

Avera 
Queen of Peace Hospital

Avera 
Queen of Peace Hospital

Welcome to Avera Queen of Peace Hospital

We are pleased you and your health care provider have trusted us to provide your medical care. Should you have any questions or concerns during your stay, please do not hesitate to ask your provider or nurse.

Mission Statement

Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values.

Statement of Fair and Equal Services

Avera Queen of Peace is committed to provide care and services regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.



WELCOME

Swing Bed Program

The Swing Bed Program is a federally-approved program for rural hospitals. The Swing Bed Program is designed to be temporary with discharge options being explored as an ongoing process by your family, health care provider, and social worker.

Skilled Nursing Care

Avera Queen of Peace Hospital provides only skilled nursing care for Swing Bed patients. Skilled nursing care is normally provided in a skilled nursing facility that is licensed by the South Dakota State Department of Health. Skilled nursing facilities provide 24-hour skilled nursing care and services for patients who require medically supervised nursing care on a continuous basis, but do not require the level of intensive care furnished in an acute care hospital. Examples of patients qualifying for this level include people needing continuous IV therapy or IV medications, major sterile dressing changes, regulation of insulin (adjusting dosages), rehabilitation services, and several selected procedures.

Payment

- Admission to skilled Swing Bed must be preceded by an acute hospital stay of at least three days, within the last 30 days and a current skilled admission review to determine if skilled care is appropriate.
- Please refer to your Medicare Handbook for additional information concerning coverage.
- Any patient covered by government programs, Title XVIII, Title XIX, etc., will be billed for the balance after coverage is determined or payment received. The bill for government payment will be submitted in accordance with federal regulations.
- The patient shall be charged for the day of admission and not for the day of discharge.

Personal Belongings

Swing Bed patients may wear street clothes during the day if they desire and as their condition allows. Any personal belongings brought to the hospital or removed from the patient's room are the responsibility of the patient/family. Please notify the nurse regarding items brought in or taken home.

Activities

Planned activities are provided under the direction of an Activity Coordinator/Director. Activities are planned on a one-to-one basis, as the patient is able. A program of activities and exercises to help the patient return home is encouraged. Opportunities to practice daily skills such as eating, personal hygiene, grooming, dressing, or household tasks using new methods or special devices will be provided. Diversional activities such as games, books, hobbies, etc., are also encouraged.

Dental Care

Avera Queen of Peace Hospital has contracted with local dentists to provide any dental care needed. However, if you prefer, arrangements may be made with your own dentist. Please contact the nursing staff for a list of dentists available to provide treatment.

SWING BED SERVICES

Patient Satisfaction Survey Process

Thank you for choosing Avera Queen of Peace Hospital as your health care provider. Our goal is to **always** provide you with the best possible care. We randomly survey patients for feedback. A few days after your care, you may get a phone call from our patient satisfaction survey partner, HealthStream Research, to ask about your experience at Avera Queen of Peace Hospital. HealthStream Research and 615-846-8410 will appear on your caller ID. We value your opinion and would really appreciate your feedback on the confidential survey. The information you share will be used to recognize employees and improve our services.

CARE Cards

CARE Cards are an opportunity for associates, visitors, families and/or patients to recognize associates for providing exceptional care or service. CARE Cards are available in the hallways and waiting areas. Completed cards can be given to a staff member or supervisor.

Service Excellence Program

At Avera, we are dedicated to meeting the spiritual, emotional and physical needs of our customers. We believe that every person should be treated with compassion, dignity and respect. Our Service Excellence Program contains guidelines for care and behavior expectations to provide an Avera experience of excellence for every customer at every encounter. Through effective communication, a caring attitude, responsiveness to our customers' needs and engagement in the outcome of our efforts, Avera Queen of Peace Hospital associates are committed to always providing the best possible care.

We're pleased to provide this information to help you understand the patient billing practices at Avera Queen of Peace.

If You Have Health Insurance

Your insurance company should give you a pre-authorization number, if you are having an elective procedure. This number should be given to Admitting personnel when you are admitted, or as soon after admission as you obtain it. As a courtesy, our Business Office will submit your insurance claim to your insurance company(s). We will need a copy of your insurance identification cards for all insurance coverage. After assigning insurance benefits to be paid directly to the hospital, you will be expected to pay only the amount which is not covered by your insurance. Your bill is due in full within 90 days of the date of discharge regardless of the status of insurance payments. If your insurance company is unable to make payment on your claim within 90 days of the date of discharge, please notify our Business Office.

Your insurance plan may have special requirements such as pre-authorization for certain tests, procedures, or admissions. It is your responsibility to make sure the requirements of your plan have been met. If your plan's requirements are not followed, you may be financially responsible for all or part of the services rendered in the hospital. *Remember...your policy is a contract between you and your insurance company and, therefore you, not your insurance company, have final responsibility for the timely payment of your hospital bill.* All patients should familiarize themselves with the terms of their coverage. Medical bills and how they get paid can be very confusing. For additional information on how our billing process works, please refer to the yellow "Billing and Follow-up Information" sheet that you received from Admitting during your registration.

If Your Services Are Accident Related

If your hospitalization or services result from an accident for which a third-party bears responsibility, you may be asked to provide information about possible indemnity payments to allow recording a notice of a hospital lien to such responsible parties. We ask for your cooperation in providing any information and other assistance requested to permit these resources to be used to pay your bill, as appropriate.

If You Are Covered by Medicare

We will need a copy of your Medicare card to verify eligibility and process your claim. You should be aware that the Medicare program specifically excludes payment for certain services and items. Deductibles, co-insurance, and non-covered amounts are the responsibility of the patient.

Please refer to the Medicare handbook the Medicare program provides to all Medicare beneficiaries.

Medicare Part-A (Acute Care) Coverage

Medicare Part A helps pay for up to 90 days of care in each benefit period. A benefit period starts when you begin a hospital stay. A benefit period ends when you leave the hospital and have been out of the hospital or skilled nursing home for 60 days in a row. Part A also gives you 60 "reserve days". Reserve days help pay for hospital care if you use up your 90 days in a benefit period. Reserve days cannot be replaced once you use them. You have 60 reserve days in your lifetime. You can decide when you want to use your reserve days. After you have been in the hospital 90 days, you can use all or some of your 60 reserve days, if you wish. If you do not want to use your reserve days, you must inform the hospital in writing either when you are admitted to the hospital, or at any time up to 90 days after you are discharged. If you use your reserve days and then decide that you did not want to use them, you must request approval from the hospital to get them restored.

If You Are Covered by Medicaid

We will need a copy of your current Medicaid card to verify eligibility and type of coverage. If you are covered under the Medicaid Managed Care program, it is your responsibility to present your Medicaid card at/prior to admission. You may also be required to contact your primary care physician for a referral (in non-emergency cases), and to verify that all the requirements of the program have been met.



If You Have No or Limited Insurance

Patients without, or with limited insurance are expected to meet with our Business Office staff to discuss payment arrangements. Avera has a financial assistance policy for patients who may not be able to pay. This policy provides for charity care/financial assistance for health care services. Patients with balances due resulting from limited or no insurance coverage may qualify for our charity care or financial assistance programs after all other third party resources, including county poor relief, have been exhausted. These programs are designed to assist patients who are either financially or truly medically indigent.

A financially indigent patient is uninsured or under-insured and is accepted for care with no obligation or a discounted obligation to pay for services based on income and family size. The hospital uses poverty income guidelines issued by the U.S. Department of Health and Human Services to assist in determining a person's eligibility for care as a financially indigent patient. Please contact the Business Office for additional information regarding this policy or to apply for financial assistance.

A medically indigent patient is one whose hospital bills after payment by third party payers exceed the patient's financial resources available and the person is unable to pay the remaining bill. Avera considers all financial assets and liabilities of the patient when determining ability to pay. The patient is responsible for providing information requested during the qualification process and will continue to receive a bill until eligibility has been determined. Please contact the Business Office at (605) 995-2236 for more information about these programs.

Your Hospital Bill

Your bill reflects the charges for all of the services you received during your stay. Charges fall into two categories. The first category is a basic daily rate which includes your room, meals, nursing care, and housekeeping. The second category includes charges for special services which include items or tests that your physician orders for you; examples of such are x-rays or laboratory tests.

Your Separate Physician Bill

If you have certain tests or treatments in the hospital, you may receive bills from physicians or specialists you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient. Pathologists, radiologists, anesthesiologists, and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, please call the number printed on the statement you receive from the physician(s) or specialist(s).

What We Will Do for You

- We will bill your insurer(s) on your behalf.
- We will provide regular monthly statements for each service visit.
- Our Business Office will provide assistance with any questions you may have.
- You will be treated with dignity and respect, regardless of your ability to pay.

What We Need in Order to Serve You

- Provide us with complete health insurance information upon registration.
- Please understand and comply with the requirements of your insurance coverage.
- Please respond promptly to requests you receive from your insurance company.
- Payment plans must be formally arranged with Patient Financial Services.
- Please make timely payments on your portion of the bill.
- Please let us know if you anticipate problems paying your portion of your bill. It is our mission to assist those in need or those with extenuating financial situations. Patient Financial Services can discuss payment alternatives that may be available, but we first need to hear from you on a timely basis.
- Please call Patient Financial Services if you have questions or concerns about a bill at 888-370-6525.

Avera Queen of Peace Hospital offers a variety of special services to make your stay as pleasant and comfortable as possible. You are welcome to use the following services:

Chapel

Avera Queen of Peace's Chapel provides a sacred space for people of all faiths to pray and find solitude. The Chapel is located on ground floor, east of the visitor elevators just off the lobby and is open 24 hours a day, seven days a week.

Mail and Email

Letters, cards and emails are delivered each morning by volunteers. Mail that arrives after you have been discharged will be forwarded to your home. Please leave outgoing mail at the nurses station or give it to a volunteer.

Notary Public

The services of a Notary Public are available on weekdays at no charge to patients for hospital-related services. For more information, please ask your nurse.

For the Hearing Impaired

A headphone amplifier and telephone amplifier are available to help hearing-impaired patients. TDD phone access is present in the Admitting Office. Arrangements can also be made to have a person who uses sign language help a hearing-impaired or deaf patient.

Interpreters

If a patient neither speaks nor understands English, the hospital offers interpretation assistance for most foreign languages. For more information, please ask your nurse.

SPECIAL SERVICES

Avera Queen of Peace Foundation

Every gift to the Avera Queen of Peace Foundation furthers our mission to provide the best quality care to patients and their families while remaining dedicated to serving our local community by providing care to all, regardless of ability to pay. You can be part of our healing ministry through your gift.

There are many reasons to give and each is deeply personal. You may wish to make a gift in memory or honor of a family member, friend, or caregiver. In addition to the many reasons to give, there are many different ways to give including:

- List the Avera Queen of Peace Foundation as the beneficiary of a life insurance policy.
- Donate gifts of stocks, mutual funds, and property.
- Donate retirement plan assets.
- Remember the Avera Queen of Peace Foundation in your will or estate plans either identifying a specific amount or a percentage of the residual.
- Donate the proceeds from the sale of livestock or grain at your local sale barn or elevator.
- Establish a charitable gift annuity to provide the Avera Queen of Peace Foundation with a stream of fixed payments for life in exchange for a gift.
- Set up an endowment where only the interest is used, establishing a permanent gift to your favorite charity.

- Create a charitable remainder trust to support our Mission and receive steady payments during your retirement years.
- Plan for your retirement with deferred gift annuities where making a gift to the Avera Queen of Peace Foundation allows you a tax deduction and provides you income for the rest of your life.

Our staff would love to visit with you about your motivation for making a gift and help you decide which method is best for you. We enjoy hearing from individuals who are passionate about making an impact on healthcare in our community.

How to Give

To contribute to the Avera Queen of Peace Foundation, call (605) 995-5773, visit our website, www.avera.org/support/queen-of-peace-foundation, or mail your donation to Molly Sutton, Avera Queen of Peace Foundation, 525 N Foster St., Mitchell, SD 57301.

CHARITABLE GIVING

You Have a Right To:

- **Respectful Care:** Staff should treat you with respect and courtesy. Your race, color, national origin, religion, sex, sexual orientation, gender identity, disability, or ability to pay will not affect the care you receive.
- **Complete Information:** Your provider must give you complete and current information about your diagnosis, treatment, and outlook for recovery in words you can understand. If your provider feels you should not be given this information directly, it will be shared with an appropriate person who is close to you. You have the right to know the name of the provider in charge of your care.
- **Informed Consent:** Your provider must give you information about any procedures or treatments before they are performed so you understand what will happen and the risks involved. You also have the right to know about other treatment options and side effects, as well as the consequences of no treatment. Once the procedure or treatment has been explained and you understand and agree to it, then you must give your written permission. This is called informed consent.
- **Refuse Treatment:** You have the right to refuse treatment. Your provider must explain the possible consequences of refusing.
- **Pain Management:** Your nurse will be continually assessing your pain and you will receive the best level of pain relief that can safely be provided. You will be given information on pain management.
- **Advance Directive:** You have the right to develop written instructions about your choices of treatment in case you should become incapacitated.
- **Privacy:** All parts of your medical care, examination, and treatment will be kept private. Any health professional not directly involved in your care must have your permission to be present.
- **Confidentiality:** All communication and medical records related to your care must be kept confidential.
- **Receive Care:** Avera Queen of Peace Hospital must make every attempt to provide you with care based on the seriousness of your illness and our ability to treat you. You may transfer to another facility if your provider decides you are able to do so and has explained to you the reason for, and other alternatives to, the transfer.
- **Professional Relationships:** You have the right to information about relationships between your hospital and other institutions as far as your care is concerned. You have the same right to know about the professional relationships among the people who are caring for you.

- **Research Treatment:** You have the right to know about any research or experimental treatment that your provider may make available to you. You may also refuse to participate in experimental care if you choose.
- **Continuity of Care:** You can expect that your provider will tell you about your needs for follow-up care after you leave the hospital. You have the right to know what appointment times and providers are available and where they are located.
- **Information About Your Bill:** You have the right to look at and receive an explanation of your bill. This should include how much your insurance company has been billed and how much has been paid.
- **Avera Queen of Peace Rules:** You have the right to information about rules and regulations that apply to your conduct as a patient.
- **Visitors:** You have the right to have visitors of your choosing without restriction based on the visitor's race, color, national origin, religion, sex, sexual orientation, gender identity or disability.

You Have a Responsibility To:

- **Give Correct and Full Information:** You are responsible for telling those caring for you everything you can about your symptoms, medications, previous illnesses, etc. You are also expected to tell your health care providers about any changes in your condition and whether you understand your plan of care.
- **Follow Your Treatment Plan:** You are responsible for following the instructions of your health care professionals. You should also keep all appointments and notify the facility if you are unable to do so.
- **Pain Management:** You are responsible for telling your provider and nurse when you are having pain and to discuss pain relief options. You should discuss any concerns you may have about your pain and pain medications.
- **Responsibility for Your Actions:** You are responsible for your own actions if you refuse treatment or don't follow your provider's instructions.
- **Payment of Bills:** You are responsible for paying your bill as promptly as possible.
- **Follow Rules:** You should follow all rules and regulations, as they have been made with your safety and well-being in mind.
- **Consideration of Others:** Consider the rights and property of others; control noise and the number of visitors you have.

For Your Safety

Your Nursing Unit

Please remain on your nursing unit unless you have notified your nurse. At times, the nurse may need to contact you and we prefer that you are close.

Preventing Infections in the Hospital

Infections can occur following many types of medical procedures and particularly after surgery. There are several things you can do to help prevent infections from developing while in the hospital including:

- Wash your hands carefully after handling any type of soiled material. This is especially important after using the bathroom and before eating.
- Since you are part of your health care team, do not be afraid to remind your health care providers about washing their hands before caring for you.
- If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if the dressing works loose or gets wet.
- If you have diabetes, be sure you and your health care provider discuss the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection noticeably.
- If you are overweight, losing weight will reduce the risk of infection following surgery.
- If you are a smoker, ceasing to smoke will reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.
- Be sure your immunizations are up to date. Get a flu shot every year and get a pneumonia shot according to your physician's recommendations.
- Carefully follow your doctor's instructions regarding breathing treatments and getting out of bed. Don't be afraid to ask for help, advice, or sufficient pain medications.
- If possible, ask your friends and relatives not to visit if they feel ill.
- Don't be afraid to ask questions about your care so that you may fully understand your treatment plan and expected outcomes. You and your family and friends will be able to better facilitate your recovery.

Complaints and Concerns

Avera Queen of Peace Hospital wishes to promote open communication regarding your hospital experience. We encourage you to call the hospital switchboard at (605) 995-2000 and request to speak to the Director or Supervisor of the department responsible for your services. You may also call the Director of Quality/Risk Management at (605) 995-2464 to voice complaints or concerns, or to ask questions. Should you have a concern that is unresolved, you have the right to contact the South Dakota Department of Health, 600 E. Capitol Avenue, Pierre, SD 57501, (605) 773-3361, and/or the Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 1-800-994-6610, or complaint@jcaho.org. If you have a laboratory specific complaint you may call the director of the Laboratory, (605) 995-5649 or the Centers for Medicare & Medicaid Services Laboratory Division, 1-877-267-2323 extension 63531.

For Your Privacy

We understand medical information about you is personal and are committed to protecting that information. We create a record of the care and services you receive to provide quality care and to comply with legal requirements. This protection of your information applies to all records of your care we maintain, whether created by facility staff or your personal health care provider.

As per the Notice of Privacy Practices, the following lists the policy of Avera Queen of Peace Health Services:

- In most cases, you have the right to look at or get a copy of medical information we use to make decisions about your care when you submit a written request. If you request copies, we may charge a fee for the cost of copying, mailing, or other related supplies. If we deny your request to review or obtain a copy, you may submit a written request for a review of that decision.
- If you believe information in your record is incorrect or important information is missing, you have the right to request we amend the records by submitting a request in writing providing your reason for requesting the amendment. We could deny your request to amend a record if the information was not created by us; if it is not part of the medical information maintained by us; or if we determine the record is accurate. You may appeal, in writing, a decision by us not to amend a record.
- You have the right to a list of those instances where we have disclosed medical information about you other than for treatment, payment, health care operations or where you specifically authorized a disclosure when you submit a written request. The request must state the time period desired for the accounting and must be six years or less from the date of service. The first disclosure list request in a 12-month period is free; all other requests will be charged according to our cost of producing the list. We will inform you of the cost before you incur any costs.
- You have the right to request that medical information about you be communicated to you in a confidential manner, such as sending mail to an address other than your home, by notifying us in writing of the specific way or location for us to use to communicate with you.
- You may request in writing that we not use or disclose medical information about you for treatment, payment or healthcare operations or to persons involved in your care except when specifically authorized by you, when required by law, or in an emergency. We will consider your request, but are not legally required to accept it. We will inform you of our decision on your request.
- All written requests or appeals should be submitted to our Privacy Officer listed at the bottom of this Notice.

Privacy Concerns

- If you are concerned your privacy rights may have been violated, or you disagree with a decision we made about access to your records, you may contact our Privacy Officer (listed below). You may also contact our Corporate Compliance Officer at (605) 995-2261 or the Avera Health Help Line at 1-888-881-8395.
- Finally, you may send a written complaint to the U.S. Department of Health and Human Services Office of Civil Rights. Our Privacy Officer can provide you the address.
- Under no circumstance will you be penalized or retaliated against for filing a complaint. Privacy Officer, Avera Queen of Peace Health Services 525 North Foster, Mitchell, SD 57301-2999 Phone: (605) 995-2000; FAX: (605) 995-2287, or email aqop.privacy@avera.org.

Avera Occupational Medicine - Mitchell

In response to the needs of local and area employers, Avera Queen of Peace provides the region's first comprehensive occupational medicine clinic, dedicated to the prevention, treatment and management of work-related injuries/illnesses. Our vision is to leave the community in the provision of occupational medicine and specialty services producing significant and useful health care solutions to current and prospective customers. The clinic also provides Associate Sick Care Services. While not a replacement for a primary care physician, Avera Occupational Medicine - Mitchell offers a sick care option for associate medical needs. For information, please call 995-5701.

Avera Telehealth and Avera eICU Care

When telehealth is used to provide clinical care, medical information is transferred via the telephone, the Internet or other networks for the purpose of consulting, monitoring a patient and sometimes doing remote procedures or examinations. Avera Queen of Peace currently utilizes telehealth consults with some specialty areas, such as infectious disease and cardiology. Other eServices are offered at Avera Queen of Peace such as eICU and eEmergency. Medical information is monitored on a real-time basis and a specialist can request a video consultation with the patient or nursing staff at any time via video cameras located in patient rooms. Our goal is to enable patients to stay close to home and receive the services of specialists located outside of Mitchell.

AveraChart

AveraChart is a free, secure, easy way to access your health care information, communicate with your care team, and become a more active partner in your own health care.

Only you, your care team and any proxies that you designate are allowed to access your electronic medical record. No outside parties can access your information, including insurance companies, employers, government or school personnel. It is completely secure and confidential.

To enroll, please visit www.avera.org/avera-chart/ to start the process, or you may call 855-667-9704 and ask to enroll in AveraChart. Support is available Monday-Friday, 7:30 a.m. – 6:30 p.m.

Diabetes Education

Diabetes education is available on an inpatient or outpatient basis with a health care provider's order. The Diabetes Education Program at Avera Queen of Peace Hospital is nationally recognized by the American Diabetes Association and includes education with a registered dietician and a registered nurse.

Cancer Care

At Avera Queen of Peace, the cancer program is nationally accredited and recognized for providing personalized care. The Avera Cancer Institute Mitchell provides comprehensive radiation and medical oncology services for cancer patients in a 19-county region. The facility is equipped with advanced technology and our exceptional professional staff is dedicated to providing personal, caring services to individuals diagnosed with cancer.

Nutrition Services

Wholesome, balanced meals are important to your treatment and recovery. The hospital provides home-cooked, nutritious meals prepared according to your health care provider's orders. If you're on a special diet prescribed by your health care provider, you will receive menus that meet your specific needs. Volunteers distribute menus on a daily basis so you can mark your selections. Please tell your nurse about dietary concerns. Clinical nutrition staff will assess your nutrition status, provide nutrition counseling if needed, and assist you with special nutritional needs. Some illnesses or conditions may require special medical nutritional therapy, such as oral supplements, tube feedings, or IV feedings. These alternate feeding methods will help give you adequate nourishment for faster recovery.

If a visitor wants to join you for a meal in your room, he/she may go to the cafeteria, purchase a meal, and bring it back to your room. The guest may also request to have a meal tray delivered to your room. There is a charge for a guest tray and arrangements must be made in advance with nursing.



Outpatient Treatment

The Outpatient Treatment area is on the second floor of the hospital; IV's, blood transfusions, injections, dressing changes, and many other therapies for outpatients are administered here.

Respite Care

Avera Queen of Peace Respite offers professional care for a loved one during your absence when you, as the primary caregiver, need time off from your duties. These hospital services are offered only on a private pay basis and do not include physician visits.

Social Services

Social workers are available for psycho-social assessments and counseling. They assist with discharge planning, assessing financial resources, and are available to help the patient and family cope with injury or illness.

Chaplaincy Services

The Avera Queen of Peace Chaplaincy staff is a professionally trained team who respond to referrals from the hospital staff. As partners in healing, our Chaplaincy staff seeks to respect the religious and spiritual beliefs and traditions of all patients and families we serve. We work in collaboration with the pastors and religious leaders of our patients and will gladly contact your pastor or religious community upon request.

Avera Queen of Peace believes care of the whole person is necessary for healing. We pray this is a time of faith and comfort. Chaplaincy staff is available for your spiritual, religious and pastoral needs. Ask your nurse for assistance in contacting Chaplaincy.

Same Day Services

The Same Day Services staff cares for outpatients scheduled for same day surgeries, endoscopies, and other outpatient services. Outpatient procedures are billed through your insurance as an outpatient service or to Medicare Part B. In some cases, you may need to stay overnight, but you will still be considered an outpatient.

Sleep Diagnostic Lab

The Sleep Diagnostic Lab uses advanced technology to perform sleep evaluations to help diagnose and treat individuals who have sleeping problems. If you experience daytime sleepiness, excessive use of sleeping pills, night-time chest pain, morning headaches, snoring, pausing in breathing or breathing irregularities during sleep, or restless legs, the Sleep Lab may be able to help. For information, ask your doctor to call 995-2389.

Avera Health Antimicrobial Stewardship Program

Antimicrobial (ie: antibiotic) resistance has emerged as a significant healthcare issue in the United States. In hopes of improving antimicrobial use and limiting resistance, Avera Health has developed an Antimicrobial Stewardship Program. The program utilizes resources across Avera Health to monitor, evaluate and ensure the appropriate use of antimicrobials. A key component of the program is a daily call in which we are able to review current patient cases with an Infectious Disease physician. Recommendations from the Infectious Disease physician regarding a patient's antimicrobial therapy are then communicated to the patient's local physician.

Your Room

Your room assignment at Avera Queen of Peace Hospital is based upon your admitting diagnosis and the bed availability on the day of your admission. Private and semi-private rooms are available.

Calling Your Nurse

A nurse call button is located at your bedside. When you press the button, the staff at the nurses station is alerted that you need assistance. A staff member will come to your room or use the intercom to communicate with you.

Your Hospital Bed

Hospital beds are electrically operated and your nursing staff will show you how to properly work the controls for your bed. You may be requested to keep your bed in a certain position because of your medical condition.

Television

Televisions are provided at no charge in each room. Please refer to the schedule posted on your bulletin board regarding programming for all channels. Please be considerate of other patients by keeping the volume low on your TV.

Room Temperature

All rooms in the hospital are centrally heated and air conditioned. If your room temperature is not comfortable, please notify the nursing staff.

Internet Services

Wireless internet is available throughout the facility. There is also a computer available in the lobby. Please limit online times so others may have access to the computer. For information about the hospital, please see www.avera.org/queen-of-peace.



YOUR ACCOMMODATIONS

Home Health

Avera@Home is Medicare/Medicaid certified and fully accredited to provide many health care services to patients and their families in their own home. Home Health services are charged on a per visit basis to Medicare, Medicaid, or private insurance. Home Health services are also available on a private pay basis. Avera@Home is a contract provider for the Department of Social Services. Home Health Services include the following:

- Registered Nurses are experienced and trained in current medical and nursing techniques. Primary goals for the Home Health Program are to provide continuity of care from the hospital to home; to teach the client/family regarding care needed, medications, and information related to diagnosis; and to inform the client/family of other services available upon discharge, if they are needed.
- Home Health Aide services may be provided for personal care and activities of daily living under the direction of the Registered Nurse.
- Occupational Therapy services are designed to assist patients in becoming as independent as possible. Treatment includes education and adaptive techniques to increase independent performance of normal daily living activities such as grooming, dressing, cooking, checkbook management, and work tasks.
- Speech Language Pathology addresses issues which relate to speech, language, voice disorders, swallowing, and cognitive concerns. The goal is to help people communicate, think, and swallow correctly, thus improving relations with others and preventing aspiration (choking).

- Physical Therapy focuses on individualized evaluation and treatment of injury or disease caused by musculoskeletal, neurological, traumatic, or other medical conditions. Education and prevention are important aspects of the care provided.
- Social Services personnel are available to assess the social and emotional factors related to the person's illness, need for care, response to treatment, and adjustment to care. Social workers will assess financial resources and need for available community resources. If needed, counseling services are available to help the patient and family cope with the illness or injury.

Hospice

Hospice offers support and services to those diagnosed with a terminal illness and their families. Hospice care is available to terminally ill patients who are no longer receiving treatment for the cure of their disease and who have a life expectancy of six months or less. Hospice is usually provided in a patient's home where family, friends, and significant others can be with the dying person. Hospice maximizes the quality of life by providing physical, psychosocial, and spiritual care. Our goal is to keep the individual comfortable during this phase of life.

Hospice is available to persons of all ages. Referrals can be made by family members, friends, clergy, or health professionals. Neither hospice patients nor their families are directly charged for hospice care. The hospice team is on call 24 hours a day, 7 days a week, to help the patient and family meet the needs and challenges of terminal illness in the caring, supportive environment of their home.

HOME HEALTH / HOSPICE

Valuables

Patients are asked not to bring items of value to the hospital. If you do bring a valuable item or cash in excess of \$5.00, it should be deposited in the safe in the Admitting Office. You will be given a written receipt for all items which must be presented when you withdraw them. The hospital does not accept responsibility for items of value unless they are deposited in the safe. If you lose something, please notify your nurse right away and we will make every effort to help you find it.

Housekeeping

Your room is cleaned six days per week by a member of the Housekeeping staff. There are no routine housekeeping services on Sundays or holidays. If there is a housekeeping problem in your room, please notify your nurse.

Visitor Guidelines

- All visitors who have a communicable disease or think they might have a communicable disease are asked to not visit hospitalized patients. This is especially important when the community is experiencing high levels of a communicable disease.
- If you are visiting a patient who is in an “Isolation” room, you must check with the nurse and receive training, protective equipment, and hand washing instructions prior to entering the patient’s room.

Cafeteria Hours

- Breakfast (Self-Serve) 6: 30 a.m. - 9:00 a.m.
- Coffee Break 9:00 a.m. - 10:00 a.m.
- Lunch 11:30 a.m. - 1:15 p.m.
- Coffee Break 2:00 p.m. - 3:00 p.m.
- Supper 5:00 p.m. - 6:00 p.m.

Telephone Calls

- Local Calls: Please dial 9 first and then the local number.
- Long Distance Calls: Must be made collect, billed to a credit card, or to your home phone number.
 - Collect Calls: Dial 9, 0, and the number you wish to call; wait for the operator to assist you.
 - Credit Card Calls: Have your credit card ready; dial 9, 0, and the number you wish to call; follow the instructions given, making sure to enter your credit card number at the appropriate time.
 - Billing to Your Home Phone: To place the call, dial 9, 0, and the number you wish to call. When appropriate, tell the operator that you want the call billed to your home number and give the operator your home phone number.



GENERAL INFORMATION

Payment

- Admission to skilled Swing Bed must be preceded by an acute hospital stay of at least three days, within the last 30 days and a current skilled admission review to determine if skilled care is appropriate.
- Please refer to your Medicare Handbook for additional information concerning coverage.
- Any patient covered by government programs, Title XVIII, Title XIX, etc., will be billed for the balance after coverage is determined or payment received. The bill for government payment will be submitted in accordance with federal regulations.
- The patient shall be charged for the day of admission and not for the day of discharge.

Personal Belongings

Swing Bed patients may wear street clothes during the day if they desire and as their condition allows. Any personal belongings brought to the hospital or removed from the patient’s room are the responsibility of the patient/family. Please notify the nurse regarding items brought in or taken home.

Lifeline

Lifeline is a security monitor worn as a necklace that provides you with instant access to help while at home. When pushed, the button activates a small, in-home unit, which dials the response center. If you need assistance, help will be sent. There is an installation fee plus a monthly charge. For those eligible, funds are available through the South Dakota Department of Adult Services and Aging., Call Avera Home Medical Equipment at 996-1394; Central Electric at 996-7516; or Independent Living Choices at 995-8141 for more information.

Home Medical Equipment

Avera Queen of Peace Hospital provides fully accredited Home Medical Equipment Services 24 hours a day. Whether you need oxygen when you return home, a nebulizer for breathing treatments, supplies and formula for tube feedings, a breast pump after the birth a baby, etc., Home Medical Equipment can supply you with these items. We will bill Medicare, Medicaid, and/or your insurance company for you. If you need help planning for your home needs, please call Avera Queen of Peace Home Medical Equipment at 995-2460.

Community Resources

Rehab and Long-term Care

Nursing homes are an option for patients who need nursing/medical care, personal care, and recreational services. Most nursing homes are classified as one of the following:

- **Skilled Nursing Services** – Within this facility, physicians, nurses, physical therapists, social workers, and other professionals are available to provide care. This care may include administering intravenous fluids and medicines, and wound care. Care in a skilled nursing facility may be covered by Medicare and commercial insurance.
- **Intermediate Care Services** – This type of facility provides less intensive care than the skilled facility. Care is delivered by registered and licensed practical nurses and an array of therapists. Care provided in these facilities may not be covered by Medicare or commercial insurance.
- **Residential/Assisted Living** – Residents in these facilities do not require constant attention from nurses or aides. If you are quite capable of independent living, but require some supervision or assistance with personal care and homemaking services, you might consider such a facility. Care provided in these facilities is not covered by Medicare or insurance.

Rehab and/or Long-term Care Referral List:

Nursing Facility Level of Care

Key: (Sk) Skilled (Int) Intermediate

Mitchell

- Avera Brady Health and Rehab (Sk) 996-7701
(Medicare Affiliated)
- Firesteel Healthcare Community (Sk) 996-6526
(Medicare Affiliated)

Armour

- Golden Living Center (Sk) 724-2911
(Medicare Affiliated)

Bridgewater

- Diamond Care Center (Sk) 729-2525
(Medicare Affiliated)

Canistota

- Good Samaritan Society (Sk) 296-3442
(Medicare Affiliated)

Corsica

- Good Samaritan Society (Sk) 946-5467
(Medicare Affiliated)

Howard

- Good Samaritan Center (Sk) 772-4481
(Medicare Affiliated)

Parkston

- Avera Bormann Manor (Int) 928-3384

Platte

- Platte Care Center Avera (Int) 337-3131

Salem

- Golden Living Society (Sk) 425-2203
(Medicare Affiliated)

Wessington Springs

- Weskota Manor Avera (Int) 539-1621

White Lake

- Aurora-Brule Nursing Home (Sk) 249-2216

Woonsocket

- Prairie View Care Center (Sk) 796-4467
(Medicare Affiliated)

Swing Bed Referral List:

***All Swing Beds are Medicare Affiliated**

Mitchell

- Avera Queen of Peace Hospital 995-2000

Armour

- Douglas County Memorial Hospital 724-2159

Parkston

- Avera St. Benedict Health Center 928-3311

Platte

- Platte Health Center Avera 337-1507

Wessington Springs

- Avera Weskota Memorial Medical Center 539-1201

There are more facilities and a list is available upon request.



Assisted Living Facilities:

- Avera Brady Assisted Living (licensed) 996-7702
- Prairie Crossings (licensed) 996-2730
- Countryside Living (licensed) 996-1991
- Rosewood Court (licensed) 995-0359

Residential Living Centers:

- Rosewood Court 996-0359
- Crystal Manor 996-2102

Local Resources:

May include, but are not limited to the following:

- Avera@Home 995-2268
- Catholic Family Services 996-9033
Toll-free 1-888-496-2273
- Dakota Counseling Institute 996-9686
- Davison County Community Health 995-8040
- Davison County Welfare Office 995-8611
- Elderly Nutrition Program 995-8440
- Lutheran Social Services 1-800-568-2401
- Meals on Wheels 995-5696
- Mitchell Area Safehouse 996-4440
Toll-free 1-888-996-8909
- Retired Senior
Volunteer Program (RSVP) 995-8440
- SD Crime Victims' Compensation 1-800-696-9476
- SD Department of Social Services 995-8000

Equipment Rentals:

- Avera Queen of Peace
Home Medical Equipment 995-2460
- Avera Home Medical Equipment 996-1394
1-877-711-6146

Transportation:

- Palace Transit 995-8440 or after hours: 770-8440

Special Groups:

If you are interested in any of the community support groups listed below, please ask your nurse to contact Avera Organizational Development at 995-2205 and ask for the contact person, meeting dates, places, and times.

- Alanon
- Cancer Support Group
- Crohn's & Colitis Support Group
- Diabetes Support Group
- Expectant Parent/Childbirth Prep Classes
- Gluten-free Support Group
- Look Good, Feel Better
- Parkinson's Support Group