



# PATIENT HANDBOOK

**UW Health Partners**  
Watertown Regional  
Medical Center

Dear Friends,

The mission of UW Health Partners Watertown Regional Medical Center is *to provide the best in healthcare to our patients*. We work tirelessly to deliver on this mission to deliver quality compassionate healthcare to area residents.

We strive to keep our mission alive everyday. Every encounter with you is an opportunity to help us improve. After you are discharged, you may receive a patient satisfaction survey. We ask that you take a few minutes to complete the survey and return it to us. Your input is greatly valued and appreciated.

This booklet answers some of the more common questions our patients have asked. I hope your experience at UW Health Partners Watertown Regional Medical Center is a positive one and that our services continue to meet and exceed your expectations.

If you have a specific question or concern that is not answered here, please ask your healthcare provider. If you wish to speak with me personally about your experience with UW Health Partners Watertown Regional Medical Center you may reach me at (920) 262-4201.

Sincerely,

A handwritten signature in black ink, appearing to read "John P. Kosanovich". The signature is fluid and cursive, with a large initial "J" and "K".

John P. Kosanovich

President,  
UW Health Partners Watertown Regional Medical Center

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# OUR MISSION

To provide the best in healthcare to our patients.

# OUR VISION

A medical center that is a leader in the delivery of compassionate, clinically excellent, patient centered care; is the healthcare provider of choice; and is recognized as an efficient, cost effective provider of care.

## UW HEALTH PARTNERS WATERTOWN REGIONAL MEDICAL CENTER'S CONVENIENT LOCATIONS TO SERVE YOU...



# **UW HEALTH PARTNERS WATERTOWN REGIONAL MEDICAL CENTER**

UW Health Partners is composed of Watertown Regional Medical Center and affiliated services including:

## **CARDIAC REHAB**

**(920) 262-4302**

## **CENTER FOR WOMEN'S HEALTH**

128 Hospital Drive  
Watertown, WI 53098

**(920) 262-4285 or (866) 307-9500**

## **REHABILITATION & SPORTS MEDICINE**

123 Hospital Drive, Suite 1009  
Watertown, WI 53098

**(920) 262-4220**

*Clinics also in: Juneau, Lake Mills and Waterloo*

## **DIRECTIONS COUNSELING CENTER**

129 Hospital Drive  
Watertown, WI 53098

**(920) 262-4800**

## **DOCTORS COURT CLINIC**

1507 Doctors Court  
Watertown, WI 53094

**(920) 261-4111**

## **HEART & VASCULAR CENTER**

125 Hospital Drive  
Watertown, WI 53098

**(920) 262-4449**

## **HIGHLAND HOUSE**

**Waterloo**  
161 Goehl Road  
Waterloo, WI 53594  
**(920) 478-4173**

**Watertown**  
125A Hospital Drive  
Watertown, WI 53098  
**(920) 262-4823**

## **HIGHLAND VILLAGE**

**Waterloo**  
Goehl Road  
Waterloo, WI 53594  
**(920) 478-3449**

**Watertown**  
117 Homestead Lane  
Watertown, WI 53098  
**(920) 261-6808**

## **HOME HEALTH/ADULT DAY SERVICES**

125 Hospital Drive  
Watertown, WI 53098  
**(920) 262-4262**

### **INTERNAL MEDICINE CLINIC**

123 Hospital Drive, Suite 2009  
Watertown, WI 53098  
**(920) 262-9833**

### **IXONIA CLINIC**

W1046 Marietta, Suite 230  
Ixonía, WI 53036  
**(920) 206-6310**

### **JUNEAU CLINIC**

334 S. Western Avenue  
Juneau, WI 53039  
**(920) 386-0290**

### **JOHNSON CREEK CLINIC**

540J Village Walk Lane  
Johnson Creek, WI 53038  
**(920) 699-6200**

### **LAKE MILLS CLINIC**

1025 Mulberry Street  
Lake Mills, WI 53551  
**(920) 648-4518**

### **OCCUPATIONAL HEALTH**

**(920) 262-4253**

### **PAIN MANAGEMENT CENTER**

**(920) 262-4450**

### **UROLOGY CLINIC**

123 Hospital Drive, Suite 2002  
Watertown, WI 53098  
**(920) 261-1334**

### **UW CANCER CENTER JOHNSON CREEK**

250 Doctors Court  
Johnson Creek, WI 53038  
**(920) 699-3500**

### **WATERLOO CLINIC**

111 Anna Street  
Waterloo, WI 53594  
**(920) 478-3776**

### **WATERTOWN REGIONAL MEDICAL CENTER**

125 Hospital Drive  
Watertown, WI 53098  
**(920) 261-4210 or (800) 472-4210**

### **WELLNESS WORKS/COMMUNITY HEALTH**

125 Hospital Drive  
Watertown, WI 53098  
**(920) 262-4639**

# PATIENT & VISITOR INFORMATION

## AT THE HOSPITAL

### **Parking, Entrance & Registration:**

If arriving before 6:00 am, please park in the Outpatient parking lot located across from the front main entrance of the hospital and enter through the Emergency Department entrance. You will be registered and be escorted to your room.

If arriving after 6:00 am, please park either in the Outpatient or Visitors parking lots and enter through the visitor or the main entrance. Registration is conveniently located in the lobby. You may have completed most of your paper work previously, but it is still necessary to check in at the registration desk. You will then be escorted to your room.

### **Your Room:**

Once in your room a nurse will complete the admission process. Instructions will be given on how to call for assistance and use of the phone and TV. Please feel free to ask questions regarding care you will receive while you are here.

Each patient room is equipped with its own thermostat. Please feel free to make any adjustments or ask your nurse for help. Keep in mind, small adjustments can make a huge difference in room temperature.

### **Meals:**

Nutrition is important to your recovery. The Dietary Department provides appetizing meals prepared in accordance with your dietary needs. Our patient nutrition representatives (PNR) will visit you before each meal to attend to your meal service needs.

Patient meals are served at approximately the following times:

- ♦ Breakfast between 7:30 am and 8:00 am
- ♦ Lunch between 11:30 am and Noon
- ♦ Dinner between 4:45 pm and 5:15 pm

Occasionally your meal may be delayed if you are scheduled for a special test or treatment. Whenever possible your meal will be served after your examination or test.

A PNR will visit you twice daily to assist you in selecting your meals for that day. If you are on a special diet prescribed by your physician you'll receive suggestions from the PNR tailored to your specific needs.

If a family member or friend wants to eat in your room with you they may go to the cafeteria, buy a meal there and take it back to your room. If other arrangements need to be made, please contact your nurse.

**Cafeteria:**

We invite family and guests to enjoy a meal in our cafeteria located on the main level of the hospital. Our cafeteria is open daily from 7:00 am until 6:30 pm with hot meals being served at the following times:

- ♦ Breakfast            7:00 am to 10:30 am
- ♦ Lunch                11:15 am to 1:45 pm
- ♦ Dinner               4:15 pm to 6:30 pm

**Vending Services:**

Cold beverages and snack items are available 24 hours a day from our vending machines located in the dining area of the cafeteria.

**Mail and Newspapers:**

Mail is delivered to your room daily and forwarded to your home upon discharge. You may give any outgoing mail to a nurse or volunteer. Postage stamps are available in our hospital gift shop.

The Watertown Daily Times newspaper is also delivered daily to your room and is free of charge – thanks to the many area business sponsors. Additional copies are available for sale outside the front main entrance to the hospital. The Wisconsin State Journal and the Milwaukee Journal Sentinel are also available in the same area.

**Pastoral Visits:**

Many of our patients find comfort in a visit from their minister or pastor. We will gladly assist you in contacting a minister or church of your choice. The nursing staff has a complete list available with phone numbers of area clergy. Please let them know and they will make every effort to contact your clergy.

**Smoking:**

In the interest of good health, UW Health Partners provide a smoke free environment for its patients and visitors. The entire campus is tobacco free.

**Phones:**

Phones are located in each patient room. A few phones are also available in the lobby for your use. To use a phone in a patient room, press 9 before the number you wish to call. For long distance assistance, please press 0 and the hospital operator will assist you.

**Reading Material:**

A variety of books are available in all the patient/visitor lounges for your reading enjoyment. If during your stay with us you have not finished reading your book, we invite you to take the book home with you. Our volunteers and associates generously donated all these books.

**Visiting:**

Your visitation schedule of friends or relatives, regardless of age, is at your discretion. Depending on your situation you are free to have visitors at anytime. If you feel you would like to limit visiting hours or restrict who may visit, discuss this with your nurse.

Visitors are asked to respect your need for privacy and rest as well as the needs of other patients. We ask those persons with colds or infectious diseases not visit.

Children are always welcome to visit when it is possible. There are various meeting and waiting rooms where your visit may be more relaxed and uninterrupted. Please let your nurse know when smaller children will be arriving so she/he can be sure to make their visit pleasant.

**Boutique:**

Volunteers staff our boutiques in the main lobbies of Watertown Regional Medical Center and the Center for Women's Health. Boutique hours are 8:00 am to 5:00 pm Monday through Friday. The boutique in the hospital is also open from 8:00 am to 2:00 pm on Saturdays and 11:00 am to 5:00 pm on Sundays, based on volunteer availability. Toiletry items, greeting cards, flowers, candy and a variety of gifts are available for purchase. Press 4234 on the phone in your room, and a volunteer will be happy to assist you.

**Flowers:**

Flowers can brighten the day of a patient and are a wonderful addition to the atmosphere of their room. Please confirm with your nurse that there are no restrictions to having flowers in your room.

**Resource Center:**

You and your family are welcome to use the resource center from 8:00 am to 4:00 pm, Monday through Friday, to research health-related topics. Resource center staff can help you get the information you need or arrange for inter-library loans. Call extension 4278 to reach the Resource Center. If the Resource Center is unattended, please leave a phone message including how you can be reached (even after discharge) and you will receive a call on the next business day. Resource center staff can also mail information to you after discharge.

**Patient Education Channel:**

While you or a family member is a patient, you have access to the "Patient Education Channel 80". The Patient Education Channel provides easy to understand, reliable education on the most common diseases and conditions.

**Internet Access for Patients and Visitors:**

Internet access is provided to patients and visitors using the hospital's wireless network. Guests who have their own WiFi-enabled computer equipment may use the "Guest-Unsecured" network connection. Instruction sheets are available from your caregiver. The "Guest-Unsecured" network access is

not secure from viruses, and guests should provide their own security software. Because internet use takes up bandwidth on the hospital's network, guests are asked not to view streaming video (movies) or other internet activities that use a lot of processing resources.

# PAIN CONTROL

All patients have the right to pain control.

Pain control prevents suffering. It helps you heal faster, and return to normal sooner. The staff of UW Health Partners Watertown Regional Medical Center would like to make this commitment to you:

UW Health Partners Watertown Regional Medical Center's **healthcare providers will:**

- ◆ Tell you at the time of admission that control of pain is an important part of your care. We will respond quickly to your reports of pain.
- ◆ Ask about the presence, quality, and strength of pain. We will use your report as the main indicator of pain.
- ◆ Work with you to form a plan for pain control.
- ◆ Review and change the plan if you have pain that is not controlled.

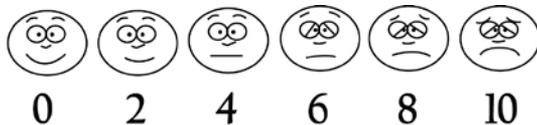
## What is the best way to treat pain?

There is no one best way to treat all pain. It is important for you to know that almost all pain can be controlled. Different treatments, which can augment pain medication effectiveness include: relaxation/imagery audiotapes, relaxing music, ice, heat, etc. These options are available at Watertown Regional Medical Center. For additional information or use of these therapies ask your caregiver.

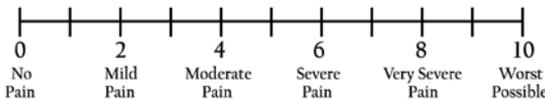
## How do I report my pain?

- ◆ Use words such as aching, throbbing, burning, stabbing, or pressure to describe your pain. This will help your physicians and nurses decide which medicines are best for you.
- ◆ Rate your pain on a scale of 0 to 10.  
10 = the worst pain you can think of. 0 = no pain

Use the scale below to help describe your pain.



0-10 Numeric Pain Intensity Scale



- ♦ Have a goal for pain control. At what level do you feel you could function? This may be a number from the pain scale or your goal may be to walk to the bathroom or sleep through the night.

### **Facts You Should Know**

- ♦ It is easier to control pain when it is mild rather than severe.
- ♦ Studies show that getting “hooked” or “addicted” to pain medicine is very rare. This happens to less than one in 10,000 people.
- ♦ If you are taking narcotics for more than a couple of weeks, your body gets used to the drug. This is called physical dependence, and is a normal and expected part of taking narcotics. It is not the same as addiction.

Choice of pain control medicines depends upon the pain type and strength.

Mild to moderate pain is treated with medicines that can be given alone such as acetaminophen (Tylenol®) or a non-steroidal anti-inflammatory drug (NSAID) such as aspirin or ibuprofen (Motrin®). These medicines may also be mixed with an opioid (narcotic) for moderate pain. An example of this is Vicodin® which contains acetaminophen (Tylenol®) and an opioid, hydrocodone.

Moderate to severe pain is treated with opioids. Drugs used to treat depression or seizures may also relieve certain types of pain and are commonly given in addition to opioids.

### **WORDS TO KNOW**

**Analgesic:** Pain medicine or drug used to control pain.

**Pain Control Goal:** Your goal for pain control. This can be a number on the pain scale. It may also be a change in your ability to do something important to you. Each person may not be able to achieve total pain control.

**Breakthrough Pain:** Pain that comes before your next scheduled dose of medicine.

**Dose:** Amount of medicine.

**Duration of Action:** How long the medicine works.

**Frequency:** Number of times a medicine is taken within 24 hours.

**Long Acting Medications:** Medicines that move slowly into your system over a period of 8 to 24 hours. These are often used when constant pain is present.

**Onset of Action:** Time it takes for a medicine to work.

**Short Acting Medication:** Medicines that act quickly and last for about 2 to 4 hours.

**Resources:** Please tell your nurse and physician about your pain. They need your input to decide the best plan for you. You may also ask to speak to a pharmacist at any time.

**Pain Management Options:** While you are a patient at UW Health Partners Watertown Regional Medical Center it is important that you know about your pain management options. You can then help make decisions about how your pain is treated.

As always, your physician will use the most advanced medical techniques and medicines to control your pain. However, there are additional strategies that you can use to help control your pain. This information should help you to understand more about how the body produces and reacts to pain.

Pain is more than just a nerve signal. Pain is actually the result of many factors.



This chart above shows how a person's experience to pain is a result of many factors.

- ♦ Physical problems (injury, illness, or disease)
- ♦ Physical conditioning (strength, posture, flexibility, exercise and activity levels)
- ♦ Emotions (depression, nervousness and anger)
- ♦ Stress level
- ♦ Reactions to the pain
- ♦ Focus of attention

This pain experience is the combination of elements that results in different pain levels. A person's response to pain signals can be altered. Effective pain management requires using the most effective coping strategies. This helps you to respond to the pain in the most helpful manner.

**Additional pain management options:**

- ♦ Relaxation/imagery training audio tapes
- ♦ Relaxing music
- ♦ Bring your own audio tapes, video tapes, CD's or games
- ♦ Mobility
- ♦ Positioning
- ♦ TENS (Transcutaneous Electrical Nerve Stimulation) \*

- ♦ Ultrasound \*
- ♦ Soft Tissue Mobilization \*
- ♦ Stretching \*
- ♦ Hot Packs \*
- ♦ Cold Packs \*
- ♦ Paraffin \*
- ♦ Fluidotherapy \*
- ♦ Pain Management Center (treating chronic pain that persists for six weeks or more) \*

*(\* requires a physician's order)*

Comfort and self care products and services are available at Wellness Works, Center for Women's Health and Rehab and Sports Medicine. Ask your nurse for information on how you may obtain some of the following services or products to help you:

- ♦ Massage (certified massage therapists)
- ♦ Relaxation tapes
- ♦ Electric massages
- ♦ Cold packs
- ♦ Adaptive equipment and postural aids
- ♦ Aromatherapy products
- ♦ Thera-balls and Thera-bands
- ♦ Thera-canes – for trigger points
- ♦ Magnetic therapy products

## JUST ASK

At UW Health Partners Watertown Regional Medical Center, everyone has a role in making healthcare safe. We encourage you and your family to play a vital part by becoming an active, informed and involved member of your healthcare team. Just ask if you have questions or concerns.

**Participate in all decisions about your treatment. You are the center of the healthcare team.**

- ♦ Know who will be taking care of you, how long the treatment will last, and how you should feel.
- ♦ Understand that more tests or medications may not always be better. Ask your physician what a new test or medication is likely to achieve.
- ♦ Don't be afraid to seek a second opinion.
- ♦ Make sure your physician understands your preferences for care, and your wishes concerning resuscitation and life support.

**Ask a trusted family member or friend to be your advocate.**

- ♦ Your advocate can ask questions that you may not think of, and speak up if you cannot.
- ♦ Your advocate may stay with you, even overnight, when you are hospitalized.
- ♦ Review consents for treatment with your advocate before you sign them. Make sure you both understand exactly what you are agreeing to.
- ♦ Make sure you and your advocate understand the type of care you will need when you go home.

**Safety starts with you. Be sure you are getting the right treatments and medications by the right healthcare professionals. Don't assume anything.**

- ♦ Tell your nurse or physician if something doesn't seem quite right.
- ♦ Expect healthcare workers to introduce themselves when they enter your room. Look for identification badges.
- ♦ Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a physician or nurse to do this.
- ♦ Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or physician.
- ♦ Be sure your nurse or physician checks your wristband or asks your name, before he or she administers any medication or treatment.
- ♦ If you are having surgery, make sure the area that is to be operated on has been marked and verified by you.
- ♦ Don't be afraid to tell the nurse or the physician if you think you are about to receive the wrong medication.
- ♦ Don't hesitate to tell the healthcare professional if you think he or she has confused you with another patient.

**Learn about your diagnosis, the medical tests you are undergoing, and your treatment plans.**

- ♦ Ask for information about your condition. Good sources include your physician, nurse, and the resource centers at UW Health Partners Watertown Regional Medical Center.
- ♦ Write down important facts your physician tells you, so that you can look for additional information later. Ask for written information you can keep.
- ♦ Make sure you are familiar with the operation of any equipment that you will be using when caring for yourself.
- ♦ Know what medications you take and why you take them. Medication errors are the most common healthcare mistakes.

- ♦ You or your advocate should ask what medication you are being given, or what is in your intravenous fluids.
- ♦ If you do not recognize a medication, question if it is for you.
- ♦ Always review your medication allergies or sensitivities with your physician when he or she prescribes a new medication.
- ♦ If you are taking multiple medications, vitamins, herbal supplements or over-the-counter drugs, ask your physician or pharmacist if it is safe to take those medications together.
- ♦ Be sure you can read the handwriting on any prescriptions written by your physician. If you can't read it, the pharmacist may not be able to either.
- ♦ Ask for written information about your medications and their side effects.
- ♦ Go home or to your next level of care with a list of your medications, doses and frequency of when and you to take them.

#### **Know your healthcare facility's qualifications.**

- ♦ Ask about the healthcare organization's experience in treating your type of illness.
- ♦ Before you leave the hospital or other facility, ask about follow-up care and make sure you or your advocate understand all of the instructions.

## **LEAVING THE HOSPITAL**

### **Going Home:**

Check your room thoroughly before you leave to make sure you have all your personal belongings. When you are ready to return home nursing staff or a hospital volunteer will help you transport your belongings and accompany you from your room to your car.

### **Hospital Billing:**

The basic daily room rate includes the cost of 24-hour nursing care by a highly skilled professional staff, as well as the related room costs and meals. There may be additional charges for lab tests, x-rays, drugs, oxygen, dressings, operating room and other services prescribed by your physician.

You will be asked to confirm your method of payment. Options include a personal payment or insurance such as Medicare, Medicaid, commercial insurances and worker's compensation.

Fees for professional services such as physicians, radiologists, pathologists and anesthesiologists will not be included in your hospital bill. These will be billed separately from those respective offices.

Please feel free to contact our Patient Accounting Department at (920) 262-4228 if you have any questions about hospital charges or insurance coverage.

### **Health Insurance Billing Process:**

As a courtesy to you, we will file your claim with your health insurance company. If you have a secondary or supplemental insurance, we will file it for you. Your insurance company will determine the amount of their payment based on your health insurance policy benefits. If your insurance company has not paid, or responded within 45 days from the date of service, please contact your insurance company regarding the status of your claim. If you have any questions regarding our billing process, or would like to discuss your account, please contact our billing staff at the appropriate telephone number listed below. Office hours are Monday through Friday 8:00 am - 4:30 pm.

### **Patient last name:**

A - F (920) 262-4229

G - L (920) 262-4274

M - SCI (920) 262-4287

SCI - Z (920) 262-4238

### **Payment Policy:**

Payment in full of any balance not paid by your insurance company is due upon receipt of your statement. The following payment options are available to those patients who are unable to pay their account in full:

- ♦ Credit Cards – we accept MasterCard, VISA and Discover.
- ♦ Interest Free Financing – outstanding balance to be paid in full within six equal installments.
- ♦ Extended Payment Plan (Loan Program) – extends payment period beyond six months at a preferred interest rate.
- ♦ Community Care – for those who qualify, a reduction of the amount owed may be given based on your financial needs. Please contact our hospital Patient Financial Services department at (920) 262-4396 or (920) 262-4228.

## **AFTER DISCHARGE RESOURCES**

Discharge planning begins before or at the time you enter the hospital as a patient. A nurse discharge planner or social worker from our Care Management Department will help connect you with continued healthcare services that you may need in your home or help you make alternative living arrangements such as nursing home, assisted living facility, etc. Listed below are some after-hospital services that we can arrange:

### **Home Healthcare:**

Home Health provides a continuum of care – from hospital to home. Registered nurses, licensed practical nurses, health aides, therapists, and social workers

will come into your home to continue working towards independence. Medicare and other third party payers cover most of these services. For more information call UW Health Partners Home Health Service at (920) 262-4262.

### **TLC:**

The Total Living Care (TLC) – program is designed to help Watertown residents maintain a high quality of life in their own homes. TLC is different from home healthcare in that it seeks to meet non-medical needs. The program is available to residents living within a five-mile radius of the Watertown city limits, but will travel further for an additional charge. Some of the services TLC provides include: personal hygiene assistance, medication monitoring, meal preparation, laundry, eye drop assistance, transportation, companionship, pet care, taking clients to medical appointments or shopping. TLC services are affordable and flexible which provides one-hour to 24-hour care to meet the specific needs of each individual.

For more information at TLC or to schedule an initial appointment, call (920) 262-4540 or (920) 262-4405.

### **Community Based Residential Facility (CBRF)/**

#### **Assisted Living Facility:**

These residential facilities provide assistance and other services within a home-like environment. They include nutritious meals, light housekeeping, laundry, medication supervision and assistance with bathing. Assisted living facilities are available in Waterloo and a CBRF in Watertown. For more information call Highland House at (920) 262-4820.

#### **Adult Day Services:**

Peace of mind is something we all deserve. Adult Day Service provides a service to both caregiver and their loved ones. Physical care and treatments are provided and monitored to prevent more serious problems. Adult Day Services provide socialization, exercise groups, activities, field trips and much more. For more information and a fee schedule, call UW Health Partners Adult Day Services at (920) 262-4262.

#### **Mealmobile:**

A hot noon meal may be delivered Monday through Friday to homebound individuals who are unable to cook for themselves. There is a nominal fee for this service. Call (920) 262-4262 for more information.

#### **Transportation Service:**

Transportation is available to and from medically related appointments within the Watertown service area. There is a nominal fee for this service. Call (920) 262-4298 to schedule your ride.

**Life Line:**

Marquardt Home Health provides this personal response system. A small wireless button is worn around the neck, wrist or belt loop. When the button is pushed it activates the Life Line system, which is hooked to your phone and sends the call for help directly to the Health Watch Response Center. Trained personnel respond to your call for help. There is a fee for this service, For more information, call (920) 261-7108 (Marquardt Home Health).

**Tele-Care:**

Tele-Care is a free service provided by the Volunteers of UW Health Partners Watertown Regional Medical Center. A daily phone call to members, made by volunteers, provides assurance to those who live alone. Tele-Care is available to anyone in the Watertown area including Lake Mills, Waterloo, Jefferson, Johnson Creek, Juneau, Clyman, Lebanon and Hustisford. It is not limited to any specific age group. Ask your nurse for more information or call (920) 262-4455.

Please call the Volunteer department at (920) 262-4455 for a L.I.F.E. packet to be mailed to your home.

## **ADVANCED DIRECTIVES AND DONATIONS**

**Advance Directives**

An advance directive tells, in writing, your choices about the treatments you want or do not want or about how healthcare decisions will be made if you become incapacitated and cannot express your wishes. An advance directive relieves your caregiver from the burden of guessing what you would want.

An advance directive is made by completing either a Power of Attorney for Healthcare or preparing a Living Will. A Power of Attorney for Healthcare is a document by which you appoint another person to make healthcare decisions for you if you are not capable of making them yourself. These decisions could include whether or not to have an operation, receive certain medications, or be placed on life support.

A living will is a document by which you tell your physician that if you are near death or in a persistent vegetative state, he/she should not use life-prolonging measures. It allows you to refuse treatment or machines that keep your heart, lungs, or kidneys functioning when they are unable to function on their own. While you are a patient in the hospital your advance directive should be attached to your medical record.

You may cancel or replace a living will or power of attorney for healthcare at any time. If you should decide to change your advance directive while you are

hospitalized, please let your nurse or physician know so a copy of the new form can be made for your medical record.

Information about the “Wisconsin State Do Not Resuscitate” bracelet is available by asking your nurse or physician.

Forms for power of attorney for healthcare or a living will are available from a hospital case manager.

### **Organ Donation**

To become an organ donor in Wisconsin you may complete the form on the back of your driver’s license, state your intentions in a durable power of attorney for healthcare form, or make your wishes known to your family. If you don’t have a driver’s license you may get a Wisconsin identification card with donor information from any Department of Transportation License Exam Station. If you choose to become an organ donor you may change your mind at any time.

### **Blood Donation**

When patients need blood transfusions the blood is available because a volunteer donated it through the Blood Center of Southeastern Wisconsin. While no one is ever required to replace blood used, replenishment from healthy family, friends and neighbors is encouraged and appreciated. For information on how to donate, call the Blood Center of Southeastern Wisconsin at (866) 682-5663 or (866) 68BLOOD.

The Blood Center of Southeastern Wisconsin blood program also includes autologous and directed donations. Autologous means donating blood prior to hospitalization for surgical procedures and then using your own blood as needed. A directed donation refers to those made by others on your behalf and is intended to be used as needed during your own upcoming surgical procedure.

## **MEDICARE INFORMATION**

**An Important Message from Medicare** – your rights while you are a Medicare hospital patient:

You have the right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to Federal Law, your discharge date must be determined solely by your medical needs, not by “Diagnosis Related Groups” or by Medicare payments.

You have the right to be fully informed about decisions affecting your Medicare coverage and payment of your hospital stay and any post-hospital services.

You have the right to request a review by a Peer Review Organization (PRO) of any written *Notice of Non-Coverage* that you may receive from the hospital stating that Medicare will no longer pay for your hospital care. PROs are groups of physicians who are paid by the Federal government to review medical necessity, appropriateness and quality of hospital treatment furnished to Medicare patients. The phone numbers and address of the PRO for your area are:

**MetaStar**  
2909 Landmark Place  
Madison, WI 53713  
(608) 274-1940  
(800) 362-2320

**Talk to your physician about your stay in the hospital:**

You and your physician know more about your condition and your health needs than anyone else. Decisions about your medical treatment should be made between you and your physician. If you have any questions regarding your medical treatment, your need for continued hospital care, your discharge, or your need for possible post-hospital care, do not hesitate to ask your physician. The hospital's social worker will help you with your questions and concerns about hospital services.

**If you think you are being asked to leave the hospital too soon:**

Ask a hospital representative for a written notice of explanation immediately, if you have not already received one. This notice is called a "*Notice of Non-Coverage*." You must have this *Notice of Non-Coverage* if you wish to exercise your right to request a review by the PRO.

The *Notice of Non-Coverage* will state either your physician or the PRO agrees with the hospital's decision that Medicare should no longer pay for your hospital care.

If the hospital and your physician agree, the PRO does not review your case before a *Notice of Non-Coverage* is issued. But, the PRO will respond to your request for a review of your *Notice of Non-Coverage* and seek your opinion. You cannot be made to pay for your hospital care until the PRO makes its decision, if you request the review by noon of the first work day after you receive the *Notice of Non-Coverage*.

If the hospital and your physician disagree, the hospital may request the PRO to review your case. If it does make such a request, the hospital is required to send you a notice to that effect. In this situation, the PRO must agree with the hospital or the hospital cannot issue a *Notice of Non-Coverage*. You may request that the PRO reconsider your case after you receive a *Notice of Non-Coverage* but since the PRO has already reviewed your case once, you may have to pay for at least one day of hospital care before the PRO completes this reconsideration.

**If you do not request a review, the hospital may bill you for all the costs of your stay beginning with the third day after you receive the *Notice of Non-Coverage*. The hospital, however, cannot charge you for care unless it provides you with a *Notice of Non-Coverage*.**

**How to request a review of the *Notice of Non-Coverage***

If the *Notice of Non-Coverage* states that your physician agrees with the

hospital's decision – you must make your request for review to the PRO by noon of the first work day after you receive the *Notice of Non-Coverage* by contacting the PRO by phone or in writing. The PRO must ask for your views about your case before making its decision. The PRO will inform you by phone and in writing of its decision on the review.

- ♦ If the PRO agrees with the *Notice of Non-Coverage*, you may be billed for all costs of your stay beginning at noon of the day after you receive the PRO's decision.
- ♦ Thus, you will not be responsible for the cost of hospital care before you receive the PRO's decision.

***If the Notice of Non-Coverage states that the PRO agrees with the hospital's decision:***

- ♦ You should make your request for reconsideration to the PRO immediately upon receipt of the *Notice of Non-Coverage* by contacting the PRO by phone or in writing.
- ♦ The PRO can take up to three working days from receipt of your request to complete the review. The PRO will inform you in writing of its decision on the review.
- ♦ Since the PRO has already reviewed your case once, prior to issuing the *Notice of Non-Coverage*, the hospital is permitted to begin billing you for the cost of your stay beginning with the third calendar day after you received your *Notice of Non-Coverage* even if the PRO has not completed its review.
- ♦ Thus, if the PRO continues to agree with the *Notice of Non-Coverage*, you may have to pay for at least one day of hospital care.

Note: The process described above is called “immediate review”. If you miss the deadline for this immediate review while you are in the hospital, you may still request a review of Medicare's decision to no longer pay for your care at any point during your hospital stay or after you leave the hospital. The Notice of Non-Coverage tells you how to request this review.

### **Post-hospital care**

When your physician determines that you no longer need all the specialized services provided in a hospital, but you still require medical care, he/she may discharge you to a skilled nursing facility or home care. The discharge planner at the hospital will arrange for the services you may need after your discharge. Medicare and supplemental insurance policies have limited coverage for skilled nursing facility care and home healthcare. Therefore, you should find out which services will or will not be covered and how payment will be made. Consult with your physician, hospital discharge planner, patient representative, and your family in making preparations for care after you leave the hospital. Don't hesitate to ask questions. (Please refer to the “At Home” section in this booklet for more information, page 20.

# PATIENT RIGHTS AND RESPONSIBILITIES

## Statement of Rights:

1. You have the right to be informed of your rights in a language that you understand.
2. Except in emergencies, you have the right to give consent before treatment is administered.
3. You have the right to not be denied appropriate hospital care because of your race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap, or source of payment.
4. You have the right to be treated with consideration, respect and recognition of individuality and personal needs, dignity, comfort, and privacy while receiving treatment and personal care.
5. You have the right to be interviewed and examined in surroundings designed to ensure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex.
6. You have the right to confidentiality, security, pastoral care and/or other spiritual services while receiving treatment and care.
7. You have the right to have your medical records, including all computerized medical information, be confidential.
8. You have the right to access information contained in your medical record within a reasonable time frame.
9. You have the right to know who is involved in the delivery of your care, and to receive information about your illness, course of treatment, outcomes of care, and prognosis for recovery in terms and language you can understand. The hospital will use alternative communication techniques or aides for those who are deaf or blind, or take other steps necessary to effectively communicate with you.
10. You have the right to make informed decisions regarding your care and the hospital must respect your wishes.
11. You have the right to participate, as a partner in the healthcare process, in the development, implementation, and revision of your plan of care, treatment, and discharge plans to meet your psychosocial, psychological and medical needs.
12. You have the right to receive, at the time of admission, a copy of the Patient's Rights and Responsibilities and be informed of the hospital's methods of educating patients and staff about patient rights and their role in supporting these rights.

13. You have the right to have a family member of your choice and your own physician to be notified of your admission to the hospital.
14. You have the right to be transferred to another facility, with a full explanation of the reason for transfer, provision for continuing care, and acceptance by the receiving facility and physician. In case of emergencies, you will be stabilized prior to transfer.
15. You have the right to refuse treatment or leave the hospital against your physician's advice to the extent permitted by law. Once you leave the hospital "Against Medical Advice" (AMA), neither the hospital nor your physician will be responsible for any harm that this action might cause you or others.
16. You have the right to be free from all forms of abuse, neglect, harassment, and/or have access to protective services.
17. You (or your guardian, next of kin or legally responsible person) have the right to make medical care decisions, to formulate an advance directive, to modify your decisions, and to have the hospital staff and practitioners who provide care in the hospital comply with these directives.
18. You have the right to participate in ethical questions/dilemmas that arise in the course of your care. These include issues of forgoing or withdrawing life-sustaining treatment, withholding resuscitative services, care at the end of life, and/or conflict resolution.
19. You have the right to participate in the donation of organs and other tissue after communicating with a Wisconsin Tissue Bank (WTB) representative.
20. You have the right to examine and receive an explanation of your hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital.
21. You have the right to participate in and give informed consent, or refuse to participate in a research, investigational, and/or clinical trial procedure/device. You will receive a thorough explanation including the risks, discomfort, alternatives, and benefits of the project.
22. You have the right to pain relief. 23. You have the right to have your pain assessed, reassessed, and managed during your course of hospitalization, and education on pain assessment and management preceding, during hospitalization, and upon discharge.
24. You have the right to designate who may be permitted to visit during your hospital stay in accordance with hospital policy.
25. You have the right to be free from restraints and/or seclusion of any form that are not medically necessary. Restraints are not to be used as a means of coercion, discipline, convenience, or retaliation by the staff. If restraints are necessary, you have the right to have the least restrictive manner of restraint implemented, be continually assessed/monitored/re-evaluated within specific time periods, and end the use of restraints at the earliest possible time.

26. You have the right to lodge a grievance/complaint either verbally or in writing with the hospital and/or state agency directly and shall be informed of the hospital's policies and procedures for initiation, review, and resolution of such complaints. Grievances/complaints will be responded to in a reasonable time frame. If you want to file a complaint, please call the CEO at (920)262-4203. You may also send a written complaint to the State of Wisconsin Department of Health and Family Services Bureau of Quality Assurance at:

1 West Wilson Street  
P.O. Box 2969  
Madison, Wisconsin 53701-2969  
Phone (608) 243-2024

27. You have the right to know if your physician has a financial interest in the hospital.

28. You have the right to receive care in a safe and secure environment.

29. You have the right to be informed when outcomes of care are significantly different from expected outcomes.

### **Patient Responsibilities**

1. You are responsible to give to the best of your knowledge, accurate and complete information about your present health complaints, past illnesses, hospitalizations, medications and other matters pertaining to your healthcare.

2. You are responsible for providing information about advance directives (documents that give information about future healthcare needs) should you be incapable of participating in such discussions.

3. You are responsible for informing the nursing staff or physician if you do not understand a proposed course of action or what is expected of you.

4. You are responsible for following the treatment plan recommended by your physician. You are responsible for advising those treating you whether or not you think that you cannot follow a certain treatment plan.

5. You are responsible for your actions if you refuse treatment or do not follow the physician's instructions.

6. You are responsible for asking questions about your treatment, diagnosis or prognosis.

7. You are responsible for letting the nursing staff and physician know when you are having pain or if your pain is not being managed effectively.

8. You are responsible for knowing and following hospital rules and regulations, including noise control, smoking and visitor policy.

9. You are responsible for your personal belongings.

10. You are responsible for being cooperative and considerate during the treatment and care provided.

11. You are responsible for the financial obligations for care and hospitalization.

12. You are responsible for respect, privacy and confidentiality of other patients and employees.
13. You are responsible for talking with the nurse, physician or administration if you are dissatisfied with your care or believe your rights have been violated.
14. You are responsible for acting with consideration and respect of other patients, hospital personnel and property.
15. You are responsible for reporting unsafe conditions, situations and to report any errors that you perceive may have occurred.

### **Joint Commission Accreditation & Hospital Concerns**

UW Health Partners Watertown Regional Medical Center provides notice to its publics that when an individual has any concerns about patient care and safety in the hospital that the hospital has not addressed, he or she is encouraged to contact the hospital's management. If the concerns cannot be resolved through the hospital, the individual is to be encouraged by the hospital to contact the Joint Commission (JC). The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited healthcare organization by either calling (800) 994-6610 or emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

## **GUIDE TO NEARBY LODGING**

We have several motels and hotels in Watertown that are conveniently located to Watertown Memorial Hospital.

### **HOLIDAY INN EXPRESS**

101 Aviation Way  
Watertown, WI 53094  
**Phone: (920) 262-1910**

Non-smoking rooms: Yes  
Restaurant: Next door and across the street

### **SUPER 8**

1730 S. Church Street  
Watertown, WI 53094  
**Phone: (920) 261-1188**

Non-smoking rooms: Yes  
Restaurant: Next door and across the street

## **TRANSPORTATION**

### **CAB SERVICE**

**Phone: (920) 261-7433**

### **MEDICAL APPOINTMENTS TRANSPORTATION**

**Phone: (920) 262-4298**

## TASTE OF WATERTOWN

### AMADO'S RESTAURANT

Mexican Food  
403 E. Main  
(920) 262-9560

### APPLEBEE'S

1512 S. Church  
(920) 261-0239

### ARBY'S

1910 Market Way  
(920) 261-9380

### CHALET RESTAURANT

*Family Dining*  
107 W. Main  
(920) 261-9966

### CHINA BUFFET

*Chinese & American*  
1632 S. Church  
(920) 261-0737

### COUSINS SUBS

1506 S. Church Street #C  
(920) 261-8000

### CULVER'S

1722 S. Church  
(920) 261-3388

### ELIAS INN SUPPER CLUB

200 N. Second  
(920) 261-6262

### HARDEE'S

715 W. Main  
(920) 262-9640

### HIGHWAY HARRY'S

710 Glover Lane  
Johnson Creek WI 53038  
(920) 699-4444

### LA FINCA DE ADOBE

Mexican Food  
302 E. Main  
(920) 262-6360

### MCDONALD'S

625 Church Street  
(920) 261-1108

### MULLEN'S DAIRY BAR & EATERY

212 W. Main  
(920) 261-4278

### PERKIN'S FAMILY RESTAURANT

1727 S. Church  
(920) 261-9080

### PHIL'S PIZZA PLACE

Italian & Greek  
112 S. Second  
(920) 261-0102

### PIZZA HUT

1504 S. Church  
(920) 261-0603

### PJ'S PIZZA

*Pizza & Subs*  
118 N. Church  
(920) 261-5299

### PONDEROSA STEAK HOUSE

605 S. Church  
(920) 261-8774

### ROSE GARDEN CAFÉ & PIZZERIA

500 Bernard  
(920) 261-0006

### SETTLER'S BAY

1601 East Gate Drive  
(920) 206-7774

### STEAKFIRE

Grill your own  
1726 S. Church  
(920) 262-2222

### SUBWAY

1303 Memorial Drive  
(920) 206-8760

### TACO BELL

1729 S. Church  
(920) 206-1727

### UPPER KRUST PIE SHOP

Restaurant menu as well as bakery  
1300 Memorial Drive  
(920) 206-9202

### ROCK RIVER PIZZA CO.

100 E. Madison Street  
(920) 262-9992

### ZWIG'S GRILL

904 E. Main  
(920) 261-1922



# QUICK REFERENCE NUMBERS

Use this handy guide to organize all your important phone numbers:

<b>Emergency:</b> .....	<b>9-1-1</b>
Watertown Regional Medical Center: .....	(920) 261-4210
Physician Referral: .....	(920) 262-4298
Family Physician: .....	_____
Women's Health Physician: .....	_____
Pediatrician: .....	_____
Dentist: .....	_____
Pharmacy: .....	_____
Poison Center: .....	(800) 222-1222
Work: .....	_____
Cell Phones: .....	_____
School/Day Care: .....	_____
Other: .....	_____

**FOR MORE INFORMATION OR TO SCHEDULE AN APPOINTMENT CALL (920) 262-4298**



125 Hospital Drive, Watertown WI 53098  
(800) 472-4210  
uwhpwatertown.com