attorneys, insurance agents, private physicians or social security claims. Information from your records can be released **only** if we have a **signed consent** from you.

The Release of Information Office is located in Building 220, room 104, from 8 a.m. to 4:30 p.m., Monday - Friday. It is down the hall from the canteen. You may contact this office by calling (708) 202-2121.

## Patient Satisfaction Survey

**Please give us your feedback!**  
**A Survey Will be Mailed to You after Discharge**

Thank you for choosing Hines VA Hospital as your healthcare provider. We appreciate your honorable service to our country and are happy to provide care to you. Our goal is to provide you with **excellent** care and customer service while you are at Hines VA Hospital. To do this, we need your help!

A few weeks after your hospital stay, you will receive a patient satisfaction survey in the mail. Please fill it out and send it back in the postage-paid envelope. Your input is important to us. It will show us the areas in which we are doing well. It will also show us where we can make changes and improvements.



We are striving to achieve scores of “**Excellent**” in as many categories as possible, on our patient satisfaction survey.

Our staff is dedicated to meeting your customer service needs. While you are an inpatient, there will be one doctor in charge of your care. You will likely see specialists from a variety of areas, as well as some of our residents and students too. A Patient Advocate will be checking on you and addressing any concerns you may have. Each unit also has a Clinical Nurse Manager, who is available to meet with you for any questions or concerns.

If you do not feel that the care you receive is **excellent** in all areas, please let us know during your hospital stay. We want your needs met.

# **Outpatient Information**

## **Scheduling an Appointment**

If your doctor recommends an outpatient appointment, then a Patient Administration clerk will schedule it for you. You may obtain a printout of your appointments. As a patient, you play a crucial role in reducing wait times for appointments. Here's how you can help:

- Write down any medical questions you have, prior to your appointment.
- Be on time for appointments.
- If you cannot keep a scheduled appointment, please call and cancel prior to the appointment time.
- Do not arrive sooner than 15 minutes before your scheduled appointment time, unless you have been specifically requested to do so.

## **The Primary Care System**

In most cases, if you require ongoing medical care, you will be assigned to a general medicine team. Every patient is matched with a primary care doctor and assigned to his or her clinic.

## **Telephone Care Program (TCP)**

Questions and concerns about your health care can often be answered over the telephone. Our telephone care phone lines are staffed by registered nurses 24 hours a day, 7 days a week. TCP staff can assist you with health care advice, scheduling appointments, referrals to other health care providers and medication information and renewals. They can be reached by calling (708) 202-3800.

## **Emergency Services**

Patients who need to see a doctor for emergency care should go directly to the Emergency Department. Medical personnel are available 24 hours a day, 7 days a week. Patients are seen according to the severity of injury or illness.

## **Mental Health and Substance Abuse Treatment Program**

Patients who need treatment for mental health, alcohol or other drug problems may be eligible to receive an evaluation. If you want such an evaluation, ask your current VA healthcare provider to assist you in getting a consult with a mental health provider. If you prefer, you can go to the Mental Health Intake Center on the 1st floor of Building 228, Monday - Friday between 8:00 a.m. and 2:00 p.m. Tell the clerk that you would like to be evaluated.

## Important Phone Numbers – Hines VA Hospital

**Main Hospital Phone Number: (708) 202-8387**

<b>Department</b>	<b>Extension</b>	<b>Direct Dial</b>
Admissions	24483	
Agent Cashier	25520	(708) 202-5520
Appointment Scheduling	22707	(708) 202-2707
Canteen – Retail Store	21048	
Chaplain Service	22531	(708) 202-2531
Compensation and Pension	27957	(708) 202-7957
DAV Transport	22575	(708) 202-2575
Dental Clinic	22536	(708) 202-2536
Eligibility – Enrollment	24483	
Eye Clinic	22061	(708) 202-2061
Human Resources	22072	(708) 202-2072
Mental Health Clinic	22002	(708) 202-2002
Patient Advocate	22716	(708) 202-2716
Patient Travel	22568	(708) 202-2568
Public Affairs	25627	(708) 202-5627
Release of Information	22121	(708) 202-2121
Service Org. – American Legion	22569	(708) 202-2569
Service Org. – Amvets	22564	(708) 202-2564
Service Org. – VFW / Aux.	22562	(708) 202-2562
Service Org. – Purple Heart	25904	(708) 202-5904
Social Work Service	22055	(708) 202-2055
Triage Nurse	23800	(708) 202-3800
Voluntary Service	22523	(708) 202-2523

### Specific Unit Extensions

2 North	22023	CLC-1B (ECC-1B)	25095
2 South	22815	CLC-1C (ECC-1C)	22248
8 East	21714	CLC-2C (ECC-2C)	25104
8 West	21703	CCU	24477
9 East	22731	Emergency Dept.	22187
9 West	22737	MICU	22760
10 East	22723	RCF	22057
10 West	22039	SCI-North	22020
15 East	22723	SCI-South	22035
Blind Center	22112	SICU	21747

# My Healthcare Team

Attending: \_\_\_\_\_

Senior

Resident: \_\_\_\_\_

Intern: \_\_\_\_\_

Clinical Nurse

Manager: \_\_\_\_\_

Nurse(s): \_\_\_\_\_

\_\_\_\_\_

Patient Advocate:

\_\_\_\_\_

Others: \_\_\_\_\_

\_\_\_\_\_

# Questions for my Doctor or Nurse:

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